

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(HOUSING SECRETARIAT DIVISION – HOUSING POLICY & RELATIONS - LOCATION –28 JAMES ST. N., 6th FLOOR)

MANAGER, HOUSING POLICY & RELATIONS

The Healthy & 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 life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction. Children's Services and Neighbourhood Development is responsible for providing leadership on strategic initiatives and the delivery of human services.

SUMMARY OF DUTIES

Reporting to the Director, Housing Secretariat, the Manager, Housing Policy & Relations will represent the City in discussions with the Mayor's office, and all other levels of government as it relates to the City of Hamilton's Housing file. The Manager will build and strengthen connections between all levels of government, the community, Council and City staff from across the corporation. The position is responsible for the successful planning and implementation of the Government Relations Strategy and other initiatives that strengthen the City's relationship with the Federal and Provincial government. The Manager provides leadership to a multi-disciplinary team that is responsible for the co-ordination of a broad range of activities and services related to the planning, development and management of projects, initiatives and services that support the City's commitment to Housing as a human right and the Housing Sustainability & Investment Roadmap (HSIR). The Manager will build relationships with local leaders, engage service providers, facilitate conversations with community groups, leverage collaborative opportunities and ensure the strategic integration of project deliverables within the broader municipal, national and provincial strategies. The Manager will coordinate the development of local strategies and workplans that identify community needs, prepare business plans and performance measures, and evaluate immediate and long term strategies.

GENERAL DUTIES

Acts as the primary Housing Secretariat Division's representative in discussions with all levels of Government and the community. Builds and strengthens relationships between the community, Council, and staff from across all departments and divisions.

Provides leadership in the development and implementation of the City's Housing Sustainability and Investment Roadmap to identify, and confirm community needs and articulates a strategy to support the City's journey towards Housing for all Hamiltonians.

Develops and implements strategies for building community consensus through collaborative partnerships.

Provides strategic support to the community in Hamilton by building community capacity, providing support, documenting success stories, addressing key issues and overall increasing community visibility.

Undertakes evaluation, information gathering and analysis to identify priority needs and trends for housing.

Participates in the development of Divisional goals and objectives. Develops, implements, and monitors an operational plan for the organizational unit, and ensures alignment with Divisional, Departmental and corporate plans.

Leverages key national, provincial and local housing strategies to inform the Housing Sustainability & Investment Roadmap and its associated actions and projects.

Provides leadership, mentoring and direction to a multidisciplinary staff team. Manages staff and staffing requirements including interviewing, hiring, orientation, and regular performance reviews. Evaluates needs and ensures adequate training and career development for staff. Provides opportunities for regular staff input and feedback to enhance management and team performance.

Participates in a complex budgetary process by responsibly projecting and maintaining costs associated with the organizational unit. Develops mitigation strategies as required to meet future demands and demonstrated budgetary restraints.

Sets priorities for resources among multiple projects and implements modifications to respond to changing circumstances. Reports regularly on the status of programs, projects and tasks, and other team activities to the Division and Departmental Leadership Teams.

Provides leadership, collaboration and negotiation skills to work with community leaders, service providers, community agencies, municipal, provincial and federal government agencies, and other community stakeholders and the media.

Consults or undertakes liaison with municipal, provincial and federal government agencies relevant to current policy reviews, proposed changes to legislation and program delivery.

Develops and manages key project components relating to the Housing Sustainability & Investment Roadmap, such as project planning, activity planning, risk management, community engagement, progress reporting and program evaluation.

Establishes multi-year plans in conjunction with community networks and committees through collaborative planning, implementation, and monitoring.

Facilitates the preparation of divisional responses and prepares reports on issues that arise from Council, Senior Leadership Team, studies, proposals, provincial and federal legislative changes, policies and position papers, directives, etc.

Represents the Department on corporate and community committees and project teams as required.

Negotiates the retainment of external consultants and/or the purchase of research support as required for specific projects.

Participates in H&SC emergency preparedness planning, development and training. Responds to all municipal emergencies as requested.

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.

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 sciences, public policy, human services or a related discipline with comprehensive working experience and knowledge of the Indigenous community, culture, etiquette, events, service agencies, community networks and strategies or an equivalent combination of education and work experience in government, non-profit, private or community service agencies.
2. Progressively responsible management experience within a Human Services environment.
3. In-depth knowledge and understanding of the social, historical, political and economic factors that shaped and continue to shape the experience of people experiencing homelessness in Hamilton.
4. Experience in leading and implementing change and demonstrated competencies in community development. Demonstrated leadership experience working with diverse stakeholders.
5. Demonstrated political acuity, diplomacy and ability to work with elected and senior government officials, First Nations, Indigenous partners, community organizations, and the media.
6. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
7. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
8. Demonstrated ability to effectively manage a multi-disciplinary team in a results-oriented environment.
9. Knowledge of policy frameworks, research methods and data analysis, consultation techniques and program planning and program evaluation models including the knowledge of best practices.
10. Knowledge of management theory, organizational behaviour, and program effectiveness.
11. Computer proficiency in Word, Excel, Internet, and Database applications.
12. Proven ability to contribute meaningfully to the strategic and business planning processes and direction of the organization.
13. Excellent written and verbal communication skills, facilitation skills, and presentation skills. Highly developed interpersonal skills with ability to interact effectively at all organizational levels and the ability to relate well to a culturally diverse population.
14. Sound knowledge of community programs and services, relevant legislation, and applicable policies.
15. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
16. Must be able to work evenings and weekends.
17. Must possess a valid Class "G" Driver's License.

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
