

CITY OF HAMILTON

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

SUPERVISOR, HUMAN SERVICES - TENANT SUPPORT PROGRAM

The Healthy and Safe Communities (HSC) 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 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 assist residents to find and maintain affordable housing.

SUMMARY OF DUTIES

Reporting to the Manager, Tenant Support Program, the Supervisor, Human Services - Tenant Support Program provides day to day oversight to a multi-functional workforce engaged in supporting Housing Services clients, visitors and guests. Working collaboratively with other supervisors, ensures that the Hamilton Emergency Housing Fund, Rent Supplement and Housing Allowances programs are effectively administered and delivered within the standards, allocations and mandates of all pertinent legislation, policies and procedures. The Supervisor, Human Services - Tenant Support Program ensures customer needs and legislative requirements are met while managing the daily activities and operations of a staff team that supports individuals who need access to social housing and other related housing stability supports. The Supervisor will be directly responsible for leading change and supporting the team in a changing work environment.

Participates in HSC emergency preparedness planning, development and training and responds to all municipal emergencies as requested.

GENERAL DUTIES

As a member of the leadership team in Housing Services, the Supervisor leads and supports the transformation of service delivery to integrated human services. Responsible for cost effective administration and timely delivery of tenant support programs; adheres to the standards, allocations and mandates of all pertinent Federal, Provincial and Municipal legislation, policies and procedures.

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. Ensures the provision of quality service delivery of the program by assisting the Manager in the development of an annual program operational work plan ensuring alignment with divisional, departmental and City's plans. Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Management and various specific by-laws. Provides input to the Manager on strategic and operational planning regarding the Housing Access and Supports program.

Provides direction, leadership and coordination of teamwork. Directly supervises a team of unionized employees with responsibility to oversee the day to day operations of the business unit including scheduling, establishing priorities and delegation of duties to staff, ensuring maximum utilization of human resources. Fosters a work environment which supports customer service, innovation and quality of service. Engages employees in discussions on process and business improvement.

Provides leadership, consultation, advice and direction to employees on program eligibility, file management skills, caseload and time management, office policies and procedures and community resources issues. Provides case

plan consultation when staff present unusual problems of difficult cases involving discretion or requiring supervisory approval under the Housing Services Act, 2011, the Ontario Works Act and Ontario Disability Support Program other relevant legislation such as the Ontario Disability Support Program, Family Law Reform Act and federal legislation.

Assists direct reports to find solutions including the use of resources available to them. Clarifies eligibility issues with residents regarding legislation or eligibility decisions by telephone, correspondence or in person to confirm fair, ethical and accountable administration.

Monitors and evaluates employee performance, career development and succession planning activities. Motivates and encourages employees to achieve high levels of performance and productivity through open and transparent setting of goals and expectations which are aligned to the City's strategic plan and departmental goals and objectives. Provides consistent feedback, coaching, recognition and developmental support. Offers opportunities to facilitate employee growth and development. Responsible for the hiring, orientation, training coordination, scheduling, attendance management, disciplining and performance evaluations of employees. Coaches and mentors staff through support and guidance for staff development as required.

Approves vacation, flexible work arrangements and overtime requests in keeping with the operational needs of the Housing Services Division.

Maintains detailed knowledge of the Housing Services Act, 2011, Ontario Works and Ontario Disability Support Program legislation and various specific By-Laws. Maintains knowledge of best practices in eviction prevention, delivery of housing benefits and coordinated wait list systems. Conducts case file reviews to ensure program integrity and that benefits and decisions are in compliance with City of Hamilton policy and business processes and relevant legislation. Monitors statistical information and performance measures. Identifies issues/trends and investigates concerns with service delivery to ensure efficient and effective program delivery. Ensures quality and sensational customer service by reviewing, investigating and monitoring complaints in a timely manner. Reviews, investigates and monitors councillor inquiries and complaints in a timely manner.

In collaboration with the Manager, Tenant Support Program, develops, writes, monitors and maintains the policies and business processes for the business unit.

Approves the purchase of materials and supplies within budget guidelines and within the approved authorized limits.

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Establishes and maintains an effective network of communication between senior management and employees, various public and private sector agencies, user groups, constituents, city departments and other levels of government. Works collaboratively, inclusively and respectfully with community partners and with other government agencies.

Informs and supports the coordination preparation and monitoring of annual budget for area of responsibility.

Provides feedback into the procurement process including research of data for specifications including product and quantities, participates in any bid evaluations and monitors on-going contract compliance.

In collaboration with the Manager, researches and drafts council reports, providing statistical and financial information, and makes recommendations for program enhancements. Delivers verbal and written communications to their team and other stakeholders on a range of complex issues. Facilitates regular business unit meetings.

Assumes the responsibilities of the Manager, Social Housing in their absence. Represents division/department on various corporate work groups and committees on an as needed basis.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures Occupational Health & Safety policies, programs and practices are implemented, maintained and integrated into all aspects of planning and decision-making within the business unit.

Recommends appropriate action for 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. Demonstrated experience and education related to the duties described, normally acquired through the completion of a Bachelor's degree in Human or Social Sciences or combination of education and relevant work-related experience.
2. Progressive supervisory experience in Social Services field, preferably in a unionized environment.
3. Possesses a demonstrated record of strong leadership and guidance, client service focus, team advocacy with the ability to effectively supervise a multi-disciplinary workforce with the ability to motivate and develop a team of staff.
4. Thorough knowledge and understanding of statutes, regulations, codes and by-laws affecting the Housing Services Act, 2011, Ontario Works Act and related legislation.
5. Highly developed interpersonal skills and political acuity with the ability to interact and communicate effectively at all organizational levels.
6. Well-developed change management and organizational skills, with developed innovative and solution oriented problem solving skills.
7. Demonstrated ability to work effectively with colleagues, direct service staff in identifying and meeting the needs of the division.
8. Excellent verbal and written communication skills, presentation and facilitation skills, possessing highly developed negotiation and conflict resolution skills.
9. Demonstrated skills in analysis, monitoring and evaluation and an understanding of quality assurance practices. Promotes the utilization of evidence based service delivery models.
10. Computer proficiency in the current Microsoft Office Suite of products including Outlook, Word, Excel and Power Point.
11. Proficiency in French would be an asset.

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