

CITY OF HAMILTON

CITYHOUSING HAMILTON

(COMMUNITY SAFETY & SUPPORT SECTION - LOCATION - TBD)

MANAGER, COMMUNITY SAFETY & SUPPORT

SUMMARY OF DUTIES

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."

Reporting to the Chief Operating Officer (COO), the Manager, Community Safety & Support is responsible for overseeing the development and implementation of CHH's community safety and security action plan; ensures alignment with the City of Hamilton's Safety and Support Framework. The incumbent will develop tenant engagement approaches for tenant participation relating to tenant safety and support. Responsible to maintain a commitment to improving overall community support by developing and maintaining a coordinated CHH community safety and support plan, using tenant feedback as the foundation. The Manager will develop desired outcomes, oversee the creation of a planning framework, service standards, and implement service delivery, ensuring performance management drives the next planning cycle. The Manager also supports supervisors in contract and partnership management and advocacy with outside agencies and community organization.

GENERAL DUTIES

Manages the day-to day operations and direct supervision of the Supervisor, Community Safety, Supervisor, Community Support and Supervisor, Partnerships & Engagement to ensure all functions of their jobs are carried out in a manner that is consistent with the culture, mission and values of CityHousing Hamilton.

Provides direction, leadership and coordination of teamwork. Motivates and encourages employees to achieve high levels of performance and productivity through open and transparent setting of goals and expectations which are aligned to CHH's strategic plan, departmental goals and objectives. Monitors and evaluates employee performance, career development and succession planning activities.

Fosters a pleasant, safe work environment which supports equity, diversity, respect, customer service, innovation and quality of service.

Conducts regular staff meetings to ensure effective communication between groups. Identifies training needs; develops and implements annual training plans to address skills gaps and build capacity.

Provides leadership through coaching techniques, mentorship and develops teamwork.

Monitors, analyzes and updates CHH's community safety strategy to understand and address community safety within CHH and create service delivery standards and key performance indicators.

Develops and implements safety policies and procedures to address community safety incidents and protocols. Mitigates safety risks by limiting exposure and liability in all areas of physical, personal, operation and reputational risk for CityHousing Hamilton.

Accountable for the development and maintenance of partnerships that will provide assets, programs and services to CHH that meet the safety and support needs of tenants at CHH.

Monitors and verifies budgetary expenditures within section by carefully reviewing monthly variance reports to ensure that the amounts do not exceed the budget level in accordance with the financial/accounting rules.

Receives and answers 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 safety and housing issues.

Promotes, facilitates, and supports the application of evidence-informed decision-making and best practices in the implementation of the Tenants First Refresh.

Leads the tenant engagement process and seeks out new opportunities for engagement and programming; ensures tenant feedback is the foundation of service planning.

Oversees the development, implementation and evaluation of KPIs for safety, tenant engagement and support programs.

Provides oversight to the development and implementation of feasible partnerships and projects through leadership, collaboration and negotiation with CHH's Supervisor, Partnership & Engagement, community stakeholders and agency partners.

Ensures effective and consistent service delivery relative to current policy and procedures, changing conditions, demands, and regulations.

Prepares corporate reports, briefing documents and correspondence for Senior Management Team and Board of Directors.

Works to improve tenant support through the oversight of intensive casework, paralegal work and coordinated community resolutions.

Develops and implements a strong communications and engagement plan that ensures all stakeholders are brought along, involved, and engaged in the process.

Promotes, facilitates, and supports the application of evidence-informed decision-making and best practices in the implementation of the CHH Community Safety and Support Plan, including the Tenants First Refresh.

Works on accountability mechanisms to ensure trends adversely impacting various communities are addressed through collaborative processes that build trust. Invites insight from external stakeholders and partners into issues, and supports developing shared, community-informed solutions.

Represents the department in Labour Relations issues including participating in Labour/Management meetings, assisting in negotiations for collective agreements, negotiates grievance settlements, interviews and appoints applicants to staff vacancies.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. 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 Baccalaureate Degree or College Diploma in Health and Social Services, Sciences, Business with

considerable experience in community safety and security from a related public sector organization or a combination of education and relevant work-related experience. Background in Political Science and Police Foundations would be an asset.

2. Demonstrated experience dealing with safety and security-related issues in large scale housing organizations.
3. Perform effectively in a multi-disciplinary, fast paced environment that requires a high degree of personal organization, motivation, initiative, problems solving techniques Professional Certifications in related fields such as PMP, CSPM, CPP, PSP, etc. would be an asset (certified project management professional, certified community safety and security project manager, certified protection professional, physical security professional).
4. Extensive experience and knowledge in Social Housing would be an asset.
5. Previous management experience in a unionized environment would be an asset.
6. Demonstrated coaching, leadership and team-building skills. Strong decision-making and problem-solving skills while dealing with challenging situations.
7. Exceptional interpersonal skills required to deal with broad cross-section of professionals, tenants, staff, public, elected officials; other community-based agencies and organizations.
8. Knowledge of social housing policies and procedures, as well as related Provincial and Federal Legislation including the Residential Tenancy Act 2006, Housing Services Act, 2011, Child Welfare Act, Occupational Health & Safety Act, and the Municipal Freedom of Information and Protection of Privacy Act.
9. Must understand municipal and provincial legislative, regulatory and policy framework, and administrative functions and responsibilities.
10. 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.
11. Experience working in inter-sectoral linkages, community engagement, and advocacy. Knowledge and skill in knowledge mobilization and knowledge exchange practices; quantitative and qualitative research and evaluation methods; and data analysis.
12. Ability to exercise appropriate judgement and discretion dealing with confidential, sensitive and/or potentially controversial information. Demonstrated ability to interact with staff and other outside entities in a professional, tactful and courteous manner.
13. 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.
14. 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 project management skills.
15. Working knowledge of computer software applications (Microsoft Office, Word, Excel, and database software). Knowledge of Northgate/Asset Planner is considered an asset.
16. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

17. Must possess a valid Class "G" Driver's License and use of 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.
