

## CITY OF HAMILTON

### **HEALTHY & SAFE COMMUNITIES DEPARTMENT** **(HOUSING SERVICES DIVISION – LOCATION - 350 KING ST. E., SUITE 110, HYBRID WORK MODEL)**

#### **MANAGER, TENANT SUPPORT PROGRAM**

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 a high performing public servant who is interested in experiencing a challenging, rewarding and fulfilling career. The successful candidate will demonstrate an ability to provide excellent public 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. The goal of the Housing Division is to support homeless, precariously housed, and vulnerable individuals and families secure safe, affordable, sustainable, and appropriate housing.

#### **SUMMARY OF DUTIES**

Reporting to the Director, Housing Services, the Manager, Tenant Support Program works collaboratively with other leaders to provide strategic leadership, through subordinate management, to a multi-functional workforce engaged in planning, policy development, implementation, monitoring and evaluation of housing and homelessness programs and other human services in the City of Hamilton. This Manager will oversee the Housing Emergency Fund program work including coordination of services with other divisions and agencies as appropriate. The Manager will also be the Division lead on tenant issues through the Tenant Support Program and be responsible for the contract development and partnership management of this program. The Manager will ensure that these programs are effectively administered and delivered within best practice standards, and will have responsibility for implementing, forecasting, and planning program changes as required.

The Manager will prepare business plans and performance measures to support the development and evaluation of immediate and long-term service delivery strategies consistent with a human centred approach. In addition, the Manager will support the corporate culture and Corporate and Departmental priorities, preparing reports for City Council, stakeholders and the community.

The Manager will participate in Healthy & Safe Communities emergency preparedness planning, development and training and responds to all municipal emergencies as requested.

#### **GENERAL DUTIES**

Provides strategic oversight and leadership in the planning, and implementation of the Tenant Support program and Housing Emergency Fund programs. Including partnership management and overview legislative impacts related to the tenants.

Manages tracking of data and outcomes related to program areas and provides leadership on the impacts of the data analysis related to planning and contract management.

Provides coordination and leadership to the City's response to tenant issues with a focus on eviction prevention.

Identifies and introduces best practices related to eviction prevention and landlord tenant relations to support a healthy housing continuum in Hamilton.

Works within the City's engagement policy to create new educational information around housing support programs and tenant and landlord rights and responsibilities and lead a robust public education campaign.

Provides leadership to the Housing Services management team in the planning and development of major initiatives that impact client service delivery within the City of Hamilton related to housing and other human service areas.

Leads an effective team, providing coaching and advice to subordinate supervisors to optimize performance in a changing social services environment. Directly manages a team of professional staff. Ensures programs and work is technically supported, effectively administered and delivered within the standards, allocations and mandates of all pertinent Federal, Provincial and Municipal and Corporate legislation, policies and procedures.

Responsible for the oversight and successful planning, project management and implementation activities for major initiatives from provincial or federal bodies that impact internal operations.

Monitors, analyzes and interprets regulatory changes and data relevant to program such as provincial legislative changes, reports and data on a multi-year basis to establish the impact on staffing levels, resources, priority setting, continuous improvement and required budget implications. Manages the planning, implementation and evaluation of associated changes to policies and programs. Leads and manages the change management process as it pertains to changing legislation, policy or program funding while maintaining positive relationships with the community and stakeholders.

Consults and collaborates with a broad range of internal and external stakeholders, focus groups and consultants on a wide variety of initiatives that will move Housing Services towards a service integration model with other municipal and community service providers. Leads planning efforts in the community relating to housing and homelessness services.

Ensures staff are supported in a continuous learning and development environment, trained to understand and apply a complex system of acts and legislation, has knowledge of the measures and standards set for the program delivery and funding, has adequate knowledge of the housing and homelessness system and uses required technology effectively. Considers, evaluates and coaches staff towards professional development activities through the performance accountability and development process, assisting staff to develop to their full potential.

Hires, dismisses, manages the performance of and disciplines staff as necessary. Maintains confidentiality as required.

Demonstrates an interest in ongoing professional growth and education and carries out self-evaluation of performance on an ongoing basis.

Ensures high performance and staff engagement through leadership and guidance with a focus on client service, innovation, advocacy, delegation, empowerment and staff development. As part of the Housing Services Management team, establishes clear lines of responsibility to articulate program expectations including program outcomes, performance measures and reporting. Utilizes innovative, analytical and solution-oriented problem-solving skills for program planning, social services delivery modernization implementation and evaluation.

Conducts regular staff meetings to ensure effective and efficient program operations and ongoing dialogues about federal, municipal, regional, City, Department and Divisional issues. Promotes teamwork within inter-department groups and within cross-functional and cross-program initiatives. Plans, coordinates, develops and implements activities, program services and initiatives consistent with corporate and departmental strategic direction and vision.

Directs and manages the general administration of the work area under his/her jurisdiction by developing and recommending new policies, business processes and operational procedures and monitoring existing ones to maximize utilization of resources. Responsible to research, develop, implement and evaluate highly effective and interactive business solutions to improve access, increase efficiency and to identify opportunities for continuous improvement.

Develops, coordinates and provides oversight on verbal and written stakeholder and client communications related to services and programs, operational and legislative changes including issues that may lead to political and media involvement.

Evaluates program effectiveness and quality assurance through a variety of tools including performance dashboards, compliance to legislation, adherence to policy and procedures and business processes.

Serves as a liaison with other community agency and inter-agency committees in order to co-ordinate planning efforts to meet the needs of the community. Provides leadership in the development of new and evolving services. Undertakes on-going public relations activities, initiates community engagement and education that builds strong community relationships and partnerships that enhances the City's image and are the foundation of an integrated service model.

Represents the City of Hamilton on Provincial and Federal initiatives at public meetings, task forces, community and advisory boards, forums, special projects and benchmarking initiatives with other municipalities.

Prepares, negotiates and monitors service contracts and agreements with agencies and service providers. Monitors contract compliance and evaluate performance of participating organizations.

Participates in research and promotes the utilization of appropriate research. Facilitates and contributes to the education of students.

Identifies the information requirements to monitor program indicators and collaborates in the development and maintenance of a management information system.

Prepares, manages, monitors annual and capital operating budgets; prepares variance and forecast reports based on division, department and corporate policies and guidelines.

Represents respective area in Labour Relations issues including participating in labour management meetings, providing input for Collective Agreements and grievance settlements as appropriate.

Works in accordance with the provisions of applicable Health and Safety legislation and all of City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety. 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. Recommends appropriate action for employees who do not work in compliance with legislation, policies and procedures.

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

## **QUALIFICATIONS**

1. Must be able to demonstrate a level of expertise related to the duties described, normally acquired through a Baccalaureate degree in Human Services, Health or Social Sciences or a combination of education and relevant work-related experience.
2. Demonstrated experience in progressively responsible positions in the social services field.
3. Previous supervisory / management experience in a unionized environment.
4. Possesses a demonstrated record of strong leadership and guidance, client centred focus, team advocacy and the ability to effectively manage a multi-disciplinary workforce with the ability to motivate and develop a team of staff.
5. Knowledge and understanding of statutes, regulations, codes and by-laws affecting the housing and social services area, with a particular emphasis on subject matter expertise of the Residential Tenancies Act and the processes of the Landlord Tenant Board.

6. Highly developed interpersonal skills and political acuity with the ability to interact and communicate effectively at all organizational levels.
7. Well-developed planning change management and organizational skills, with developed innovative and solution-oriented problem solving.
8. Demonstrated ability to work effectively with colleagues, direct service staff in identifying and meeting the needs of the division.
9. Excellent verbal and written communication skills presentation and facilitation skills, possessing highly developed negotiation and conflict resolution skills.
10. Supports a person-centred focus and commitment to exceptional service. Dedicated to meeting the expectations and requirements of the citizens of Hamilton and internal and external partners. Establishes and maintains effective relationships to gain trust and respect.
11. Demonstrated skills in analysis, planning, monitoring and evaluation, and an understanding of quality assurance practices. Promotes the utilization of evidence-based service delivery models.
12. Ability to manage a budget effectively. Experience in a computerized environment. Working knowledge of Microsoft Office (Microsoft Outlook, Word, Excel and Power Point). Working knowledge of Housing database software would be considered an asset.
13. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

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

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