

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HOUSING SERVICES DIVISION – HOMELESSNESS, POLICY & PROGRAMS SECTION – LOCATION – 250 MAIN ST. E.)

PROGRAM MANAGER, HOMELESSNESS, POLICY & PROGRAMS

The Healthy & Safe Communities 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 Homelessness Programs and related services 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

Reporting to the Director, Housing Services. Shares responsibility for management of the Reaching Home, Community Homelessness Prevention Initiative and other related programs to ensure they are effectively administered and delivered within the standards, allocations and mandates of all pertinent legislation, policies and procedures. Shares responsibility for planning, development and evaluation of housing and homelessness and other social service programs.

Participates in H&SC 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.

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

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

Prepare, negotiate and monitor service contracts and agreements with agencies and service providers.

Ensure 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 not work in compliance with legislation, policies and business procedures.

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

Work 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 Social Sciences or a combination of education and relevant work related experience. Experience in progressively responsible positions in human services.
2. Experienced manager and leader. Ability to manage a multi-disciplinary team. Ability to support employee engagement through coaching, mentoring and inspiring staff. Ability to manage and build effective working relationships both internal to the City and with community agencies and partners.
3. Highly developed inter-personal skills. Demonstrated ability to work effectively with peers, employees and community partners. Facilitation skills to influence group decision making and problem solving. Ability to negotiate skillfully with both internal and external groups. Ability to interact and communicate effectively at all organizational levels.
4. Demonstrated skills in analysis, planning and evaluation. Ability to conduct integrated and comprehensive community planning. Innovative and solution oriented problem solving skills. Understanding of quality assurance and continuous improvement practices. Supports the use of evidence based planning and service delivery models.
5. Excellent communication skills. Ability to achieve objectives through effective communication. Able to prepare clear, comprehensive, concise and compelling business documents. Effective in a variety of presentation settings including one-on-one, small and large groups.
6. Supports a person-centred focus and commitment to exceptional service. Dedicated to meeting the expectations and requirements of the citizens of Hamilton and internal and external partners. Establishes and maintains effective relationships to gain trust and respect.

7. Thorough knowledge and understanding of statutes, regulations, codes and by-laws affecting the housing and social services area.
8. Demonstrated skills in analysis, planning, monitoring and evaluation, and an understanding of quality assurance practices. Promotes the utilization of evidence based service delivery models.
9. Ability to manage a budget effectively.
10. Computer proficiency in Microsoft Office Suite of Products including Outlook, Word, Excel and Power Point.

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

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
