



**BUILD A CITY.
BUILD A FUTURE.**
HELP US BUILD A WORLD-CLASS CITY.



HOMELESSNESS SERVICES LEAD

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.

*City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward.
Build a City. Build a Future at the City of Surrey*

SCOPE

The Community Services Department's Housing and Social Development Division is currently hiring for a Homelessness Services Lead. The mandate of the Housing and Social Development Division is to address inequities in Surrey with a specific focus on housing and other social priorities. The Homelessness Services Lead will play a key role in providing strategic advice and operational oversight of the City's responses to homelessness and related issues by the City and its partners. This is a new position within the City of Surrey that will report to the Manager of Housing and Social Development.

STATUS

Regular Full-Time (Exempt)

RESPONSIBILITIES

The Homelessness Services Lead will be responsible for leading communications; collaboration and problem-solving, and development and implementation of initiatives to address homelessness and associated issues. Roles and responsibilities will include:

- Supports the City in responding effectively to the issues arising from homelessness and vulnerable renters, and maintains and improves services for these populations.
- Provides operational leadership to co-ordinate the City's response to homelessness, both in terms of on-going and emergency responses, including the emergency weather response.
- Leads the development of the City's Plans for the provision of homelessness and related services.
- Liaises with BC Housing, Fraser Health and non-profit partners to ensure the effective operation of shelters, housing, health and other services for people experiencing homelessness
- Responsible for monitoring the tenant assistance provided by developers when rental properties are being redeveloped, as well as other initiatives related to the displacement and/or relocation of vulnerable tenants.
- Collaborates with key departments and agencies (including, but not limited to Engineering, Bylaws, Parks, Fire Services, and Police, BC Housing, Fraser Health, Ministry of Social Development and Poverty Reduction) to develop strategies to better assist people experiencing homelessness and respond to issues related to homelessness.
- Leads the development of research projects and develops policy and program recommendations on service provision. This includes monitoring existing programs and strategies as well as identifying promising practices from elsewhere.
- Identifies gaps in services and strategic opportunities for addressing those gaps based on partnerships with key internal and external stakeholders and understanding of the homeless services delivery system.
- Prepares and manages work programs, including supervising other professional staff and external consultants.
- Prepares reports and presentations on complex material to staff, senior management, the public and City Council.
- Performs other duties/responsibilities as assigned.



BUILD A CITY. BUILD A FUTURE.



QUALIFICATIONS

- Completion of a Bachelor's degree in social work, health care or a related discipline from a recognized post-secondary educational institution, plus a minimum of 10 years of related experience or completion of a Masters degree with a minimum of 5 years of related experience
- A Masters degree is preferred
- An equivalent combination of education, training, and experience may be considered.
- Experience working on housing and homelessness service provision in the government and/or non-profit sector. .
- Knowledge of the systems and services related to homelessness, including best practices in housing and health services for people experiencing or at-risk of homelessness.
- Strong interpersonal, public engagement and communications skills, as well as considerable judgement, professionalism, diplomacy, and discretion.
- A valid and unrestricted driver's license.
- This position requires completion of a Police Information Check.