

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HOUSING SERVICES DIVISION – LOCATION - 350 KING ST. E.)

PROGRAM COORDINATOR, HOUSING FOCUSED STREET OUTREACH – CUPE 5167

SUMMARY OF DUTIES

The position will report to the Senior Project Manager, Encampment Response, the Program Coordinator, Housing Focused Street Outreach will facilitate the delivery, maintenance, and monitoring of data and reporting progress to other stakeholders, ensuring projects are responsive to identified needs.

Applies elements of an integrated approach to project and program management. The position requires experience in the housing and homelessness sector, public policy development, public engagement, and political acuity. The Program Coordinator will have a demonstrated record of customer focused service delivery, self-motivation, and a commitment to results and continuous improvement.

This position will work with City staff and community partners in a multi-functional initiative in support of the delivery and direction of services to persons living unhoused/in encampments.

GENERAL DUTIES

Receive, respond to, and process inquiries from agencies, staff, the public and elected officials related to encampments and the City's Encampment Protocol based on program guidelines and established policies and business practices. Prioritize and respond in an efficient and timely manner.

Implement strategies to improve effectiveness and efficiency of operationally focused projects, while striving to exceed average standards and leading by example.

Undertake research reports, policy briefs, presentations, trend analysis/forecasting and other related tasks as assigned.

Coordinate the activities and logistics of the Housing Focused Street Outreach Program. This includes working with the Province, other regional and municipal governments, non-governmental organizations and community groups. Activities include outreach; planning; communications; partnership brokering; policy development; program implementation and monitoring; data collection and analysis; and event logistics.

Assist with coordination of consultations and events hosted by Housing Focused Street Outreach, including but not limited to events with divisional partners, external stakeholders, and people with lived/living experience.

Apply client-centered principles in the context of working with elected officials, non-governmental organizations, community groups, and the public while supporting the activities and logistics of the Housing Focused Street Outreach Program.

Support the implementation of the City's Encampment Protocol, by assisting with updates to the City's website and any events being supported by Housing Focused Street Outreach.

Support specific housing and homelessness policy initiatives and analysis as it pertains to outreach activities and individuals with lived/living experience of being unsheltered.

Review and provide oversight to ensure outreach activities performed by staff is aligned with commitments to Hamilton City Council, divisional partners, and is consistent with the City of Hamilton's Mission and Vision.

Accountable for ensuring that program activities are delivered in accordance with City and Provincial guidelines through effective and efficient use of resources.

Using a "best practices" approach, develop and deliver quality services, including compiling, organizing, and reporting on information from various sources, as well as the continued development and implementation of quality assurance standards, in a timely manner.

Conduct research and analysis of persons with lived experience of homelessness, community stakeholders, and frontline staff for the delivery of operational policies and procedures that respond to identified service delivery gaps and needs.

Assist with the strategic oversight of outreach, recommending and implementing new standards for work performed by Housing Focused Street Outreach.

Attend public meetings to support the City's position/actions to the public, media and outside government bodies and support the response to members of the public, elected representatives and other agencies verbally, electronically and in writing.

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 responsibilities of the position.

QUALIFICATIONS

1. College diploma in public administration, social policy/planning, social work, or related program with the demonstrated relevant experience related to the duties described, or an equivalent combination of education and relevant work experience.
2. Considerable experience working in the housing and homelessness field, including delivery of client-centered supports, marketing and outreach experience, program coordination and policy analysis with an emphasis on Open Streets programs.
3. Knowledge of outreach specific practices and trends, including reviewing, recommending, and implementing operational policies and procedures.
4. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
5. Ability to work under pressure to meet tight externally and internally driven deadlines.
6. Possess excellent verbal and written communication skills.
7. Demonstrated ability to make decisions involving multiple routine tasks. Demonstrated ability to work independently.
8. Strong computer skills. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel, and Word.
9. Possess a demonstrated record of leadership and guidance, technical competence, customer focus, innovation/creativity, teamwork, staff delegation and empowerment, and be committed to results.
10. Ability to effectively work with a large multi-disciplinary staff in a results-oriented environment and in a predominantly unionized environment.

11. Ability to deal effectively with representatives of other levels of government, management, peers, staff, advocacy groups and the general public.
12. Class G Driver's license an asset.

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