

Non Union

| | | | |
|------------------------|--|---------------------------|-----------------------------|
| Job Title: | Manager Housing Service Providers and Programs | # Required: | 1 |
| Job Opening Id: | 40017 | Division: | Housing |
| Business Unit: | Community Services | Standard Hours: | 35.00 / week |
| Location: | Headquarters Campbell East | Regular/Temporary: | Regular |
| Full/Part Time: | Full Time | Salary Range: | \$103,410.00 - \$121,660.00 |
| Salary Grade: | 8 | Close Date: | 2024-09 -23 |
| Post Date: | 2024-09-03 | | |

About Us

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada’s most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada’s most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario’s most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

Please note that effective February 12, 2023 mandatory COVID-19 vaccinations are no longer required as per the Niagara Region’s amended COVID-19 Vaccination Policy. As a result, you will not be required to submit verification of your vaccination status before starting employment with the Niagara Region. However, the Niagara Region continues to reserve the right to reintroduce vaccination requirements in the future if necessary to respond to changing public health advice and/or government direction. The Niagara Region continues to strongly encourage everyone to remain up-to-date with vaccinations.

Job Summary

Responsible for providing strategic direction and leadership to more than 51 Non-Profit Housing Providers and co-ops to ensure their effective governance and management of approximately 3,400 residential units. Managing contractual relationships with landlords, providers and community agencies through rent supplement and housing allowance programs. Administering any assigned Affordable Housing Programs funded by the Federal and Provincial governments in accordance with program guidelines, funding limitations and legislative requirements. Supports a team delivering timely & accurate processing and reporting of financial information for Housing services programs and providers. Ensuring internal controls are in place and operating effectively to safeguard assets and mitigate risks. Responsible for effective program delivery of complete, timely and accurate analysts of all financial reports (annual, quarterly, etc), including Municipal Benchmarking Network Canada (MBN), Service Manager Annual Information Return (SMAIR) etc.

Education

- Bachelor's degree Accounting, Finance, Commerce, Business Administration or an equivalent combination of relevant education, training and experience may be considered
- A relevant accounting-related designation (i.e. CPA, CA, CGA, CMA) is preferred
- Certification/training in Rent Geared to Income (RGI) strongly preferred
- Additional training/certifications related to municipal, public/non-profit housing and/or property management would be an asset

Knowledge

- At least 5 years of experience in program management and administration in an affordable housing related environment
- At least 5 years of experience with financial accounting, reporting and analysis
- At least 5 years related experience at a management level
- Knowledge in Accounts Payable and Accounts Receivable required
- Experience managing large budget programs
- Experience working with contentious administrative and legislative issues
- Experience working effectively with internal and external business partners and vested parties
- Knowledge and understanding of regulations and legislation applicable to Housing Services Act Residential Tenancies Act, Building Code, Fire Code, AODA, OHSA and other relevant legislations

Responsibilities

Supporting a team delivering timely & accurate processing and reporting for Housing Services program and Housing providers , including but not limited to: (20% of time)

- Ensuring internal controls are in place and operating effectively to safeguard assets and mitigate risks
- Program delivery of complete, timely and accurate analysts of all financial reports (annual, quarterly, etc), including Municipal Benchmarking Network Canada (MBN), Service Manager Annual Information Return (SMAIR) etc.
- In collaboration with corporate finance, accountable for all financial transactions Housing Services Programs Division including program accounting, , variance reporting, financial statements, audits, etc.,
- Provide advice and guidance to CEO NRH/Director Housing Service and leaders on program matter.

Overseeing the asset management of housing providers, including but not limited to: (20% of time)

- Responsible for the legislative oversight of non-profit and cooperative housing providers
- Responsible for managing the policies and procedures for new service with Housing Providers at end of mortgage
- Approving the year-end reconciliation of provider subsidy
- Monitoring both the financial and operational results of housing providers and addressing any issues
- Ensuring all housing providers obtain and maintain Building Condition Assessments for their buildings (estimated at \$500M)

- Ensuring operational reviews are completed regularly based on a scorecard rating system
- Developing appropriate strategies and monitoring agreements dealing with providers who are in difficulty and addressing legislative breaches as well as breaches of operating agreements
- Ensuring all housing providers provide updated 5 year capital plans with their annual year end submissions [Analyzing provider capital plans to identify trends and areas of risk, including providers whose reserves are near depletion, and expenses that are inappropriate and/or excessive
- Managing bulk tendering for providers, where feasible, for savings through economies of scale

Manages people resource planning for the division or operating unit, determining ideal organizational structures, identifying desirable role and skill mix requirements and ensuring ongoing work quality and deliverability of results. (15% of time)

- Enables results with the organization's human capital strategy to foster employee engagement.
- Directs and provides leadership for the activities and coaching of direct reports, providing work direction, setting priorities, assigning tasks/projects, determining methods and procedures to be used, resolving problems, ensuring results are achieved, and managing staff recruitment, performance, and skill development activities
- Ensures alignment and coordination of activity and quality of output between teams under their direction
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and workflow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures.

Overseeing the management of affordable housing programs, including but not limited to: (15% of time)

- Delivering Affordable Housing Programs with funding secured from the federal and provincial government in accordance with program guidelines, funding limits and deadlines
- Preparing and delivering reports, and contractual agreements for the Region
- Establishing the budget for the year for various programs, determining how programs are to be delivered within the budget
- Establishing the necessary framework for the delivery of these programs including application, payment and approval processes as well as reporting on outcomes
- Ensuring sound management of contractual relationships with landlords and community agencies, leading to applicants being appropriately offered rent supplements or allowances
- Ensuring the strategic priorities of Housing Services are considered to build multi-year programs and including all key stakeholder inputs

Building external relations and providing direction of Niagara Housing Provider System, including but not limited to: (10% of time)

- Promoting a positive image of Housing Services and its programs
- Working collaboratively with fire services, municipal and regional staff, and community agencies to assist housing providers and landlords as required
- Acting as a representative of Housing Services at the local and provincial levels
- Providing opportunities to enhance the professionalism of housing providers' service delivery by developing and maintaining tools and policies, including trainings and templates
- Developing and implementing strategies to ensure housing providers viability are maintained for the long-term and establish local priorities

Overseeing the management of the Rent Supplement programs, including but not limited to: (10% of time)

- Establishing and monitoring the budgets for the various Rent Supplement programs
- Ensuring the delivery of the programs through community partnership with private sector landlords
- Ensuring timely payments are provided to landlords, and that participating landlords meet the program requirements & program compliance

Develops, manages, and administers annual and multi-year Capital and Operating budgets for the operating unit ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Ensure goods and services are acquired in accordance with the procurement policy. Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures. (10% of time)

Perform other related duties and responsibilities as assigned or required.

Special Requirements

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate.
- Incumbents must maintain the ability to travel to various locations in the Region for meetings and other business reasons.
- May be required to support emergency operations under the incident management structure, at the direction of the Emergency Operations Centre Director.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

Let us know why you would be an excellent team member by submitting your online application to

Job ID 40017 no later 11:59 p.m. on September 23, 2024 by visiting our 'Careers' page at www.niagararegion.ca.

We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.

