

# CITY OF HAMILTON

## CITYHOUSING HAMILTON

(PARTNERSHIP DEVELOPMENT & SUPPORT SERVICES – LOCATION – 55 HESS ST. S., 23<sup>rd</sup> FLOOR)

### PROJECT MANAGER, VANIER TOWERS (CHH)

#### SUMMARY OF DUTIES:

Reporting to the Manager, Partnership Development & Support Services, CityHousing Hamilton, the Project Manager, will contribute to a dynamic team of professionals and be responsible for assisting in the development of a sustainable model of co-ordination and delivery of health and social services at Vanier Towers Hub program. The Vanier Towers program's goal is to ensure the delivery of services and supports for residents that are informed by tenant feedback and population health data. This includes producing efficient and effective outcomes, including but not limited to co-ordination of partners (health & social services) and other services provided, reporting and monitoring of status of project, performance measurement and evaluation, representation at various internal and external committees and agencies, monitoring risk, development of communication strategy as well as recommendations for ongoing integrated health and social tenant support service models within CHH, and other housing providers.

#### GENERAL DUTIES

The Project Manager will serve as project lead for the Vanier Towers project including representation at departmental meetings and external committees involving other levels of government and agencies.

The Project Manager shall be responsible for following project management best practices, project plan development and project resource planning.

Integrates all aspects of project management into a comprehensive and cohesive project plan and schedule by:

- development of terms of references including defining project scope;
- identification of project risks and develops strategies to minimize potential impacts;
- identification of project tasks;
- estimation of costs;
- development of project schedules;
- identification of milestones and budget;
- identification of project resources and skill requirements; and,
- determining allocation of financial resources to project tasks, recommend future budget appropriations
- transition and roll out plans.

Develops and executes project communication strategies including project documents such as project charters; business cases; reporting and monitoring of project status; communication of risks and issues; performance measurement; and management of organizational change associated with operations projects.

Develops and monitors project work, plans and schedules through control of project scope, cost, quality, documentation, as well as through stakeholder management, risk monitoring, and vendor contract administration.

Directs and manages project execution through quality assurance and leadership of project resources, and project related day to day operations. Develops cohesive projects.

Develops success metrics and KPI's to ensure the success of the project.

Researches, investigates, evaluates and makes recommendations on new business processes that align with Division strategies / standards, and provide optimum solutions. Prepares budget and operational impact analyses and provides recommendations and supporting documentation based on process information. In collaboration with multiple partners

makes recommendations for additional ongoing integrated health and social housing with supports models within CHH and other housing providers.

Acts on behalf of the Division on assignments as required.

The Project Manager will use a “best practices” approach in seeking new methods, systems to support continuous improvement in the delivery of services provided by the Partnership Development Support Services of CityHousing Hamilton.

Prepares oral and written presentations reports regularly on the status of projects, milestone achievement and change management to the project partners leadership. Prepares recommendations and outlines preferred courses of action.

The Project Manager will promote teamwork, provide clearly-defined goals and objectives, function as a mentor to staff, motivate, coach and provide advice on project issues and problem resolution.

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

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 competence in project management, process improvement, business planning, business analysis, fiscal management, performance measurement and evaluation, normally acquired through a degree in business, social services, public administration or related Social Housing experience or discipline pertinent to the job functions combined with project management experience.
2. Project management designation is preferred.
3. Lean Six Sigma Certification (Green Belt or higher) is preferred.
4. Demonstrated project management skills within the area of operations and logistics.
5. Understanding and experience with Social Housing is preferred. Knowledge of the Residential Tenancies Act, 2006, and Housing Services Act, 2011 is considered an asset.
6. Understanding and experience with social and health services in Hamilton, including mental health and addictions services.
7. Demonstrated effective supervisory skills providing work direction related to project delivery and project management.
8. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
9. Demonstrated effective written and verbal communication, facilitation, negotiating and presentation skills particularly with diverse population at Vanier Towers.
10. Demonstrated exceptional interpersonal skills including proven customer service skills required to manage partnerships with multiple stakeholders.
11. Demonstrated ability to provide leadership in multiple and competing projects.
12. Demonstrated ability to plan, organize and lead projects.
13. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.

- 14. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-solving.
- 15. Must have excellent computer skills in a Windows environment utilizing MS Word, Excel, PowerPoint and Outlook. Microsoft Project and web-based applications an asset.
- 16. Thorough knowledge and understanding of the statutes, regulations and bylaws affecting the department/section.
- 17. Must possess and maintain a valid Class "G" Driver's Licence and provision of vehicle for use on the job.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**NOTE 1:**

This position(s) requires the incumbent(s) to use their personal vehicle(s) 3 or more times per week for City business. In accordance with the City policy, parking is provided at this time. Should this job requirement change, parking will only be provided in accordance with the City policy in force at that time.

**NOTE 2:**

As a condition of employment, the successful applicant(s) will be required to obtain a Criminal Record and Judicial Matter Check (CRJMC), at their own expense prior to beginning work in this position.

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

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