

Supervisor of Housing Stability Services

230 Talbot St, St Thomas, ON N5P 1B2, Canada Req #946

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INTERNAL/EXTERNAL

THE CORPORATION OF THE CITY OF ST. THOMAS
Social Services Department has an opening for the following position:

SUPERVISOR OF HOUSING STABILITY SERVICES

Permanent, Full Time

Posting #946-07-24

POSITION SYNOPSIS AND PURPOSE:

Under the general direction of the Manager of Housing Stability Services, the Supervisor of Housing Stability Services supervises housing and homelessness initiatives such as monitoring, evaluating, reporting and implementing the housing and homelessness programs and services in St. Thomas-Elgin. This position is responsible for the direct supervision of frontline staff Housing Stability Services, effective delivery of housing and homelessness programs and providing support to the Manager of Housing Stability Services in the implementation of strategic priorities. The Supervisor of Housing Stability Services participates on committees (new initiatives, special projects), facilitates staff training, discussion groups, community forums, workshops and interacts with provincial staff, social service agencies, non-profit housing providers, elected officials, lawyers, community agencies, and client groups to verify and/or provide information. Ensures effective and efficient delivery of the housing and homelessness services.

MAJOR RESPONSIBILITIES AND ACCOUNTABILITIES:

Department and Staff Supervision (40%)

- Supervision of Housing Stability Services unionized staff.
- Participates in the selection and hiring of employees.
- Appraises the performance and conduct of employees and ensures timely conflict resolution as needed.
- Recommends candidates for hire, discipline, attendance management and termination of employees.
- Schedules and/or grants sick and vacation requests.
- Approves staff timesheets and payroll.
- Role models, encourages and assists in maintaining high standard of morale.
- Ensures operations and practices are consistent with the terms of any collective agreement and or by-law.
- Reviews and approves/denies recommendations from staff, non-profit housing providers and community agencies with regard to deviation from legislation, policies, or procedures.
- Provides guidance and direction to staff, non-profit housing providers and community agencies on decision making and interpretation of legislation, provincial regulations and local policies, and procedures.
- Provides advice, guidance and direction on supporting and responding to vulnerable people including people who are experiencing homelessness, difficult tenants and tenant relations in general to staff, non-profit housing providers and community agencies.

- Recommends and leads the coordination of training of staff, non-profit housing providers and community agencies to build skills and capacity, and to ensure all program standards and legislation are met.
- Reviews and approves or denies staff requests for exceptions to the Housing Stability Financial Assistance program guidelines.
- Supervises and leads the Housing Programs Coordinators to:
 - interact with social housing tenants and facilitate Landlord Tenant Board proceedings.
 - delivery of outreach services in collaboration with Ontario Works staff.
 - facilitation of the Coordinated Collaborative Response to reports of unsheltered homelessness in collaboration with multiple City service areas.
- Delegates work and assigns tasks to Housing Stability Services staff daily or other social services staff when necessary.
- Collaborates with other city staff with regard to coordinating housing and homelessness service delivery, ie, St. Thomas Police Service, treasury department, customer services, facilities department, environmental services etc.
- On behalf of the Service Manager, acts as the lead contact for non-profit housing providers and community agencies in accordance with relevant legislation, guidelines, requirements, corporate and departmental policies and procedures, provincial directives, etc., and escalates unresolved and/or contentious matters to the Manager of Housing Stability Services.
- Supports the completion of operational and financial reviews of non-profit housing providers and community providers; monitors and analyses annual reports and financial reconciliation submissions from private, municipal, and cooperative non-profit housing providers and from private for-profit developers; implements and monitors corrective actions as required.
- Monitors, revises, recommends for approval updates or changes to policy and/or operating procedures as required.
- In collaboration with the Manager of Housing Stability Services and the Director of Social Services, recommends funding allocations for approval and facilitates service agreement/contract execution to issue provincial funding to non-profit housing providers and community agencies.
- Collaborates with the Manager of Facilities to develop coordinated plans for both staff duties and dealing with mutual tenant issues.
- Collaborates with the Ontario Works management team to develop coordinated plans for the delivery of community supports and outreach services.

Administrative Duties (30%)

- Contributes to the development and implementation of local policies and procedures related to the Homelessness Prevention and Housing Programs department and ensures all program requirements are met.
- Provides oversight and manages data bases including Rent Café, Yardi and the St. Thomas-Elgin By Name List / HIFIS 4 for the purpose of service delivery and data collection / reporting.
- Assists with the creation, delivery and monitoring of housing and homelessness prevention strategies and initiatives including housing allowances and rent supplements, outreach services, affordable home ownership, home repair program, the Housing Stability Financial Assistance program, the Coordinated Collaborative Response and other federal and provincial housing and homelessness programs.
- Receives and provides guidance to non-profit housing provider and community agency requests for funding and verifies appropriate spending of any approved funds.
- Participates in preparing the annual departmental operating budget and provincial service contracts and budgets; monitors and reports on service provision and fiscal spending both municipally and provincially.
- Participates in the completion and submission of provincial housing and homelessness reports including HPP, COCHI-OPHI, SMAIR, etc., and other provincial reports as required.
- Receives and completes requests for discharges and postponement of liens with Director of Social Services' approval.
- As part of the management team, contributes to the decision making of office policies and procedures.
- Serves as backup for the Manager of Housing Stability Services as required.
- Performs such other related duties, responsibilities and functions as assigned.

Community Engagement (20%)

- Liaises with and maintains effective working relationships with community agencies, provincial and federal partners, and other stakeholders to support housing and homelessness programs and issues. Works in partnership to develop and support service delivery protocols.
- Under the guidance of the Manager of Housing Stability Services, prepares departmental responses on issues related to housing and homelessness and participates in community and provincial working groups as required / requested.

- Attends and participates on several community committees/working groups.
- Responds to public requests for information, concerns and/or complaints.

Miscellaneous/Various Duties (10%)

- Responds to escalated community member, tenant and/or client complaints.
- Implements a variety of housing and homelessness prevention supports and services in partnership with internal and community stakeholders.
- Leverages strong leadership skills to guide effective service delivery approaches which strive to meet the needs of vulnerable people and provides an opportunity to work closely with service sectors to comprehensively develop and implement services.

MINIMUM QUALIFICATIONS:

University degree in Social Sciences in a related area of study such as Social Services, Social Work or Public Administration. Five (5) years' experience in a consolidated municipal service field, specifically in Housing and Homelessness, preferably in a leadership role. Experience leading programs for and working with vulnerable individuals and families. In-depth knowledge of the Residential Tenancy Act, 2006, Housing Services Act, 2011, Condominium Act, Cooperative Corporations Act, Rent Geared to Income program and eligibility rules, housing and homelessness policies and procedures, and social support agencies. Thorough knowledge of all aspects of housing services administration, homelessness prevention programming requirements and its related guidelines and legislation from all levels of government. Strong administrative, organizational and time management skills to balance priorities and administrative functions of the position. Knowledge of Municipal Freedom of Information and Protection of Privacy Act, and Occupational Health and Safety Act Guidelines. Proven leadership abilities with the demonstrated capacity to support and provide service in a dynamic work environment. Effective customer service and excellent interpersonal skills with a proven ability to collaborate with a variety of community professionals and human service agencies. Strong verbal and written communication skills, problem solving and judgement skills as needed to effectively assist a diverse and vulnerable population. Strong political acuity to know when to escalate matters to the Manager of Housing Stability Services. Strong computer skills in Microsoft Office Word, Excel, PowerPoint, database systems, file management, inter and intranets and electronic mail. Ability to maintain strict standards of confidentiality consistent with regulatory requirements. Must possess a valid Class "G" Ontario Driver's Licence and access to reliable transportation.

Other

Satisfactory Police Vulnerable Sector Check as a condition of employment.

HOURS OF WORK:

The normal workweek consists of 35 hours; Monday to Friday; 8:30 a.m. – 4:30 p.m. with a one-hour unpaid lunch. May be required to work beyond the normal hours of work. Due to time sensitive reports, workload, emergency and crisis situations, working beyond the normal hours of work is required periodically.

WHAT WE OFFER:

- Salary Range: \$96,856 - \$117,729 per annum (Band 9)
- Comprehensive Benefits
- OMERS Pension Plan
- Paid Vacation and Holidays
- Employee Family Assistance Program (EFAP)
- Tuition Reimbursement Program (continuous learning)

Applications must be received no later than Sunday July 28, 2024 at 11:59 p.m.

HOW TO APPLY:

Go to www.stthomas.ca – Employment, Employment Opportunities.

Go to Posting Title.

Click the 'Apply Now' button. You will need to create a Login.

Please **IMPORT** and **UPLOAD** your **COVER LETTER AND RESUME** individually (i.e. pdf, word).

ENSURE YOU HAVE ATTACHED ALL YOUR DOCUMENTS PRIOR TO SUBMITTING YOUR APPLICATION.

Note: You will be required to answer Qualification questions during the application process.

When your application has been received through Dayforce, you will receive an email from notify@dayforce.com stating "Congratulations, your application has been successfully submitted."

All prospective employees, volunteers and students will be required to provide an acceptable "Criminal Record Search" as a condition of employment and prior to commencing employment.

Although we appreciate all applications received, only those selected for an interview will be contacted.

Personal information for this position is collected under the authority of the Municipal Act, R.S.O. 2001, as amended.

The City of St. Thomas is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. If you require accommodation to apply or if selected to participate in an assessment process, you must provide your accommodation needs in advance. Questions may be directed to the Human Resources Department at 519-631-1680 ext. 4146.

Other details

Pay Type Salary

Apply Now