

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT **(HOUSING SERVICES DIVISION – LOCATION - 350 KING ST. EAST, SUITE 110)**

PROGRAM MANAGER, DOMICILIARY HOSTEL & EMERGENCY SHELTER

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 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 leadership and direction to a multi-disciplinary team engaged in providing Emergency Shelter Services and the Domiciliary Hostel Program to the residents of Hamilton. 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 Director of Housing Services Division. Manage the Domiciliary Hostel Program & Emergency Shelter Services to ensure that it is effectively administered and delivered within the standards, allocations and mandates of all pertinent legislation, policies and procedures. Share responsibility for planning, development and evaluation of other social service programs such as Ontario Works Case Management, and housing and homelessness programs.

Participates in C&ES emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

GENERAL DUTIES

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

Conduct regular staff meetings to ensure effective and efficient program operations and ongoing dialogues about Regional/Divisional/ / Divisional issues.

Develop, monitor and implement an operational plan and prepare reports as required.

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

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

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

Monitor and interpret local data relevant to program to assist with priority settings, program implementation and evaluation.

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

Develop and maintain quality assurance standards and policies and procedures for the effective delivery of programs in conjunction with other Divisional and Department managers.

Serve as a liaison with other community agency 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.

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

Participate in research and promote the utilization of appropriate research.

Facilitate and contribute to the education of students.

Ensure 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 no 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 C&ES 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.

Perform 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 social services field.
3. Possesses a demonstrated record of strong leadership and guidance, client 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. Thorough knowledge and understanding of statutes, regulations, codes and by-laws affecting the housing and social services area.
5. Highly developed interpersonal skills with the ability to interact and communicate effectively at all organizational levels.
6. Well developed planning and organizational skills, with developed innovative and solution oriented problem solving skills.
7. Demonstrated ability to work effectively with colleagues, direct service staff in identifying and meeting the needs of the Division.
8. Excellent verbal and written communication skills, possessing highly developed negotiation and conflict resolution skills.
9. Demonstrated skills in analysis, planning, monitoring and evaluation, and an understanding of quality assurance practices. Promotes the utilization of evidence based service delivery models.

10. Ability to manage a budget effectively.

11. Computer proficiency in Microsoft Office Suite of Products including Outlook, Word, Excel and Power Point.