



Make working for
The City work for you.



Leader, Housing Programs

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

Calgary Housing (CH) is a wholly-owned subsidiary of the City of Calgary. CH is a purpose-driven social enterprise and the largest housing operator in Calgary, providing safe and affordable housing to more than 27,000 Calgarians. As the Leader, Housing Programs, you will be an instrumental leader and change champion to help us reach our ambitious vision to be the best – for our residents, our employees, and our city. Primary duties include:

- Provide change leadership to staff and lead transformation initiatives within Calgary Housing.
- Accountable for the performance and delivery of housing programs of up to 2,700 homes of social and mixed-market housing and delivery of the rent subsidy program. Develop effective and productive relationships with key partners including Government of Alberta to inform housing policy and programs.
- Ensure timely and accurate information and reporting to funders including critical incidents. Develop annual work plans to achieve business objectives and strategies.
- Monitor budgets to ensure budget targets are being met and develop and implement mitigation strategies impacting budgets and financial performance.
- Execute strategies to improve performance of housing portfolios and programs with a focus on resident outcomes. Coordinate across corporate divisions to develop short and long-term strategies to improve programs and business operational effectiveness.
- Ensure policies and processes are in place to achieve excellent customer service and effective operations and respond and mitigate where gaps are identified.
- Develop and execute continuous improvement initiatives and innovative programs to enhance resident outcomes, portfolio performance, financial sustainability and advance CH's social mandate.
- Develop a culture of excellence in customer service working effectively internally and externally to support positive housing outcomes for residents.
- Coach, mentor and develop direct reports and supporting leaders to foster the desired culture of Calgary Housing, including a psychologically safe and inclusive workplace.
- Support the Vice President, Customer Experience, with ongoing public relations surrounding Customer Experience with partners and elected officials.

Qualifications

- A degree in a Human Services field, Public Policy or Business Administration with at least 10 years of experience in affordable housing or non-profit management; OR
- A Master's degree in a Human Services field, Public Policy or Business Administration and at least 7 years of experience in affordable housing or non-profit management.
- Experience in the delivery of property management and/or affordable housing programs is required.
- Success in this position requires strong leadership, conflict resolution and excellent communication skills.
- Ability to build strategic relationships, project management, business and political acumen with creative problem-solving skills.

Pre-employment Requirements

- A security clearance will be conducted.
- Successful applicants must provide proof of qualifications.

Workstyle

- This position may be eligible to work from home for at least part of the time as one of several flexible work options available to City employees. These arrangements depend on the operational requirements of the role, employee suitability, and are subject to change based on operational needs and corporate direction.

Union: Exempt
Position Type: 1 Permanent
Compensation: Level M2 \$130,400 – 163,000
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Calgary Housing
Location: 200, 2535 3 Avenue SE
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Apply By: October 15, 2025
Job ID #: 312653

Apply online at www.calgary.ca/careers