

DEPARTMENT:	Climate Action, Planning and Development	STATUS:	Temporary Full-Time (2 years)
NO. OF POSITIONS:	One	UNION:	Exempt
HOURS OF WORK:	35 hours per week	SALARY:	\$129,884 to \$143,228 annually + comprehensive benefits package

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest. New Westminster is on the unseeded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on.

Reporting to the Director of Planning and Development, the Manager, Homelessness Services, provides strategic direction and leadership to the City's on-going and emergent response to street homelessness and encampments. In this newly created role, the Manager leads the Crises Response Team pilot project which will develop, plan and implement projects, initiatives, and policies to address street homelessness and associated issues, both in the field, and within the organization.

The successful candidate will be required to demonstrate excellent judgement, diplomacy, tact, decision-making and problem-solving capabilities. An ability to act in a crisis-oriented environment and a proven ability to develop and maintain rapport with internal and external partners will be key. This leader is highly skilled in team-based leadership, prepared to lead a highly collaborative effort with a new staff team, seasoned interdepartmental staff, and the City's Indigenous consultants, senior staff and Council, to expand the City's capacity to address the barriers to addressing homelessness by assessing existing programs, initiatives, and partnerships, and establishing new or improved ones where gaps exist.

Duties:

- Supporting Senior Leadership and Council to respond effectively to the issues arising from homelessness and encampments, and maintaining and improving services for people who are unhoused, specifically regarding the "Three Crises Pilot" addressing homelessness, mental health and addiction.
- Providing operational leadership to the Crises Response Team to coordinate the City's response to homelessness and encampments, both in terms of on-going and emergency response.
- Maintaining and cultivating strong alliances with key partners.
- Identifying gaps in services and strategic opportunities for addressing those gaps with key internal and external partners based on an understanding of the homeless services delivery system.
- Undertaking research and recommending and developing policy.
- Collaborating with key departments and agencies (including, but not limited to Engineering, Planning, Fire and Police, BC Housing, Fraser Health, Ministry of Social Development and Poverty Reduction) to develop strategies to better assist people who are unhoused and responding to urban issues related to street homelessness.
- Collaborating with other components of the Crises Response Initiative: Policy and Advocacy Team focusing on medium to long term solutions; and the Operational Support Team contributing to in-field work.
- Monitoring programs and strategies and striving for continuous improvement in the City's response to homelessness.
- Preparing and managing work programs, including supervising other professional and technical staff and external consultants.
- Preparing and presenting reports and presentations on complex material to staff, senior management, the public, and City Council.
- Developing and leading collaborative and robust approaches to engagement with internal and external partners, the public, and those with lived experience that includes designing, attending, and facilitating community engagement and consultation processes in sometimes contentious environments.
- Developing and implementing robust approaches to communication with internal and external partners, the public, and the unsheltered.
- Exercising strong interpersonal, public engagement and communications skills, as well as considerable judgement, professionalism, diplomacy, tact, and discretion.

If you have the following characteristics and qualifications, we want to hear from you:

- A graduate degree in social work, planning, or a related discipline.
- A minimum of five years' experience in leadership roles providing direct management and program oversight in the social services sector or an equivalent combination of education and experience including lived experience.
- Knowledge of the homelessness service system and current housing policies of the City of New Westminster and other levels of government is an advantage.
- Knowledge of social and affordable housing policy context.
- Knowledge of social, economic, political, technological, demographic, and environmental trends, factors and issues related to housing needs of different groups in New Westminster and the Metro area.
- A commitment to build meaningful relationships with local indigenous groups.
- An understanding and ongoing cultivation of a trauma-informed practice, respecting cultural safety and humility, and upholding a commitment to ongoing learnings around the historical context of Indigenous homelessness in Canada
- Knowledge of the factors affecting homelessness including social safety net policies, income distribution, and the influence of individual characteristics (e.g. physical disabilities, mental illness, alcohol/drug dependencies, gender, family status, ethnicity, etc.).

- Experience leading community engagement that is respectful and inclusive of diverse audiences including First Nations and Indigenous organizations, people with lived and living experience, and representatives from community and social service agencies.
- Considerable knowledge of project management philosophies and practices, including project scope, budgeting, scheduling, and coordination of team activities.
- Demonstrated commitment to removing barriers to meet the needs of individuals experiencing homelessness or those at risk of homelessness.
- Strong communication skills (oral and written), including the ability to write Council reports and present complex information to staff, the public, and City Council.
- Ability to adjust to a complex organizational structure with shifting priorities on highly politicized issues.
- Ability to establish and maintain effective working relationships with other staff, professionals and the public and ability to persuade others in a positive way.
- Ability to supervise staff assigned to various projects and direct the work of consultants engaged on social planning projects.
- Ability to manage multiple priorities using strategic thinking and problem solving.
- Ability to conceptualize and create processes and procedures for prioritizing and evaluating options in services and budgets.
- Ability to deal with sensitive issues with diplomacy and tact.
- Ability to successfully pass and maintain a clear Police Information Check including Vulnerable Sector Check.

Apply by sending your **cover letter and resume in one document** at www.newwestcity.ca/employment.

Applications for this exciting opportunity will be open until **March 7, 2024**.

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*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*