



# Manager of Housing Services

Req #1235

230 Talbot St, St Thomas, ON N5P 1B2, Canada

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## Job Description

Posted Monday, June 15, 2026 at 12:00 a.m. | Expires Monday, June 29, 2026 at 11:59 p.m.



INTERNAL/EXTERNAL

THE CORPORATION OF THE CITY OF ST. THOMAS  
Social Services Department has an existing vacancy for a:

### MANAGER OF HOUSING SERVICES

Permanent, Full Time

Posting #1235-06-26

#### POSITION SYNOPSIS AND PURPOSE:

This non-union position, reporting to the Director of Social Services, is responsible for supporting the City's role as Service Manager for delivering a broad range of social and affordable housing programs and services in St. Thomas-Elgin. This is accomplished through strategic system level leadership, planning, investing, and evaluating programs and services that are matched to community need and aligned with the guidelines and requirements of all levels of government,

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management and supervision of assigned supervisory and union staff. In ager provides oversight and management of social housing units and service



and stakeholders, the Manager also develops, informs, recommends, and guides the effective implementation of housing plans that support vulnerable people in achieving housing stability that are rooted in best practices and evidence based. Additionally, the Manager participates in the oversight of some maintenance operations of municipally owned social housing stock. The Manager maintains the confidentiality of all matters coming to the incumbent's knowledge through employment.

## MAJOR RESPONSIBILITIES AND ACCOUNTABILITIES:

### Department Management and Staff Supervision (40%)

- Oversees the strategic effective and efficient operations and maintenance of social housing programs and management of the service area in accordance with relevant legislation, corporate and departmental policies and procedures, and provincial directives.
- Ensures the development and implementation of local policies and procedures related to the social housing service area to ensure all program requirements are met, including supporting the development and overseeing the delivery of Council directed local policies, programs, plans and operational approaches. Communicates information to staff in a timely manner.
- Maintains system metrics and advances knowledge of associated tools to support strong decision-making of all service delivery.
- Advances a culture of ethics, integrity, inclusion, diversity, compassion and empowerment in the delivery of services to vulnerable populations and to those at risk.
- Oversees social housing programs including rental management, tenant placement, and client services; liaises with other City Departments on property maintenance and capital works related to the social housing stock.
- Ensures the completion of operational and financial reviews of housing providers; monitors and reviews 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.
- Participates in the preparation and management of the annual departmental operating budget, provincial service contracts and service agreements, and budgets, monitors and reports on service provision and fiscal spending.
- Creates and maintains an environment oriented to trust, open communication, creative thinking, and cohesive team effort, including but not limited to, providing and communicating motivation, motivating, inspiring, coaching/mentoring and training and development of the

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opportunities, accomplishing staff results by communicating job expectations; planning, monitoring, and appraising job results and coaches, counsels, and disciplines employees, subject to the Corporation's Policies and Procedures.

- Ensures completion and effectiveness of training programs within the housing service area and ensures all program standards are met.
- Approves payroll, absences and implements attendance management program when necessary.
- Collaborates with the management team to create an environment that supports effective work practices, with accountabilities integrated into policies and procedures.
- Responsible to delegate authority, responsibility, and accountability to other staff as necessary.
- Fairly and consistently administers provisions of the collective agreement to promote resolution of grievances. May be required to liaise with unions on issues and provide representation at mediation and arbitration proceedings.
- Ensures a focus on excellent customer service and effective communication between leaders, employees, and clients with a goal of positive outcomes.
- Prepares and presents reports to Council, as required and in consultation with the Director. Represents the Department at Council and Committee Meetings, as required by the Director.
- Interprets Housing and Homelessness Prevention policy, procedures and Provincial regulations for Department staff, outside agencies and the general public.

### **System Level Leadership (25%)**

- Develops and ensures the implementation of effective internal and external social housing supports and services across the municipality and in partnership with community service providers and stakeholders through providing guidance, leadership and subject matter expertise.
- Works in alignment with Council directives, strategic planning and provincial requirements, engages internal and external community stakeholders in the development and implementation of 10 Year Housing and Homelessness Plans, and publicly reports annual progress and outcomes each year.
- Maintains strong leadership skills and open, regular communication with community service providers and stakeholders to guide evidence based effective service delivery approaches based on best practices which strive to meet the needs of vulnerable people and works closely with service sectors to comprehensively develop and implement services that align Year Housing and Homelessness Plan.

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- Maintains comprehensive knowledge of pertinent legislation and ensures that practices and programs reflect the most current legislative requirements. Identifies best practices, new issues, trends and seeks to incorporate those into service plan and program development and delivery.
- Accountable for keeping current on evolving or changing provincial requirements and/or directives and ensures that any necessary changes or adaptations to current service provisions are communicated and made. Provides guidance and support to internal and external community service providers and stakeholder to make any necessary changes as needed.
- Subject to Director and Council approval, develops annual system level Housing and Homelessness Prevention investments plans aligned with community need and all directives and requirements.

### **Community Engagement (20%)**

- Under the guidance of the Director of Social Services, participates or leads in community engagement events and/or activities including forums, fairs, public speaking engagements, symposiums or other community related events.
- Ensures effective communication across the community of internal and external community service providers and stakeholders as it relates to Housing and Homelessness Prevention regarding changing or emerging priorities, requirements or best practices, and is responsive to community questions and inquiries received.
- Actively participates on a number of local committees as needed/requested to provide strategic advice and work collaboratively on community initiatives.
- Shares information and/or ensures the community has opportunity to benefit from and participate in provincial and federal initiatives and opportunities that advance local plans.

### **Other Duties (15%)**

- Participates in the development and maintenance of the Service Manager Area's Emergency Social Services Plan and related staff training.
- Participates in the coordination and maintenance of the Department's Business Continuity Plan and Health and Safety Plan.
- Performs such other related duties, responsibilities and functions as may be required.

### **MINIMUM QUALIFICATIONS:**

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emphasis on the study of homelessness and housing development or a related field of study.

### Experience

- Minimum of 6- years' experience in the field of social and other housing services, preferably in the Consolidated Municipal Service Manager field. Minimum of 2- years in a management, leadership and/or a progressively responsible role.

### Knowledge/Skill/Ability

- Demonstrated leadership skills to supervise, provide oversight and develop staff competencies.
- Ability to maintain strict standards of confidentiality.
- Strong communications skills including report writing, presentations, facilitation, and the ability to have difficult conversations.
- Ability to develop, implement and monitor system level plans, policies and strategies that increase efficiency and effect positive change/outcomes.
- Thorough knowledge of all aspects of housing services administration including national and international best practices, municipal service operations, service delivery, related legislation, program requirements and comprehensive knowledge of the *Housing Services Act, 2011*.
- Comprehensive administration skills including use of computer software, organizational skills, ability to multi-task multiple and competing priorities, problem solving and project management/oversight.
- High level collaborative system-based thinking and the ability to develop and maintain effective working relationships with City staff, community service providers at all levels of leadership, community constituents and all levels of government.
- Excellent competence within the meaning of the Occupational Health and Safety Act.
- Strong interpersonal skills in networking, relationship and rapport building, conflict resolution, crisis management, and effectively responding to stressful and contentious situations.
- Strong skills in budgeting, investment planning, and managing/consolidating funds.
- Proficiency in researching, data collection, and interpreting legislation.
- Ability to manage budgets and expenditures.
- Knowledge of the Residential Tenancies Act and Housing Services Act.
- Knowledge of facilities and property management as it relates to social housing.

### Other

- Satisfactory Police Record Check.

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ss a valid class "G" Ontario Driver's Licence and access to reliable on.



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Monday to Friday. May be required to work outside and beyond the normal hours of work.

### WHAT WE OFFER:

- Remuneration: \$111,001 - \$134,921 annum (Group 8)
- 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 Monday June 29, 2026, at 11:59 p.m.**

### HOW TO APPLY:

Go to [www.stthomas.ca](http://www.stthomas.ca) – Employment, Employment Opportunities. Go to Posting Title and click the 'Apply Now' button. You may need to register/create a Login.

**Please import/upload your COVER LETTER AND RESUME individually (i.e. pdf, word) and ensure you have attached all documents prior to submitting your application.**

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

*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.*

*Although we appreciate all applications received, only those selected for an interview will be contacted. Personal Information on this application is collected under the authority of the Municipal Act., R.S.O. 2001, as amended, and will be used to determine eligibility and suitability for employment with the City of St. Thomas. Our hiring process does not use artificial intelligence (AI) or automated decision-making tools. Applications are reviewed and evaluated by our hiring team.*

## Job Details

Pay Type

Salary

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