

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT

(HOUSING SERVICES DIVISION – SOCIAL HOUSING – LOCATION - 350 KING STREET EAST, SUITE 110 – FIRST PLACE)

PROGRAM MANAGER, SOCIAL HOUSING

The Community & Emergency Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides learning opportunities, leadership, innovation and performance excellence.

We are looking for a high performing public servant who is interested in experiencing a challenging, rewarding and fulfilling career. The successful candidate will demonstrate an ability to provide exceptional and person-centred service. Your ability to set and achieve personal and professional goals and contribute to the City of Hamilton's Strategic objectives will result in high job satisfaction.

SUMMARY OF DUTIES

This position reports to the Director of the Housing Services Division. Guided by Hamilton's 10-year Housing and Homelessness Action Plan will manage the City of Hamilton social housing portfolio, the coordinated social housing waitlist and other related programs to ensure that they are effectively administered and delivered within the standards, allocations, and mandates of all pertinent legislation, policies and procedures. The incumbent will ensure the municipality meets its legislated obligations in the capacity of Service Manager for social housing as set out in the Housing Services Act and related regulations. This position has a shared responsibility for the planning, development and evaluation of social housing, affordable housing, homelessness and other related housing service system programs.

GENERAL DUTIES

Works closely and in collaboration with Hamilton's forty-three social housing providers to ensure that social housing in Hamilton is effectively delivered and in compliance with federal, provincial and local housing policies and procedures.

Oversees the Co-ordinated Social Housing Waitlist Service and assists in addressing matters pertaining to customer service, information technology, administration and compliance with provincial standards.

Responds to program inquiries from tenants, social housing providers, various stakeholders, elected officials and members of the general public.

Responsible for the hiring, orientation and supervision of staff to ensure that all staff activities are carried out in accordance with legislation and City/Department/ Divisional policies.

Conducts regular staff meetings to ensure effective and efficient program operations.

Develops, monitors and implements a team work plan and prepares reports as required.

Prepares the annual operational and capital budget for program area and participates in the budgetary process by projecting and maintaining costs associated within program responsibility.

Leads planning efforts in the community relating to housing and homelessness services.

Prepares, negotiates and monitors service contracts and agreements with agencies and social housing providers.

REFERENCE NO.

Ensures change management and communication plans are embedded and implemented as part of service delivery transformation efforts and improvements.

Monitors and interprets local data relevant to program to assist with priority settings, program implementation and evaluation.

Identifies the information requirements to monitor program indicators and collaborates in the development and maintenance of a management information system.

Develops and maintains quality assurance standards and policies and procedures for the effective delivery of programs in conjunction with other Divisional managers.

Serves as a liaison with other community agencies and inter-agency committees in order to co-ordinate planning efforts to meet the needs of the community. Provide leadership in the development of new and evolving services.

Participates as member of the Division Management team to facilitate co-ordination of inter-divisional programs and provide backup as required to other Division Managers.

Participates in research and promotes the utilization of appropriate research.

Facilitates and contributes to the education of students.

Ensures employees are provided with and use the appropriate equipment, material and procedures required to perform their assigned duties. Ensure that all staff activities are carried out in accordance with legislation and corporate policies and business procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and business procedures.

Demonstrates an interest in ongoing professional growth and education and carries out self-evaluation of performance on an ongoing basis.

Participates in Community and Emergency Services emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

Works in accordance with the provisions of applicable Health and Safety legislation and all of City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Participates in provincial and national groups and associations related to housing issues.

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

QUALIFICATIONS

1. Must be able to demonstrate a level of expertise related to the duties described, normally acquired through a Baccalaureate degree in Health or Social Sciences or a combination of education and relevant work-related experience.
2. Demonstrated experience in progressively responsible positions in the housing or social services field.
3. Possesses a demonstrated record of strong leadership and guidance, person centred focus, team advocacy and the ability to effectively manage a multi-disciplinary workforce with the ability to motivate and develop a team of staff.
4. Sound knowledge of social housing and affordable housing programs, relevant legislation, contractual obligations and applicable policies and procedures.

REFERENCE NO.

5. Thorough knowledge and understanding of statutes, regulations, codes and by-laws affecting social housing and other housing related areas.
6. Highly developed interpersonal skills with the ability to interact and communicate effectively at all organizational levels.
7. Well-developed planning and organizational skills, with developed innovative and solution oriented problem solving skills.
8. Demonstrated ability to work effectively with colleagues, direct service staff in identifying and meeting the needs of the Division.
9. Demonstrated financial skills in developing, implementing and monitoring budgets both internal to the Division and with third party agencies and housing providers including a knowledge of financing specific to housing development.
10. Excellent verbal and written communication skills, possessing highly developed negotiation and conflict resolution skills.
11. Demonstrated skills in analysis, planning, monitoring and evaluation, and an understanding of quality assurance practices. Promotes the utilization of evidence based service delivery models.
12. Computer proficiency in Microsoft Office Suite of products including Outlook, Word, Excel and Power Point.