

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT (HOUSING SERVICES DIVISION – HOMELESSNESS & HOUSING SUPPORT – LOCATION – 350 KING ST. E., UNIT 110)

#### SENIOR PROJECT MANAGER, HOMELESSNESS SYSTEM OPERATIONS

The Healthy and 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 lifelong learning opportunities, leadership, innovation, and performance excellence.

We are looking for a high performing public servant interested in contributing to the design, implementation and application of a leading edge homeless serving system, which is the primary system for providing homeless services in Hamilton. In this role you will experience a challenging, rewarding, and fulfilling career that contributes to ending homelessness. The successful candidate will oversee the development and delivery of strategies and activities through integrated policy and program objectives in a time of continuous change.

#### SUMMARY OF DUTIES

Reporting to the Manager, Homelessness & Housing Support, the Senior Project Manager, Homelessness System Operations, will lead, develop and co-ordinate specific deliverables within Hamilton's homeless serving system to achieve the goals of preventing and reducing homelessness using an outcomes-based approach. This includes working with various internal and external stakeholders to move towards an integrated approach. This position will be lead in assessing and implementing changes within the homelessness serving system, including capacity levels within the system and other solutions to best support the local homeless population. The Senior Project Manager will ensure projects are responsive to identified system issues/gaps, results/outcomes are tracked and measured against identified targets and efficient use of financial and staff resources are assessed and implemented.

The Senior Project Manager will have a demonstrated understanding of the scope of the full housing continuum to effectively combine immediate resources with long term strategies to address the complex issue of homelessness through interventions, services and programs. The Senior Project Manager will have a record of strategic planning, policy development and program design skills to meet sector needs while supporting a government agenda. The Senior Project Manager will intersect with various multi-disciplinary project teams with the ability to motivate stakeholders through change. The Senior Project Manager will have a demonstrated record of project management, leadership, strategic guidance, good judgement, political acuity, financial management, consensus building, and a commitment to results and continuous improvement.

The Senior Project Manager will mobilize a collaborative and consultative approach to engage various internal and external stakeholders to foster an effective system of homelessness interventions using a variety of mechanisms and methodologies.

A high level of personal integrity and motivation, and excellent communication skills are required.

#### GENERAL DUTIES

Responsible for policy development, business process management, co-ordination of the transition from policy to implementation and action, and a commitment to continuous improvement strategies.

Oversees the development and maintenance of project plans which include identifying objectives, key milestones, work-breakdown structures, resource assessments, project schedules and budgets using variety of planning tools. Prepares regular status reports to the Manager, Homelessness & Housing Supports.

Manages, monitors and reviews all project financials, project resources and project risk. Recommends procedures, maintains control and monitoring of projects/strategies to ensure projects are completed within the required schedule, within the approved budget and spending authority identifying any budget adjustments to the Manager, Homelessness & Housing Supports.

Takes a lead role and a person-centred design to initiate, develop and implement a variety of opportunities and methodologies for civic engagement, broad sector participation and participation of people with lived experience to improve coordination and maximize service delivery across the homelessness serving system.

Facilitates various community consultation activities including, public meetings, stakeholder consultation, focus groups, and/or internal project meeting/sessions.

Researches and assesses housing and homelessness sector and government trends, best practices and relevant legislation. Seeks opportunities to align with sector standards as applicable.

Manages changes that impact the implementation of Homelessness Prevention Plan and proposes strategies for resolution and/or improvement.

Identifies and leverages additional funding resources to address capacity needs and gaps in services. Responsible for coordinating funding allocation processes to deliver federal and provincial homelessness programs locally.

Oversees key planning activities related to Homelessness Prevention Plan directives and outcome requirements.

Develops performance measures to increase capacity for homeless service providers to better achieve goals and objectives.

Provides support to the Manager, Homelessness & Housing Supports with regards to the continued development and implementation of quality assurance standards, project methodology and management of Hamilton's Homelessness System.

Develops and maintains relationships with divisional staff and supports the Manager, Homelessness & Housing Support to identify and develop new opportunities where appropriate.

Prepares community planning documents, reports and correspondence and makes presentations to senior management, Council standing committees, community sector committees and the general public.

Establishes, maintains and liaises with a network of municipal and community contacts, and continually liaises with other Divisions and Departments for the promotion, coordination and implementation of Homelessness System processes and activities.

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 responsibilities of the position.

## **QUALIFICATIONS**

1. Baccalaureate degree in social policy/planning, public administration, or related discipline pertinent to job functions combined with relevant business or government experience. Postgraduate degree in the above disciplines would be considered an asset.
2. Extensive knowledge of housing and homeless regulations, mandates, and emerging practices as they pertain to homeless services and programs demonstrated through previous progressive experience working in the homeless sector. Experience in development and delivery of federal homelessness funding initiatives considered an asset.

3. Demonstrated skill in policy development, business planning and analysis, project management, data analysis and financial management. Experience in system design, development, program delivery, program improvement and operational management specific to the housing and homelessness sector would be considered an asset.
4. Demonstrated experience in the development and implementation of a variety of effective community consultation and engagement strategies.
5. Extensive project management experience, preferably in the area of business/system improvement, organizational effectiveness, quality assurance and continuous improvement.
6. Highly developed interpersonal skills with the ability to deal effectively with elected officials, business and community stakeholders, management, peers, and the general public.
7. Demonstrated ability to work independently with limited supervision and in a team setting.
8. An effective communicator, both orally and written, with honed experience managing diverging opinions and viewpoints.
9. Self-motivated with the ability to prioritize, meet deadlines and manage changing priorities.
10. Excellent organizational, time management and multi-tasking skills.
11. Strong working knowledge of process and performance measures and methodologies.
12. Progressive supervisory experience demonstrated through direct or indirect reporting relationships.
13. Strong computer skills and experience using a broad range of technology applications including Microsoft Office, specifically processing, spreadsheets, databases and presentation applications.
14. Must possess a valid Class G Driver's Licence.

**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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