

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HOUSING SERVICES DIVISION – SOCIAL HOUSING - LOCATION – 350 KING ST. E., FIRST PLACE)

SENIOR PROJECT MANAGER, INTEGRATED HOUSING SYSTEM

SUMMARY OF DUTIES

Reporting to the Manager, Social Housing, the Senior Project Manager will be responsible for the maintenance and implementation of the Integrated Housing System modules (rent supplement, applicant portal) and oversight of the existing Integrated Housing Services system platform components (centralized waiting list, portfolio). The position is responsible for data integrity, data reporting and undertakes management of other data, IT and customer service initiatives.

GENERAL DUTIES

In conjunction with the Manager, develop an implementation schedule and plan with deliverables and milestones that correspond to key service delivery dates for new modules and updates (e.g. loss of current database support).

In conjunction with the Manager, identify key staffing resources needed to support program testing of new modules and provide subject matter expert knowledge related to various modules.

Directly supervises the work of staff by providing ongoing feedback and direction through the Corporation's Performance Accountability and Development (PAD) process.

Prepares work schedules, assigns duties to staff, establishes priorities, participates in staff hiring, recommends discipline and trains staff, as well as assisting in developing staff to their full potential.

Complete current process discoveries for all modules to be activated in the IHS – rent supplement, letters/templates, applicant portal, etc.

Identify and review current data available for each module and develop a data migration readiness plan (e.g. cleansing, defining, migration).

Complete a risk assessment evaluation and recommend mitigation strategies (before, during and post-implementation).

Identify and define appropriate user roles for each access portal.

Complete policy review of current policies and recommend amendments as necessary to align with new integrated approaches.

Update or create new business processes/manuals for all modules to be used.

Monitor budgets and costs; recommend actions to stay within approved budgets.

Develop a training schedule and plan for all users.

Monitor data quality within the IHS System. Design and implement processes to maintain data quality.

Analyze data/IT needs of the Access to Housing (Centralized Waiting List) and social housing administration; make recommendations on appropriate processes and systems.

Prepare and analyze data to support reporting to the Division, Council and Province.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and 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. Degree in business, economics, public administration or related discipline pertinent to the job functions combined with relevant business or government experience.
2. Must be proficient in knowledge in the social housing programs and administration, including a comprehensive understanding of the legislation impacting social housing.
3. 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.
4. Must have exceptional interpersonal skills required to deal with broad cross-section of professionals, staff, and other community based agencies and organizations.
5. Demonstrated ability to lead others in an environment that fosters innovative approaches to problem-solving and conflict resolution.
6. Highly effective leadership, facilitation, communication, presentation, and interpersonal skills.
7. 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.
8. Must have experience in project management, preferably involving multiple stakeholders, deadlines and integrating multiple services and programs.
9. Must have demonstrated ability to work independently to tight deadlines and exercise tact and good judgement.
10. Previous supervisory experience is an asset.

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.
