

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT (HOUSING SERVICES DIVISION – LOCATION – 55 HESS ST. S., 23rd FLOOR)

DIRECTOR, HOUSING SERVICES

SUMMARY OF DUTIES

Reporting to the General Manager of Community Services, provides leadership and direction to a multi-disciplinary team engaged in the delivery of a wide variety of programs to the public. Assume overall responsibility for the strategic management, planning, development and evaluation of policy for residential care facilities, emergency shelters and homelessness programs. The incumbent will also ensure the municipality meets its legislated obligations for social housing in the capacity of service manager for social housing as set out in the *Social Housing Reform Act* and related regulations.

GENERAL DUTIES

Recommends broad policies and long range strategies in the delivery of services to meet mandated goals and objectives.

Accountable for establishing and achieving Divisional goals and objectives through the effective and efficient use of financial and staff resources. Use a “best practice” approach in developing and delivering quality services in a timely and cost effective manner.

Evaluates and reports on the Division’s service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Participates in business planning and direction of the Department as a member of the Departmental Management Team.

Leads an effective Division management team, providing coaching and advice to managers and supervisors to optimize performance.

Develops goals and objectives, initiates projects dealing with residential care facilities, emergency shelters and homelessness programs.

Fulfills the service manager role for social housing 15,000 units including finance, compliance and performance measurement as specified in the *Social Housing Reform Act*.

Manages the coordinated Access to Hamilton waitlist.

Oversees the development of annual operating budgets.

Ensures compliance with Provincial and Federal statutes and regulations and Municipal by-laws and policies.

Responds to various Corporate, community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Provides professional consultation, including reports, to Council and its Committees.

Develops appropriate evaluation tools to measure staff performance and establish monitoring and reviewing devices to determine strengths and needs of staff and identifying goal setting measures to maintain optimal performance levels.

Provides program development and evaluation by identifying program objectives, activities, outcomes and indicators of each program.

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. Extensive knowledge and experience in the administration of federal, provincial and municipal homelessness and housing programs normally acquired through the completion of a Degree in Public or Business Administration, Social Services, Economics, Urban or Social Planning or an equivalent combination of education and relevant work experience.
2. Extensive senior management experience in a multi stakeholder environment.
3. Proven ability to foster staff and organizational development towards excellence in the delivery of homelessness and housing programs. Demonstrated ability to look for creative solutions based on best practice.
4. Proven ability to function as a member of a leadership team.
5. Progressively responsible experience in the housing field and/or homelessness, including program planning, evaluation, policy development and promotion.
6. Demonstrated competency to manage a large multi-disciplinary staff, preferable in a unionized environment, utilizing pro-active management skills.
7. Demonstrated financial management skills in developing, implementing and monitoring division budgets.
8. Highly developed analytical and business planning skills with a proven track record for long-term visioning and strategic planning.
9. Excellent interpersonal skills and ability to deal with elected officials, government departments, all levels of management, staff and the general public.
10. Excellent communication skills, both verbal and written.
11. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
12. Excellent analytical and problem-solving skills.
13. Highly effective facilitation and presentation skills.
14. Demonstrated ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
15. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development, and results orientation.
16. Possess a high level of personal integrity and sound judgement.
17. Thorough proven knowledge and understanding of the *Social Housing Reform Act, Ontario Works Act, Ontario Disability Support Program Act* and all other statutes, regulations and by-laws affecting the division/section.

18. Demonstrated knowledge of the *Occupational Health & Safety Act* and applicable regulations as it relates to the position.
19. Demonstrated knowledge of collective bargaining process.
20. Working knowledge of computer software applications.
21. Sound understanding of community development principles and demonstrated ability to work collaboratively to engage the community in system planning.
22. A demonstrated understanding of the determinants of health and the role housing plays in economic and social development.