



**Program Integrity Officer (Housing & Homelessness Programs)**

**Job Number: J0425-0293**

**Bargaining Unit: CUPE**

**Job Type:** Temporary, Up to 15 Months, Full-time Hours Position

**Hours of Work:** 35 hours/week

**Rate of Pay:** \$33.69 - \$42.00/Hour

**Closing Date:** May 1, 2025

Defined Benefit Pension Plan-OMERS

**Opening Statement**

The City of Kingston is grateful to experience the traditional territories of Anishinabek (Ah-nish-nah-beg), Haudenosaunee (Ho-den-o-show-nee) and Huron-Wendat (huron-wen-dat). Kingston is a smart, livable city in the heart of eastern Ontario. Its stable and diversified economy includes global corporations, innovative start-ups and all levels of government. At the City of Kingston, we believe that diversity and inclusion are essential elements of a thriving workplace. We value the unique perspectives and experiences that each individual brings to our team. As we continue to grow, we are dedicated to creating an environment where all employees feel welcomed, respected, and empowered to contribute their best work. The City of Kingston views diversity as its strength and we encourage applications from individuals of all backgrounds, including those from underrepresented communities. As staff, you play a pivotal role in enhancing people's lives by delivering exceptional, customer-centered services of the highest quality. Within our highly ethical environment, you'll embrace accountability by consistently going above and beyond, actively listening to our customers, creatively addressing their needs, and maintaining unwavering respect for all individuals you serve. As a result, you'll become an integral part of our qualified and dynamic team, recognized for its compassion, excellence, integrity, inclusivity, and adaptability.

**Position Summary**

**\*\*Note this is a temporary position covering full-time hours for up to 15 months\*\***

Under the direction of a Housing Programs Administrator, develop, coordinate and facilitate external and internal training in accordance with federal and provincial housing and homelessness legislation, program guidelines, local policies and procedures. Work

collaboratively with housing and homelessness internal team, service providers and other community agencies with the goal of strengthening and delivering effective programs resulting in better outcomes for clients.

#### KEY DUTIES & RESPONSIBILITIES:

Maintain comprehensive knowledge of provincial legislation and local policies as it relates to housing and homelessness. Ensure that internal and external partners are operating within the confines of legislation, local policies, best practices and professional ethics.

Orient, train and update users of Homeless Individuals & Families Information System (HIFIS) and/or Yardi Rent Café (Rent Café) on its use, policies and practices to foster optimal customer service and program integrity.

Complete site visits at various community locations to provide on-going support, leadership and mentoring to enhance housing and homelessness service provisions.

Conduct HIFIS and/or Rent Café and program quality assessments for improved data integrity and provide recommendations to enhance quality outcomes.

Work collaboratively and network with housing and homelessness programs and community partners to build positive relationships and establish linkages with City staff, service providers and community partners.

Work with housing providers and support service agencies to ensure available programs are communicated and accessible to community members in need and develop new programs as dictated by local needs.

Facilitate regular meetings and working groups with service providers aimed at problem solving complex system challenges, fostering solution-focused conversations and improving client outcomes.

Consult with local service providers and community partners in the support and development of the Housing & Homelessness Services System with respect to homelessness programs, transitional and supportive housing programs and social housing programs, including the collection and analysis of program and financial data.

Evaluate capacity building activities and bring forward recommendations for program enrichment and respond to external requests for community service education.

With the support of community partners, identify program delivery issues and deficiencies, communicate intervention strategies and participate in the evaluation of outcomes.

Work with the peer PIO position to initiate community forums and training events that bring together housing and homelessness service providers.

Develop, collect and disseminate resources to support quality programming in funded service provider agencies.

Gather information, facilitate, plan and assist in the development of policies and procedures.

Create presentations, participate in government forums and community meetings.

As set forth in the City of Kingston Municipal Emergency Response Plan, perform duties in the event of a municipal emergency.

Be aware and follow the Occupational Health and Safety Standards in relations to the Housing & Social Services Department.

Other duties as assigned.

### **Qualifications, Competencies**

3 year diploma/degree.

Three (3) years' experience in the housing and homelessness services sector including a minimum of 2 years' direct front line experience working with marginalized and/or vulnerable populations who have experienced housing instability and affordability issues.

Experience providing oversight and guidance to external partners delivering programs inclusive of providing data review, analysis and feedback.

Direct experience working with information management systems, databases and social assistance technology designed to support the program and operational activities of the Housing and Homelessness sector (preferably HIFIS, Yardi Rent Café, or the Province of Ontario's Social Assistance Management System).

Knowledge of applying the Housing First philosophy in the delivery of homelessness services (Housing First case management, Prevention/Diversion, Street Outreach and/or Emergency Shelter services) is considered an asset.

Experience in municipal or not-for-profit public consultation, meeting facilitation, communication co-ordination, policy development and interpretation is considered an asset.

Working knowledge of the Housing Services Act, 2011 and corresponding Regulations are considered an asset.

Working knowledge of Ontario Works and/or Ontario Disability Support Program policies and practices are considered an asset.

Must demonstrate corporate values of Belonging, Collaboration, Accountability, and Innovation.

### **Skills, Abilities, Work Demands**

Excellent written and verbal communication skills.

Strong leadership and team building skills.

Excellent organizational skills such as: prioritizing, keeping accurate and organized records and efficient management of workload while meeting timelines.

Strong customer service skills including tact, diplomacy and ability to manage sensitive interactions with both staff and stakeholders.

Ability to work effectively and independently with minimal supervision in a team environment.

Strong data management skills including tool development, data collection, inputting, analysis and reporting.

Demonstrated ability to provide support, guidance and leadership with the housing and homelessness sector with the goal of strengthening the delivery of high-quality programs and services in accordance with local and provincial policy and direction.

Intermediate Microsoft Office Skills (Word, Excel and Power Point - tested).

Adherence to strict confidentiality requirements.

Ability to work flexible hours as required (may include evenings and weekends).

Must possess and maintain a valid class 'G' driver's license and ability to provide own transportation.

Must be able to obtain and maintain a satisfactory CPIC (Criminal Reference Check).

Verbal and written French skills are an asset.

### **Closing Statement**

Please inform us of any accommodations we need to make to ensure a barrier-free recruitment experience. Accommodations are available in accordance with the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA) at any stage in the recruitment process. We're happy to provide more information if you email us at [HRCity@cityofkingston.ca](mailto:HRCity@cityofkingston.ca).

Please apply to Career Opportunities at: [www.cityofkingston.ca/Careers](http://www.cityofkingston.ca/Careers)

Your resumé must demonstrate how you meet position requirements. Please upload to your profile any educational Degrees, Diplomas and/or Certificates that are relevant and required for the position. We thank all who apply, however, only those selected for further consideration will be contacted. Information collected will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act.