

City of Kingston

Manager, Homelessness Services

Job Number: J0725-0126

Bargaining Unit: Non-Union

Job Type: Regular, Full-time

Salary: \$111,962.47 - \$139,938.78/Year

Comprehensive Benefit Plan paid by employer

Defined Benefit Pension Plan-OMERS

Location: Kingston, ON – Hybrid Work Arrangement

Hours of Work: 35 hrs/week, with the ability to attend evening and weekend meetings outside of regular business hours.

Closing Date: August 4, 2025

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

Under the direction of the Director, Housing & Social Services, the Manager, Homelessness Services is responsible for the development, implementation, management and evaluation of homelessness services in the City and County of Frontenac.

Provides leadership to and ensures accountability of City funded community agencies delivering homelessness support and services across the City of Kingston and County of Frontenac.

In collaboration with the Manager of Affordable Housing the Manager of Homelessness Services is responsible for developing, leading, implementing and monitoring the City of Kingston 10-year Housing and Homelessness Plan as well as supporting the City of Kingston Strategic Priorities.

Acting as Service Manager for the City and County of Frontenac the Manager ensures that the Housing & Social Services department is a leader in planning, delivering, and advocating for responsive and innovative homelessness programs; enabling vulnerable individuals and families to access appropriate housing supports.

The Manager liaises and undertakes consultative and planning activities with community partners and other City of Kingston Divisions and Departments to identify local homelessness system needs and uses this information to create innovative strategies to meet service demands.

The Manager, Homelessness Services provides leadership to homelessness programs, including but not limited to Encampment response and supports; Emergency shelter solutions and operations; community outreach and support services, housing services. The Manager also leads strategic planning, budget development, work planning, effective employee relations, and change management related to Housing and Homelessness programming and the broader Housing and Social Services programming.

KEY DUTIES AND RESPONSIBILITIES:

Leading the administration of the core homelessness programs in Kingston and Frontenac County by developing and maintaining oversight of policies, systems, procedures, and budget, maintaining the operating quality and efficiency of the

programming, reaching housing & homelessness objectives in the community.

Leading the housing and homelessness team on program development and change management initiatives. Aligning outcomes with market needs and provincial legislative requirements and in line with Corporate Strategic goals.

Monitor and evaluate programs in an effort to reduce service duplication, streamline services, measure performance and perform data analysis for the homelessness system.

Responsible for meeting program performance outcome targets and for developing improved work processes, both for the homelessness program and across all other departmental programs.

Ensuring that local program delivery is meeting the needs of clients and community agencies alike and ensuring that resources are utilized in the most productive and efficient manner.

Managing direct and indirect reports by assigning work, setting schedules, resolving problems, reviewing audits, and identifying appropriate individual goals aligned with individual capabilities, work requirements, and organization's vision and strategic plans.

Manage, coordinate and evaluate programs and services delivered by city funded agencies providing homelessness services across the City and County.

Fostering and participating in a positive work environment based upon collaboration, teamwork and creating opportunities to develop individual and team competencies.

Establish and maintain positive and effective working relationship with service providers/agencies. Seek out opportunities to build capacity of current agencies and seek out and develop relationship with new agencies that have potential to develop and deliver homelessness program and services.

Works with City staff, partner agencies and communities to ensure current and new programs/services are supporting goal of preventing and reducing homelessness and that resources are utilized in the most productive and efficient manner.

Developing and maintaining relationships with federal departments, provincial ministries and other Departments and Divisions of the City to support development and delivery of Homelessness Services.

Collaborate across the City of Kingston and with housing and social service stakeholders, community partners and private sector partners to support the development and ongoing monitoring of the 10-year Housing & Homelessness Plan and City of Kingston Strategic Priorities.

Developing and managing annual a multi million-dollar homelessness budget ensuring effective use of resources. Establishes strategic plans, objectives and metrics that contribute to annual operating plans. Maintaining close knowledge of and working collaboratively to investigate and capitalize on funding opportunities from other levels of government.

Negotiating, developing, implementing and monitoring service agreements with providers and community agencies in the delivery of emergency and homelessness services. Conducting regular audits to ensure program eligibility and integrity and using empirical evidence to drive program and policy development.

Monitoring provincial and federal programs and guidelines to anticipate and determine how proposed changes or new programs and guidelines would impact areas of municipal responsibility.

Identifying emerging trends through the analysis of data, policy, program parameters and legislation.

Aligning work of the division to achieve the broader goals and objectives of the department.

Managing and supporting the Housing and Homelessness Committee and liaising with committee members, members of Council and community stakeholders and groups. Compiling relevant information for the preparation of reports to City Council or standing committees as appropriate. Prepare and deliver speaking engagements in the community.

Represent municipality on external working groups at community, regional or provincial level related to policy, program management and new initiatives.

Liaison with community partners, consultants, and various provincial and federal Ministries (MMAH, MCCSS, MHLTC).

Other duties as assigned.

Qualifications, Competencies

University degree in Social Sciences, Urban Studies, Social Work, Business Administration or equivalent.

5 – 7 years' progressive management experience in a social services or housing related field, preferably in a municipal setting; and:

- Experience developing, implementing and monitoring programs that directly support vulnerable populations;
- Experience leading and monitoring agencies receiving City funding for service provision;
- Program evaluation and change management practices;
- Preparing and managing operating budgets and operating plans;
- Effectively leading and managing a diverse workforce.

Municipal government experience considered an asset.

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

Skills, Abilities, Work Demands

Knowledge of the full spectrum of housing and homelessness programs available in the Province of Ontario and related legislation.

Exceptional communication skills, sound judgment, superior customer service, facilitation, negotiation, conflict resolution, relationship building and collaboration skills for interaction with Senior Management, public officials, agencies and the public.

Innovative mind set and ability to think outside of the box with the goal of creation and development of innovative, affordable housing programs and strategies.

Excellent abilities in program delivery, project management, problem solving, decision making and team leadership.

Familiarity with Ontario municipal roles, functions, issues, challenges, legislative, and policy frameworks.

Highly developed analytical and research skills with the ability to formulate solutions to complex issues.

Strong leadership and team building skills, with the ability to prioritize, mentor and manage a team.

Ability to lead and motivate staff and provide guidance on strategic, operational, and technical matters.

Ability to think strategically and deliver results.

Ability to evaluate the effectiveness of decisions and the application of control and management processes.

Experience undertaking housing needs assessments and developing new policy in alignment with identified needs and responding to emerging social issues.

Demonstrated understanding of political acuity and importance in a municipal setting.

Must be available for evening and weekend meetings.

Ability to travel occasionally for meetings with groups in County of Frontenac and for out-of-town meetings with other Service Managers and Province.

Required to obtain and maintain a satisfactory criminal record check.

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.

Please apply to Career Opportunities at: 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.