

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES DEPARTMENT

(HOUSING SERVICES DIVISION - LOCATION – 350 KING ST. E., SUITE 110 – FIRST PLACE)

MANAGER, HOUSING & NEIGHBOURHOOD DEVELOPMENT

The Healthy and 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 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 exceptional and person-centred service. Your ability to set and achieve personal and professional goals and contribute to the City of Hamilton's Strategic objectives will result in high job satisfaction.

SUMMARY OF DUTIES

Reporting to the Director, Housing Services, the Manager, Housing & Neighbourhood Development provides strategic, developmental and operational leadership to neighbourhood development that addresses the Social Determinants of Health through community engagement, planning, project development and implementation to improve the health and well-being of residents.

Through leadership, collaboration and negotiation with key community stakeholders and agency partners, elected officials, citizens and funders, the manager will provide oversight to the development and implementation of transformative but feasible partnerships and projects to improve neighbourhood health and wellness. Through planning, community development and relationship-building, the manager will also support the collective ownership of neighbourhood actions by City of Hamilton departments, divisions and programs, to ensure the delivery of excellent citizen centred service, based on city-wide neighbourhood resources.

The Manager, Housing & Neighbourhood Development, manages the programs related to the Federal-Provincial Investment in Affordable Housing Program including but not limited to Ontario Renovates, new rental housing construction and homeownership down payment assistance to ensure that they are effectively administered and delivered within the standards, allocations, and mandates of all pertinent legislation, policies and procedures. This position has a shared responsibility for planning, development and evaluation of affordable housing, homelessness and other social service programs.

GENERAL DUTIES

Build positive relationships, through regular communication and steadfast integrity with staff, colleagues, senior management teams, Councillors, community agencies, stakeholders and partners.

Lead and participate in regular partner meetings to communicate advancements and challenges arising with current and future neighbourhood development, to seek input and feedback, to build consensus for new actions or processes that effect partners.

Review, analyze and discuss outcomes of evaluations, to further adjust and revise neighbourhood development plans to be more effective and responsive.

Develop and lead planning exercises with residents, service providers and community partners around neighbourhood development and investment in affordable housing.

Consult with key stakeholders including residents, planning teams, community development workers and sponsor organizations, funders, city staff and other organizational partners on the development and evolution of community hubs in Hamilton.

Manage the outcomes and deliverables of neighbourhood development and community hubs, including budget, partnerships, staffing, and funders, through a collaborative approach to program development, evaluation and decision-making.

Advise city staff and community developers on development planning processes.

Advise institutions and service providers, including McMaster University, Mohawk College, Social Planning and Research Council, Hamilton Health Sciences, Hamilton Wentworth District School Board, Hamilton Wentworth District Catholic School Board, Chamber of Commerce and private and financial institutions on how to be involved with neighbourhood development based on framework of community consultation, asset-based community development and community planning.

Advise students and professionals from across the City, Province, Country and internationally on the framework, challenges and successes of neighbourhood development.

Present at internal Departmental Management Teams on the status of neighbourhood development projects and to enlist the support of program and resources within other departments, where applicable to ensure the implementation of the neighbourhood actions.

Lead planning efforts in the community relating to affordable housing services.

Lead initiatives to promote and support the development of affordable housing in Hamilton in partnership with the Planning, Economic Development, Real Estate, and Finance Divisions.

Work in partnership with City departments and external stakeholders to provides expertise in neighbourhood development to support implementation of a new LRT system.

Prepare, negotiate and monitor service contracts and agreements with agencies and other affordable housing providers.

Identify the information requirements to monitor program, affordable housing, and rental housing indicators.

Monitor and interpret local data relevant to program and the housing market generally to assist with priority setting, policy development, program development, program implementation, and evaluation.

Serve 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. Provide leadership in the development of new and evolving programs and services.

Responsible for policy development, program development, and proposal writing in response to federal and provincial housing initiatives.

QUALIFICATIONS

1. Baccalaureate degree in Urban Planning / Environmental Studies, Social Sciences, Health or Public Administration or a related discipline pertinent to job functions combined with relevant management training and experience.
2. Progressively responsible management experience within a Human Services or development environment.
3. Sound knowledge of housing programs, relevant legislation, contractual obligations and applicable policies and procedures.

4. Knowledge and understanding of statutes, regulations, codes and by-laws affecting housing and social services area.
5. Excellent interpersonal and facilitation skills and ability to build relationships with elected officials, government departments, management, front-line staff, community agencies, businesses and the general public.
6. Possess a high level of personal integrity and sound judgment.
7. Ability to promote a shared vision and purpose to drive action.
8. Ability to make decisions in critical situations in the absence of complete information. Ability to assess potential risks and recommend steps necessary to reduce or eliminate that risk.
9. Ability to use a “best practices” approach in seeking new methods, systems, research and analysis to support neighbourhood development including community hubs.
10. Demonstrated skills in financial management and policies, including analytical, problem-solving and business planning skills. Skills in developing, implementing and monitoring budgets.
11. Post-graduate education in the theory and practice of community development and engagement, research and evaluation, program planning and policy development considered an asset.
12. Technical skills in program and project development and management, community engagement and capacity building especially in relation to neighbourhood development.
13. Excellent written and presentation skills across a wide variety of audiences, including Committee, Council, senior management, community agencies and citizens, in a manner that clearly outline complex problems and solutions.
14. Ability to create and maintain cohesive and high functioning interdisciplinary staff teams, work with and manage staff across the City of Hamilton and across service provider agencies towards common goals and actions and meet with and engage the leadership across the City of Hamilton.
15. Experience and skill in the policy development process, as well as writing reports, policy documents and clear recommendations are important, along with the ability to teach and mentor staff in this type of work.

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