

CITY OF HAMILTON

CITYHOUSING HAMILTON (BUSINESS & TECHNICAL SERVICES SECTION - LOCATION – 55 HESS ST. S., 23 FLOOR)

PLANNING & POLICY COORDINATOR (CHH) – CUPE 5167

SUMMARY OF DUTIES

Reports to the Manager, Business & Technical Services. Co-ordinates, facilitates and manages a range of activities related to CityHousing Hamilton (CHH) policy, procedures and strategic business planning to help ensure the successful operation of CHH.

GENERAL DUTIES

In consultation with the Manager, Business Services assists with the tactical coordination and delivery of CityHousing operational programs and projects that focus on policy and procedures, compliance and strategic business planning.

Works with Manager and other staff to ensure that processes align with appropriate legislation, corporate policies, Council directions, and sectoral best practices.

Researches and recommends procedural best practices.

Performs general research and disseminates information as required to meet stakeholder needs.

Assists in the coordination and facilitation of CHH strategic plan and strategic priorities; development and tracking of work plans, action items, communication etc.

Tracks and reports on key performance indicators for CityHousing initiatives. Performs external benchmarking with comparable external organizations.

Facilitates the updating of CHH policies and procedures, and maintains a policy and procedures manual/database to document and support operations.

Communicates with a range of stakeholders to ensure that policy and process updates or changes are communicated as required.

Liaises with clients, other departments, outside agencies, and other stakeholders as required to ensure that operational processes are understood and followed.

Develops communication materials; emails, reports, presentations for CityHousing employees, management and Board of Directors.

Inputs and retrieves data and reports required by process stakeholders in a timely fashion.

Schedules, coordinates and documents stakeholder meetings as required to support CityHousing program and project processes.

Provides back up clerical assistance when needed.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational health and safety.

QUALIFICATIONS

1. Demonstrated experience in the coordination of complex operational processes, normally acquired through the completion of a college diploma in administration, project management or a combination of related work experience and education.
2. Previous experience in project management, compiling and analysing information, preparing and presenting reports, developing and maintaining policies and procedures.
3. Ability to effectively communicate and interact staff, internal and external clients in both written and verbal form.
4. Must possess initiative, good judgement, excellent interpersonal and organizational skills, demonstrated tact and professionalism.
5. Must possess excellent writing, communication, organizational and diplomacy skills.
6. Demonstrated experience in a computerized environment. Must have intermediate level skills in Microsoft Word, and basic level skills in Excel & Outlook. Preference will be given to those with competence in database management.
7. Experience and the ability to organize and prioritize multiple tasks/assignments in order to meet deadlines.
8. Demonstrated ability to work independently and in a team environment.
9. Familiarity and knowledge in social housing; issues, policy and legislation would be an asset.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
