

CITY OF HAMILTON

COMMUNITY SERVICE DEPARTMENT

(HOUSING SERVICES DIVISION – HOUSING PROGRAMS - LOCATION – 350 KING ST. E., FIRST PLACE)

HOUSING ADMINISTRATION OFFICER – CUPE 5167

The Community 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 life long learning opportunities, leadership, innovation, and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reports to the Manager, Housing Programs. Interfaces with housing provider corporations by ensuring the providers are meeting their obligations in compliance with the *Housing Services Act 2011 (HSA)*, the social housing operating agreements for the *National Housing Act Sections 26,27, and 95* and any other relevant policies, standards, and agreements set by the City of Hamilton, Ministry of Municipal Affairs and Housing and the Canada Mortgage and Housing Corporation.

GENERAL DUTIES

Provide advice and guidance to housing providers and municipal officials on legislation and policy interpretation, agreements, City Of Hamilton, Ministry and CMHC policies, guidelines and program standards and on effective business and property management methods, practices and systems.

Communicate and co-ordinate advice to housing providers using knowledge acquired in relation to property management, default management, financial management, legal issues, mortgage renewal and underwriting and social housing management practices.

Consult with social housing providers and stakeholders on housing policy issues. Develop policy with respect to the Social Housing Reform Act for the City of Hamilton.

Meet with housing providers and act as resource with respect to City/Housing policies. Attend site meetings on a regular basis.

Ensure housing providers are meeting their obligations in compliance with the Social Housing Reform Act, 2000.

Attend private non-profit, municipal non-profit and co-operative housing provider's board meetings as required.

Prepare issue papers, background reports, reports to council and briefing notes in response to political, senior staff, ministerial, media and public inquiries.

Negotiate and resolve social housing business, program administration and property management issues, and provide briefings and recommendations to senior management.

Identify areas for improvement in the business of the administration of the SHRA 2000, federal operating agreements and property management practices by reviewing and analyzing the overall operations, management systems and procedures, preventative maintenance and capital planning programs and provide recommendations for improvement.

Conduct operational reviews of housing providers to ensure that operations are in compliance with key requirements of the SHRA 2000 and federal operating agreements and to ensure proper asset management to protect the City's financial interests.

Provide expert analysis in the development and implementation of intervention strategies for housing providers who are in non-compliance with the SHRA 2000 and/or the federal operating agreements and identify and troubleshoot to resolve problems of operational, management and physical nature.

Conduct strategic research and analyses of the nature and source of the issues.

Co-ordinate, if necessary, the hiring of external consultants to conduct in-depth program reviews as required, i.e. prepare request for proposals, review submissions, recommend hiring and oversee consultant services.

Develop plans of action with housing provider's boards/management/staff, municipal staff, consultants, resource groups and lawyers and facilitate single or multi-party negotiation between affected parties, as required.

Facilitate building of management capacity and self-sufficiency through staff/board development and advise on communications plan.

Negotiate and approve agreements (e.g. non-shelter, shared facilities and inter-ministry shared agreements).

Analyze and monitor the performance of housing providers by reviewing annual information returns and take appropriate action.

Examine and recommend program changes and maintenance changes to the annual operating budgets including annual assistance levels from the federal government.

Negotiate repayment schedules where funds are owed to the City Of Hamilton and, after receiving direction from the Finance and Administration Section, solutions to eliminate accumulated deficits.

Recommend annual assistance levels and disbursements of federal assistance.

Provide input to the Finance and Administration Section on the review and analysis of replacement reserves and approve capital expenditures from reserves.

Analyze, calculate and reconcile rgi calculations for housing providers. Support the mortgage renewal process by providing information to the lender and determine and adjusting new subsidy levels.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

Work 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.

QUALIFICATIONS

1. Degree in Social Sciences, Business Administration, or related discipline with experience in the social housing field or an equivalent combination of education and work experience.
2. Knowledge of the Housing Services Act, program administration, housing programs, property management, contract management, financial management, and mortgage renewal processes.
3. Knowledge of housing operations and business practices as they relate to non-profit housing corporations
4. Ability to assess operational results and implements remedial actions where necessary.

5. General knowledge of the real estate industry and practices.
6. Must have excellent problem solving, negotiation, analytical and communication skills and ability to relate well with all levels of staff, management and the community.
7. Ability to work independently to tight deadlines and exercise tact and good judgement.
8. Computer proficiency in Microsoft Office Suite of Products including Outlook, Word, Excel and Power Point.
9. Knowledge of basic accounting principles and ability to review and monitor a budget effectively.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.