

## CITY OF HAMILTON

### **HEALTHY & SAFE COMMUNITIES DEPARTMENT** **(HOUSING SERVICES DIVISION – SOCIAL HOUSING - LOCATION – 350 KING ST. E., FIRST PLACE)**

#### **SENIOR HOUSING ADMINISTRATION OFFICER – CUPE 5167**

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 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**

Reporting to the Program Manager, Social Housing, responsible for providing oversight of a portfolio of housing provider corporations to ensure that providers are meeting obligations as set out in the *Housing Services Act, 2011*, the social housing operating agreements subject to the *National Housing Act*, co-operative housing providers and any other relevant policies, standards and agreements set by the City of Hamilton, the Ministry of Municipal Affairs and Housing and the Canada Mortgage and Housing Corporation.

#### **GENERAL DUTIES**

Oversees portfolio of housing providers including all types of social housing projects and ensures that established requirements for unit type targets, budgets, governance, rent-geared-to-income calculations, policies and best practices are adhered to.

Ensure that the City of Hamilton remains in compliance with its obligations to other orders of government while providing funding to social housing providers in accordance with legislation and “best practices” that steward the viability of the housing assets.

Develops and maintains the system for determining City of Hamilton annual funding allocations, subject to existing approvals and funding guidelines that reflects a high level of value for public funds and complies with all legislative, Corporate and Departmental requirements ensuring that project expenditures are within budgeted levels.

Recommends procedures, maintains control and monitoring of individual Housing Provider annual subsidy entitlements to ensure Providers are within the approved budget and spending authority, identifying any budget adjustments to the Program Manager.

Assists in the development of procedures for improvement stewardship and accountability, risk management, financial efficiency. Provides input for future budget considerations and adjustments to Service Level Standards and the End of Operating Agreements/Mortgages.

Oversees the preparation of required financial documents, budget or finance forms related to funding allocations and ensures that all contractual obligations have been met and satisfied prior to recommending advancing payments.

Actively supports and as required, leads special projects and initiatives related to the housing administration efficiencies, compliance, quality standards and continuous improvement.

Effectively communicates with City staff, housing providers, and stakeholders using knowledge acquired in relation to property management, default management, financial management, mortgage renewal and underwriting and social housing management practices.

Participate in and, as required, leads consultation with housing providers and stakeholders on housing policy issues.

Represents the Service Manager at private non-profit, municipal non-profit and co-operative housing providers' board meetings and Annual General Meetings.

Develops a regular schedule with housing providers for site visits with housing provider staff and board members.

Provides expert advice and guidance to housing providers and municipal officials as required on the application of provincial and federal housing related legislation and policies, operating agreement compliance, municipal policies, rules, guidelines and program standards as well as effective business and property management methods, practices and systems.

Conducts regular checks of housing providers' files and practices to ensure ongoing compliance with ongoing legislative and contractual obligations.

Conducts in-depth operational reviews of housing providers to ensure that operations are in compliance with the *Housing Services Act, 2011* and any other application legislation, federal operating agreements, Service Manager policies and local rules and to ensure and support best practices in asset management to protect the City's financial interests and the residents of the City's affordable housing inventory.

Provides expert analysis and advice in the development and implementation of intervention strategies for housing providers who are non-compliant with the Housing Services Act, 2011 or any other applicable legislation, federal operating agreement, Service Manager policy or rule with high regard to resolving problems in a time-sensitive, cost-conscious manner that ensures respect, equity and sensitivity to people living accessing the housing providers' services.

Provides support and advice to Housing Administration Officers, as needed. Provides oversight, and guidance to City staff, Housing Providers and other stakeholders of the Social Housing Review Panel; ensures members are trained.

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

Negotiates and recommends various agreements (e.g. non-shelter, repayment, shared facilities and inter-ministry shared agreements)

Provides oversight on the review and analysis of replacement reserves and recommend 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.

Prepare and present reports to committee and council, housing providers, stakeholders, other staff and management, Ministry officials as needed

Prepare data, background and briefing notes in response to political, senior staff, ministerial, media and public inquiries.

Negotiates and recommends resolutions for social housing business, program administration and property management issues, and provides briefings and recommendations for senior management.

Co-ordinates, as required, the hiring of external audit firms to conduct in-depth reviews as required.

Prepares request for proposals, reviews submissions, recommend hiring and oversee consultant services.

In conjunction with the Program Manager, assumes leading role in the oversight and stewardship of projects-in-difficulty and provides recommended plans of action.

Leads strategic capacity building initiatives for housing providers' boards, management and staff.

Analyses and monitors financial performance of social housing providers by reviewing annual information returns and provide financial planning and analytical services, including recommendations relating to financial issues management.

Reviews and analyses capital replacement reserve studies and assesses the adequacy of replacement reserves.

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.

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

**QUALIFICATIONS**

1. Degree in business, economics, public administration or related discipline pertinent to the job functions combined with relevant business or government experience.
2. Extensive experience and knowledge in the Social Housing Administration and property management field, including a comprehensive understanding of the legislation impacting social housing.
3. Must have demonstrated and highly developed critical –thinking and analytical skills necessary to analyze and assess a wide-range of technical, financial and legal information.
4. Must have thorough knowledge of fiscal management theories, practices and program development relating to residential property management, asset management and property maintenance.
5. Must have exceptional interpersonal skills required to deal with broad cross-section of professionals, tenants, staff, general public, elected official and other community based agencies and organization.
6. Must have exceptional and effective written and verbal communication skills required to communicate at different levels within and outside the organization, other municipalities, government ministries and community based client groups.
7. Must have demonstrated ability to work independently to tight deadlines and exercise tact and good judgement.
8. Must have good competence with the current suite of Microsoft productivity tools, including MS Outlook, MS Power Point, Word and proficient use of Excel.
9. Demonstrated knowledge of the Health and safety Act and applicable regulations as it relates to the position.

**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.**

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