

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES DEPARTMENT

(HOUSING SERVICES DIVISION – LOCATION - 350 KING STREET EAST, SUITE 110 – FIRST PLACE)

PROGRAM MANAGER, INVESTMENT IN AFFORDABLE HOUSING (IAH)

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

This position reports to the Director of the Housing Services Division. The Program Manager, Investment in Affordable Housing 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. The Program Manager is also responsible for monitoring and reporting on the Housing and Homelessness Action Plan implementation, including undertaking the required five-year review.

Participates in H&SC emergency preparedness planning, development and training. Responds to all municipal emergencies as requested.

GENERAL DUTIES

Responsible for the hiring, orientation and supervision of staff, and ensure that all staff activities are carried out in accordance with legislation and City/Department/ Divisional policies.

Conduct regular staff meetings to ensure effective and efficient program operations.

Develop, monitor and implement an operational plan and prepare reports as required.

Prepares the annual operational budget for program area and participates in the budgetary process by projecting and maintaining costs associated within program responsibility.

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

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

Prepares, negotiates and monitors service contracts and agreements with agencies and other affordable housing providers.

Ensures continuous improvement, change management and communication plans are embedded and implemented as part of service delivery transformation efforts and improvements.

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.

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

Develop and maintain quality assurance standards and policies and procedures for the effective delivery of programs in conjunction with other Divisional managers.

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 initiatives.

Participate as member of the Division Management team to facilitate co-ordination of inter-divisional programs and provide backup as required to other Division Managers.

Responds to program inquiries from housing providers, various stakeholders, elected officials and members of the general public.

Participate in research and promote the utilization of appropriate research.

Facilitate and contribute to the education of students.

Ensure employees are provided with and use the appropriate equipment, material and procedures required to perform their assigned duties. Ensure that all staff activities are carried out in accordance with legislation and corporate policies and business procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and business procedures.

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

Participates in H&SC emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

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.

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 Urban Planning/Environmental Studies, Public Administration, Social Sciences or a related discipline, or a combination of education and relevant work-related experience.
2. Demonstrated experience in progressively responsible positions in the social services or development fields.
3. Possesses a demonstrated record of strong leadership and guidance, person 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.
4. Sound knowledge of housing programs, relevant legislation, contractual obligations and applicable policies and procedures.

5. Thorough knowledge and understanding of statutes, regulations, codes and by-laws affecting housing and social services area.
6. Highly developed interpersonal skills with the ability to interact and communicate effectively at all organizational levels.
7. Well-developed planning and organizational skills, with developed innovative and solution oriented problem solving skills.
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, possessing highly developed negotiation and conflict resolution skills.
10. Demonstrated skills in analysis, planning, monitoring and evaluation, and an understanding of quality assurance practices. Promotes the utilization of evidence based service delivery models.
11. Ability to manage a budget effectively.
12. Computer proficiency in Microsoft Office Suite of Products including Outlook, Word, Excel and Power Point.

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