

## **CITY OF HAMILTON**

### **CITYHOUSING HAMILTON** **(COMMUNITY SAFETY & SUPPORT SECTION - LOCATION - TBD)**

#### **SUPERVISOR, COMMUNITY 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 Manager, Community Safety & Support, the Supervisor, Community Support is responsible for providing a high-quality tenant experience by working collaboratively with other supervisors to ensure tenants at high risk of eviction receive the support required to maintain housing and enhance their quality of life.

The Supervisor will support and assist staff in dealing with escalated matters and complex issues associated with supporting households requiring more intensive support and dedicated community resolution staff. The Supervisor will develop a coordinated approach to legal management and ensure CHH paralegals have a sightline to supporting households facing evictions and ensure households are afforded opportunities to be supported before proceeding with eviction.

#### **GENERAL DUTIES**

Supervises the Community Support team, engaged in supporting CHH tenants through intensive case management, coordinated community resolutions and legal action. The Supervisor will be directly responsible for leading change and supporting the team in a changing work environment.

Leads an effective team to help tenants at high risk of eviction maintain their housing and achieve an optimum quality of life through development of trauma informed care plans that will enhance life skills, address health and mental health needs and build capacity.

Responsible to ensure successful support work with complex communities within (CHH) to assess the needs of the community. Determines and secures appropriate resources and partners (such as health, income, food, addictions); develops frameworks. Oversees implementation of case conferencing and coordinated responses.

Provides leadership, consultation, advice, and direction to employees on strategies and matters relating to the Landlord Tenant Board for the full portfolio of CHH's market and rent-geared-to-income units, caseload and time management, office policies and procedures and community resources issues.

Provides case plan consultation when staff present unusual problems of difficult cases involving discretion or requiring supervisory approval.

Fosters a work environment which supports customer service, innovation, and quality of service.

Ensures that inquiries and complaints are appropriately heard and thoroughly investigated, addressed, and communicated professionally, and in accordance with corporate customer service guidelines, and policy.

Provides direction, leadership and coordination of teamwork; motivates and encourages staff to achieve high levels of performance and productivity. Fosters a work environment which supports 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.

Maintains up to date knowledge of current techniques, trends and developments affecting all areas of supervisory responsibility and operational requirements.

Forecasts work plans and budgets, prepares business cases, proposals, written reports, and presentations for Manager.

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

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

Responds 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.

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 in Human Services, Social Work or related field. Training in mediation, conflict resolution and non-violent crisis intervention considered a strong asset.
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.**

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