

## CITY OF HAMILTON

### CITYHOUSING HAMILTON

(STRATEGY & QUALITY IMPROVEMENT SECTION – LOCATION – 55 HESS. ST. S., 23<sup>rd</sup> FLOOR)

### MANAGER, STRATEGY & QUALITY IMPROVEMENT

#### SUMMARY OF DUTIES

Reporting to the CEO, City Housing Hamilton (CHH), the Manager, Strategy & Quality Improvement will provide leadership in managing, developing, and implementing activities pertaining to strategic and operational planning, continuous quality improvement, and policies and procedures for CHH.

The use of “benchmarks” and “best practices” will be imperative to ensure staff, contractors, community partners, and tenants are engaged and contributing to achieving corporate goals and objectives. Instilling a customer service focus will further support CHH in striving to realize its vision and values, and to provide quality services.

#### GENERAL DUTIES

Responsible for the supervision and direction of staff to ensure that all functions of their jobs are carried out in a manner that is consistent with the culture, mission and values of CHH.

Facilitates and leads in the development of CHH strategic plan, business process review, change management strategies. Participates in development of CHH goals, objectives, strategic and annual workplans.

Establishes, supports and monitors quality assurance and continuous improvement programs across CHH. Monitors and examines emerging trends and best practices that have the potential to impact CHH services. Ensures there is continual scanning of the external environment to ensure the strategic plan is current.

Liaises with Corporate Services Information Technology in overseeing the information technology strategies to maximize the impact of service delivery for CHH.

Leads, researches and develops departmental policies and procedures and business practice tools and templates. Leads the development of a framework for annual operational planning. Ensures accurate and timely documentation and coordination of changes, additions and deletions to CHH policy and procedure manuals and other administrative processes.

Develops, implements and monitors an operational plan that includes goals, objectives and key performance indicators of CHH; prepares dashboard style reports as required.

Participates in status meetings, reports on status, and communicates status as appropriate. Identifies, analyzes, and escalates any issues, risks or changes as required.

Leads the development, implementation and management of a Continuous Quality Improvement (CQI) program by providing support and guidance to managers through the identification of improvement-oriented initiatives and undertaking projects.

Provides direction, leadership and co-ordination of teamwork; motivates and encourages staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation and high-quality service.

Provides leadership and facilitates staff development in the utilization of problem solving and priority setting tools as part of the CQI program.

Prepares and presents reports on efficiency and effectiveness activities and plans to senior staff.

Participates in defining project scope and stakeholder needs. Develops comprehensive business requirements, project charters and establish key deliverables and success metrics.

Communicates and builds strong relationships with all appropriate stakeholders and project team members.

Develop audit processes to ensure compliance with regulation and conformance with the CQI program.

Conducts business needs analysis and provides input and makes recommendations into long term planning for CHHs information technology needs.

Participates on various corporate and departmental committees for information technology projects and initiatives to represent unit, section, or the division, as required.

Responsible for the software implementation including production and maintenance of procedure manuals.

Develops and manages training programs for all CHH staff, tenants and Board of Directors.

Leads and coordinates responses to MPHIPA requests.

Receive and answer escalated direct inquiries from Board of Directors, City Council, Hamilton residents, other City Departments, tenants and their advocates, and community housing stakeholders pertaining to various housing issues.

Prepares reports, briefing documents and correspondence for Senior Management and CHH Board.

Participates in emergency preparedness planning, development and training. Responds to emergencies as required.

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.

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

## **QUALIFICATIONS**

1. Must be able to demonstrate a level of expertise related to the duties described normally acquired through a Baccalaureate Degree or College Diploma in Health and Social Services, Sciences, Business, or a combination of education and relevant work-related experience.
2. Progressively responsible management experience, preferably in housing, social services or municipal services sector.
3. Demonstrated skills and experience in strategic and operational management, implementing change, business planning and analysis.
4. Demonstrated experience in continuous quality improvement systems and preferably in a leadership role. Previous experience managing a multi-disciplinary staff.
5. Practical experience in process improvement using Lean Six Sigma or similar methodology.
6. Progressive experience in policy analysis and program evaluation.
7. Working knowledge of computer software applications (Microsoft Office, Word, Excel, and database software) with strong focus on financial analysis and economic justification. Knowledge of Northgate considered an asset.

8. Strong leadership, communication, conflict resolution and organizational skills.
9. Proven ability to work with management professionals from cross disciplines.
10. Exceptional interpersonal skills required to deal with broad cross-section of professionals, tenants, staff, public, elected officials and other community-based agencies and organizations.
11. Exceptional written and verbal communication skills required to communicate at different levels within and outside the organization, other municipalities, government ministries, and community-based agencies and organizations.
12. Ability to plan, prioritize and manage workloads of personal work and various teams; experience working in a highly unionized work environment.
13. Demonstrated supervisory, coaching and team-building skills along with demonstrated decision- making and problem-solving skills dealing with challenging situations.
14. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
15. Must possess a valid Class "G" Drivers Licence
16. Provision of a car by the individual for use on the job.

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

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