

CITY OF HAMILTON

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

PROJECT MANAGER, TENANT SUPPORT

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.

SUMMARY OF DUTIES

Reporting to the Manager, Tenant Support Program the Project Manager is responsible for developing and coordinating a broad range of activities that support the Tenant Support program and Community Research Table. The aim of these plans is to ensure the coordination of a broad range of activities and services related to planning, development and management of human services in the City of Hamilton. Key job priorities include, completing and implementing annual work plans, leading related policy and program development, and maintaining an ongoing relationship with community and government partners.

GENERAL DUTIES

Lead a variety of projects using a best practices approach to ensure that decisions are evidence based and utilize research results and outcomes.

Support the implementation Tenant Support Program, in consultation with other professionals and community partners.

Promote systems integration and collaboration by leading various committees and work clusters including a Community Research Table for tenant support.

Lead the development of goals, objectives strategies, and annual workplans in alignment with key deliverables and ensure implementation of project goals related to Community Research Table. Responsible for identification of priority stakeholders, identification, and application of appropriate change management strategies. Report regularly on the status of projects, and milestone achievement.

Provide support to community partners with meeting program objectives including training, capacity building and monitoring and evaluation of the program.

Prepare reporting requirements to various funding bodies to ensure continued programming and support.

Prepare oral and written presentations to management, Council, community partners, Provincial and Federal Ministries.

Develop communications to support the Tenant Support Program and associated projects and initiatives including council reports, communication updates, and website updates.

Establish and support initiatives that bring community achievements and opportunities into strategic focus, in collaboration with key community partners and stakeholders.

Plan project evaluation in consultation with appropriate staff and implement project evaluation plans. Evaluate project success and make recommendations for process improvement.

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 normal functions of the job.

QUALIFICATIONS

1. Post-secondary education in social sciences, public policy, human services, or a related discipline with an equivalent combination of education and work experience in government, non-profit, private or community service agencies.
2. Previous demonstrated working experience as a project manager in a unionized public or private sector organization.
3. Experience in project management, policy analysis and program development, including proven research and program evaluation skills.
4. Excellent written and verbal communication, facilitation, and presentation skills.
5. Demonstrated experience working with diverse stakeholders, including not-for-profit social organizations, community groups, businesses, education, health, and others.
6. Demonstrated political acuity, diplomacy, and ability to maintain confidentiality. Demonstrated ability to work with elected and senior government officials.
7. Proven organizational and time management skills, including the ability to work with tight deadlines and competing priorities.
8. Demonstrated ability to lead others to excel in an environment that fosters innovative approaches to problem-resolution.
9. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel, Word, and Project.

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