

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT **(HOUSING SERVICES DIVISION – SOCIAL HOUSING - LOCATION – TBA)**

SUPERVISOR, HOUSING ACCESS & SUPPORT - CUPE 1041

The Community & Emergency 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 Hostel and related services to the residents of Hamilton.

SUMMARY OF DUTIES

Reporting to the Program Manager, Social Housing, the Supervisor, Housing Access & Support co-ordinates, supervises and supports program staff by delivery of system of accessing social housing, other related housing stability support and reception support to all of Housing Services' clients, visitors and guests. Ensures social housing programs are delivered within legislative framework and in compliance with contractual, departmental and corporate standards.

GENERAL DUTIES

Ensure the provision of quality service delivery of the Access to Housing wait list system in accordance with legislated guidelines and locally established rules, policies, procedures and business processes; ensure alignment with divisional and departmental plans.

Ensure quality and efficient client service by reviewing client comments on service delivery and monitoring complaints, performance measurements and feedback from key stakeholders.

Develop programs and services to address community needs in keeping with the goals and objectives of the Housing Services Division.

Interpret and ensure compliance with the Housing Services Act, 2011 and other relevant legislation such as the Ontario Works Act and Ontario Disability Support Program other relevant legislation such as the Ontario Disability Support Program, Family Law Reform Act and federal legislation.

Analyze, review and interprets policy reports, policy directives and position papers from other departments, municipalities, community agencies, consultants, ministries and nation and international organizations.

Interpret and ensure compliance with municipal and departmental policies and procedures such as Attendance Management and various specific By-Laws.

Conduct case file reviews to ensure that the program is being delivered within existing legislative, program policies and procedures.

Provide supervision and guidance to the members of an interdisciplinary, mobile case management team and works collaboratively with sponsoring community partners and city staff.

Responsible for the performance management of staff including motivation and supervision, interviewing, hiring, orientation, training, scheduling, disciplining, performance evaluations, and confidential matters.

Represent respective areas in labour relations issues including participation in labour management meetings, providing

input for collective agreements and grievance settlements.

Responsible for interpreting and ensuring rent supplement/housing allowance program compliance with the Housing Services Act and other government program guidelines as may be applicable (Investment in Affordable Housing, Social Infrastructure Fund).

Responsible for the coordination, preparation and monitoring of the annual budget for area of responsibility. Provide administration and effective cost control of the allocated current and capital budget through utilization of performance standards, specifications, work program and procedures, monitoring of cost control reports and statistical data. Monitor program expenditures and ensure that reporting deadlines to the Federal and Provincial Governments are met.

Ensure contract management compliance with terms and conditions, and annual renewal requirements of purchase of service agreements are maintained.

Develop and clearly communicate operational and administrative expectations for staff.

Provide input on the development and evolution of performance standards ensuring identified outcomes are met.

Establish and maintain an effective network of communication between senior management, subordinate staff, various public and private sector agencies, user groups, constituents, City departments and other levels of government.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensure that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or procedures.

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. Must be able to demonstrate a level of expertise related to the duties described, normally acquired through a Baccalaureate degree in social planning, social sciences or a combination of education and relevant work-related experience in social planning, policy analysis and program evaluation in human services field.
2. Demonstrated experience in progressively responsible positions in the social services and/or housing field.
3. Demonstrated leadership ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.
4. Demonstrated ability to work effectively with colleagues, direct service staff in identifying and meeting the needs of the Division.
5. Proven organizational skills and the ability to work within deadlines and competing priorities.
6. Must possess excellent public relations and interpersonal skills with the ability to interact and communicate effectively at all organizational levels.
7. Competent administrative and budgeting ability.
8. Thorough knowledge and understanding of statutes and regulations affecting the department/section such as the Housing Services Act, 2011, Ontario Works Act and Ontario Disability Support Program.

9. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
10. Excellent written and verbal communication and presentation skills.
11. Proven effective team leader and mentor possessing highly developed negotiation and conflict resolution skills.
12. Working knowledge of Windows Office XP (Outlook, Word, Excel and PowerPoint) and database software.

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
