

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HOUSING SERVICES DIVISION – INVESTMENT IN AFFORDABLE HOUSING – LOCATION – 350 KING ST. E.)

AFFORDABLE HOUSING COORDINATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Housing & Neighbourhood Development, performs administration and coordination functions in support of the delivery, take-up, reporting, monitoring, and communication of housing programs and initiatives, with a focus on affordable/community housing development, repairs/renovations, and implementation of the Housing and Homelessness Action Plan for the Investment in Affordable Housing Section.

GENERAL DUTIES

Receives and responds to inquiries from external developers, housing providers, agencies, staff, the public and elected officials related to affordable/community housing development and repair/renovation programs based on program requirements and established policies and business practices.

Collects and analyzes data, formulates conclusions and makes recommendations regarding potential issues with projects, business process and policy changes to improve service, efficiency, and program compliance.

Maintains project files such as planning documents and development activity. Sends scheduled requests for documentation to program participants.

Receives and reviews documentation submitted by program participants to ensure it is complete and correct. Follows up on incomplete submissions, inputs the information into various tracking databases and updates records in accordance with established agreements and requirements.

Informs appropriate staff of any program participant non-compliance or other issues with appropriate level of urgency. Provides weekly or monthly reports to the team or Manager regarding progress and problems encountered.

Provides suitable resolutions to issues in accordance with program requirements, governing bylaws, and policies and business practices.

Downloads forms and submits information and reports to the Provincial Government through the Transfer Payment Ontario system, and to the Canada Mortgage and Housing Corporation.

Coordinates reparation of reporting documents for submission to the Provincial Government and Canada Mortgage and Housing Corporation for review and approval by appropriate staff/management.

Records and reports staff absences, overtime and vacation; maintains a vacation schedule; coordinates the Attendance Support Program.

Manages the data and records for the affordable/community housing development and repair programs. Records and updates information in a range of tracking spreadsheets, contact and distribution lists to ensure they remain current.

Creates and maintains hardcopy and digital records.

Word processes routine correspondence, letter templates and documents. Composes correspondence and compiles statistics.

Creates purchase orders, submits payment requests/invoices when all requirements have been met; ensures their timely completion.

Works 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.

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

QUALIFICATIONS

1. Successful completion of a Community College Program in Urban Planning, Architecture Technology, Construction/Building, Business/Public Administration, with business and administrative experience.
2. Previous experience and demonstrated knowledge of housing development, programs, or services.
3. Knowledge of development approval and construction processes related to community housing programs or services would be considered an asset.
4. Must possess excellent interpersonal and conflict resolution skills including customer service and a teamwork focus. Previous experience dealing with and relating to partner agencies, elected officials, peers, management, and the public with tact and professionalism.
5. Demonstrated time management and problem solving skills. Ability to meet multiple deadlines.
6. Excellent verbal and written communication skills.
7. Must possess initiative and good judgement.
8. Must be organized and able to work independently and as part of a team.
9. Knowledge of Microsoft Excel/the Transfer Payment Ontario system would be considered an asset.
10. Demonstrated proficiency with Microsoft Office Word, Excel, and Outlook) at an intermediate level. Ability to input and retrieve data accurately and at an acceptable speed as well as ability to maintain a database.

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