

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HOUSING SERVICES DIVISION – HOMELESSNESS POLICY & PROGRAMS SECTION – LOCATION – 350 KING ST. E.)

SENIOR PROJECT MANAGER, HOMELESSNESS MANAGEMENT INFORMATION SYSTEM (HMIS)

SUMMARY OF DUTIES

Reporting to the Manager, Homelessness Policy & Programs (HPP), the Senior Project Manager, Homelessness Management Information System (HMIS) provides leadership to staff to drive initiatives that contribute to the long-term operational excellence of Hamilton's integrated homeless serving system. The goal of this position is to ensure that the Homeless Individuals and Families (HIFIS) database (the homelessness management information system used in Hamilton) is administered according to best practices for data collection, management, and reporting to ensure a high degree of system integrity supporting real-time data integration of coordinated service delivery and ongoing reporting needs.

As the process owner, this position is responsible for ensuring that administrative procedures and practices support a robust data system infrastructure and are continuously improved. Administrative support services must meet established Housing Services and Corporate service level agreements, quality standards, and data management best practices. This position is responsible for supporting information technology strategies to maximize the impact of service delivery for the homelessness sector.

GENERAL DUTIES

Provides direct functional and administrative supervision of staff to accomplish HMIS responsibilities.

Plans, supervises and co-ordinates daily activities by delegating and assigning work to staff ensuring maximum utilization of human resources. Advises on human resource requirements necessary to plan, implement and monitor the services and infrastructure of the HMIS.

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

Coaches and mentors staff through support and guidance for staff development as required. Makes recommendations to management regarding the termination of any employee. Analyzes changes occurring in the internal/external environment to determine what program, operational or policy action must be taken to ensure continued compliance with standards and requirements.

Leads development of HMIS operational plan, individual and project workplans, incorporates objectives into annual HPP operational plan, working collaboratively across the HPP team, Housing Services division, and departments as required. Monitors implementation of HMIS Operational Plan regularly and informs HPP Manager of progress.

Ensures compliance with data protection legislation, including the Municipal Freedom of Information & Protection of Privacy Act and the Personal Health Information Protection Act.

Plans and leads development of operational changes, policies, and procedures to increase operational effectiveness with respect to data collection, management, analysis, and reporting.

Provides solution-oriented and strategic consultation to staff on areas of work relevant to homelessness data. Informs the Manager of all controversial issues, and seek Manager approval/direction for unusual cases, including all unusual or high-profile issues and other areas in keeping with corporate policies and procedures.

Establishes and maintains effective relationships with City Departments and engages technical support as required from across departments, including Corporate IT, to support HMIS work.

Fosters relationships with local agencies, Indigenous leadership, federal and provincial contacts, consultants, regional counterparts, the public and others to advance the goals of the City, as appropriate.

Ensures communication of relevant decisions, corporate and departmental information and initiatives, and other relevant information to members of the Homelessness Policy and Programs team.

As required, leads and/or collaborates on business case development, planning, scheduling and purchasing of business applications technology; prepares Requests for Proposals, and evaluates bids for purchasing additional software and services.

Researches and makes recommendations for hardware and software solutions to support HMIS best practices in cooperation with IT. Maintains and enhances database structures, establishes system testing criteria for database structural changes and software upgrades.

Coordinates hardware and software upgrades in cooperation with IT Division.

Reviews and recommends expenditures relating to hardware, software, licenses and supplies to meet HMIS requirements.

Assists the IT Division on assessing network risks and developing risk management strategy and contingency plans.

Clearly communicates service level and quality expectations for staff.

Responsible for continuously improving administrative processes and when required designing new processes to optimize changes in technology.

Responds to complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions

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.

Performs other duties as assigned which are directly related to the responsibilities of this position.

QUALIFICATIONS

1. Baccalaureate degree in Business, Social Science, Public, or Health Administration, Data Management or Data Analytics, Information Systems or a related discipline pertinent to job functions combined with relevant management training and supervisory experience. Postgraduate degree in Public Administration, Data Administration or Data Analytics an asset.
2. Demonstrated knowledge of data management best practices, including: data governance, safeguarding and security, data system architecture, data analysis, and data modelling or visualization.
3. Ability to foster staff, work teams and organizational development towards excellence in service delivery.
4. Previous supervisory experience demonstrated through progressively responsible positions in the health or social services fields.

5. Competent administrative, reporting and budgeting ability.
6. Demonstrated ability to establish and maintain effective working relationships within a multi-disciplinary team.
7. Excellent written and verbal communication skills, facilitation and presentation skills.
8. A team leader and mentor possessing highly developed negotiation and conflict resolution skills.
9. Must possess excellent interpersonal skills with the ability to interact and communicate effectively at all organizational levels.
10. Must possess excellent computer skills with above average knowledge of Microsoft Office Suite (Microsoft Outlook, Word, Excel, Access and PowerPoint). Preference for experience with SQL, SPSS, and/or Crystal Reports. Data visualization experience with Power BI or Tableau is an asset.
11. Must possess a valid Class "G" Licence.

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

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