

CITY OF HAMILTON

CITYHOUSING HAMILTON **(PARTNERSHIP DEVELOPMENT & SUPPORT SERVICES SECTION – LOCATION – TBD)**

SUPERVISOR, PARTNERSHIPS & ENGAGEMENT

CityHousing Hamilton, the third largest social housing provider in the Province of Ontario, provides affordable rental housing for the citizens of Hamilton. In support of CityHousing Hamilton's mission statement which is: *"We provide affordable housing that is safe, well-maintained, cost effective and supports the diverse needs of our many communities."*

SUMMARY OF DUTIES

Reporting to the Manager, Partnership Development & Support Services the Supervisor, Partnerships & Engagement is responsible for developing and overseeing the planning, and implementation of partnerships that will provide assets, programs, and services to CHH that meet the needs of tenants at CityHousing Hamilton.

The Supervisor will contribute by monitoring partnerships and related project progress to ensure quality and timely delivery, reporting on the quality of partnerships, projects, tenant, and other stakeholder issues in accordance with regulatory, corporate, and contractual and CHH standards.

GENERAL DUTIES

Supervises the Partnership & Engagement team, responsible for development of strategic tenant engagement initiatives and new partnerships to achieve CHH's strategic priorities.

Promotes a tenant-focused culture and focus within the section. Promotes teamwork and integration within CHH and with stakeholders including community partners and learning institutions participating in cross-functional and cross-program initiatives.

Develops, coordinates, and reports on the partnership performance measures. Establishes and reviews benchmarking to strategically improve effectiveness and efficiency in supporting CHH vulnerable tenants.

Using a best practices and internal/external benchmarking approach in seeking new innovative/creative methods, systems, research, and analysis to support continuous improvement in the delivery of services provided through partnerships with CHH.

Liases with relevant stakeholders, including community foundations, ministries and other funding bodies upon approval. Recommends preferred courses of action pertaining to partnership and engagement work plan and performance measures.

Develops and delivers quality tenant focused services in a timely and cost-effective manner, using partnership best practices, ensuring that services are delivered in accordance with legislative requirements, City and Provincial guidelines through effective use of financial and partnership resources.

Monitors, reviews, and evaluates the effectiveness and performance of the services delivered through partnerships in the Partnership and Engagement section. Recommends methods of improving deficiencies and continuous improvement outcomes. Engages employees in discussions on process and business improvement.

Collaborates with cross-functional teams in CHH and City staff and stakeholders to clearly define goals and objectives.

Participates in multi-disciplinary teams with both internal and external stakeholders including community partners, emergency and health services, colleges and universities, community foundations, municipal, provincial, and

federal funding bodies.

Provides direction, leadership and coordination of teamwork; motivates and encourages staff to achieve high levels of performance and productivity, fosters a pleasant, safe work environment which supports equity, diversity, respect, customer service, innovation and quality of service.

Offers opportunities to facilitate employee growth and development. Responsible for the hiring, orientation, training coordination, scheduling, attendance management, discipline and performance evaluations of employees. Coaches staff through support and guidance for staff development as required.

Provides creative leadership and direction while promoting teamwork and integration between multi-disciplinary teams comprised of internal staff, volunteers, students, and external partners participating in cross-functional initiatives.

Forecasts project work plans and budgets to prepare business cases, funding proposals, partnership proposals, written reports, and presentations to Manager.

Liaises with the public, elected officials, consultants, stakeholders, and other levels of government on issues relating to the direct responsibilities of this position.

Represent respective area in labour relations issues including participation in labour management and grievance meetings.

Respond to emergency afterhours situations on a rotation basis.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties.

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Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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.

Performs 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 post secondary education Human Services, Social Work or related field.
2. Advanced knowledge of Residential Tenancies Act 2006, Housing Services Act 2011, standard lease agreements, Ontario Fire Code, Occupational Health and Safety Act and Building Codes.
3. Demonstrated supervisory, coaching, leadership, and team-building skills along with demonstrated decision-making and problem-solving skills dealing with challenging situations.
4. Exceptional interpersonal skills required to deal with broad cross-section of professionals, tenants, staff, public, elected officials and other community-based agencies and organizations.
5. Possess a demonstrated record of innovation/creativity, negotiation, advocacy, delegation and empowerment, participation in cross-functional teams, foster cooperative and collaborative working

relationships with staff and stakeholders.

6. Must have an understanding of municipal and provincial legislative, regulatory and policy framework, and administrative functions and responsibilities.
7. Ability to exercise appropriate judgement and discretion dealing with confidential, sensitive and/or potentially controversial information, ability to interact with staff and other outside entities in a professional, tactful, and courteous manner.
8. Extensive experience and ability to influence or participate in cross-functional teams, foster cooperative and collaborative working relationships and to take multi-partner projects to successful completion.
9. Perform effectively in a multi-disciplinary, fast paced environment that requires a high degree of personal organization, motivation, initiative, problems solving techniques and highly developed time management skills.
10. Excellent written, verbal, research and presentation skills and the ability to work in a team environment is essential.
11. Possess computer literacy skills utilizing the Microsoft Office Suite of Products including Outlook, Word, Excel and PowerPoint.
12. Must have a class G licence and access to a reliable vehicle.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVE'S LICENSE AND PROOF THEREOF IS REQUIRED UPON HIRE.

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