

Supervisor of Housing Services

Req #1274

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

Job Description

Posted Friday, October 2, 2026 at 12:00 a.m. | Expires Sunday, October 18, 2026 at 11:59 p.m.



Internal / External

THE CORPORATION OF THE CITY OF ST. THOMAS

Social Services Department has an existing opening for the following position:

SUPERVISOR OF HOUSING SERVICES

Permanent, Full Time

Posting #1274-09-26

POSITION SYNOPSIS AND PURPOSE:

Under the general direction of the Manager of Housing Services, the Supervisor of Housing Services supervises housing initiatives such as monitoring, evaluating, reporting and implementing housing programs and services in St. Thomas-Elgin. This position is responsible for the direct supervision of frontline staff in Housing Services, effective delivery of housing programs and providing support to the Manager of Housing Services in the implementation of strategic priorities. The Supervisor of Housing Services participates on committees (new initiatives, special projects), facilitates staff training, discussion groups, community forums, workshops and interacts with provincial staff, social service agencies, non-profit housing providers, elected officials,

lawyers, community agencies, and client groups to verify and/or provide information. Ensures effective and efficient delivery of Housing Services.

MAJOR RESPONSIBILITIES AND ACCOUNTABILITIES:

Department and Staff Supervision (40%)

- Supervision of and Housing Services unionized staff.
- Participates in the selection and hiring of employees.
- Appraises the performance and conduct of employees.
- Recommends candidates for hire, discipline and termination of employees.
- Schedules and/or grants sick and vacation requests.
- Encourages and assists in maintaining high standard of morale.
- Ensures operations and practices are consistent with the terms of any collective agreement and or by-law.
- Reviews and approves/denies recommendations from staff and Non-profit Housing Providers with regard to deviation from legislation, policies, or procedures.
- Provides guidance and direction to staff and Non-profit Housing Providers on decision making and interpretation of legislation, provincial regulations and local policies, and procedures.
- Provides advice, guidance and direction on dealing with both difficult tenants and tenant relations in general to staff and Non-Profit Housing Providers.
- Leads the coordination of training of staff and ensures all program standards are met.
- Reviews and approves requests for exceptions to the Housing Stability Financial Assistance program guidelines by Housing Programs Coordinators and Social Services Employment and Income Support Coordinators.
- Guides and supports Housing Programs Coordinators with interactions with the Landlord Tenant Board.
- Assigns special projects to housing staff or other social services staff when necessary.
- Collaborates with other city staff with regard to coordinated service delivery, ie, treasury department, maintenance department, environmental services etc.
- On behalf of the Service Manager, acts as lead resource to Non-profit Housing Providers for the Housing Services area in accordance with relevant legislation, corporate and departmental policies and procedures, and provincial directives.
- Supports the completion of operational and financial reviews of Non-profit Housing Providers; monitors and analyses 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.
- Monitors, revises, recommends for approval and implements Public and Social Housing operating procedures as required.
- In collaboration with the Manager of Housing Services, allocates, approves and issues provincial funding to Non-profit Housing Providers for repairs to social housing properties.

- Collaborates with Manager of Facilities with regard to developing coordinated plans for both staff duties and dealing with mutual tenant issues.

Administrative Duties (30%)

- Contributes to the development and implementation of local policies and procedures related to the Housing Services department and ensures all program requirements are met.
- Assists with the creation, delivery and monitoring of social and affordable housing and homelessness prevention strategies and initiatives including Portable Housing Benefits, rent supplements, affordable home ownership, home repair program, the Housing Stability Financial Assistance program and federal and provincial housing programs.
- Collaborates with the Manager of Housing Services and Director of Social Services on the allocation of targeted provincial funding.
- Receives and provides guidance to housing provider requests for provincial funding and approves and verifies appropriate spending of funds.
- Participates in preparation and currency of the annual departmental operating budget and provincial service contracts and budgets; monitors and reports on service provision and fiscal spending both municipally and provincially.
- Participates in the completion and submission of provincial reports. Completion of the Service Manager Annual Income Review (SMAIR) and other provincial reports as required.
- Receives and completes requests for discharges and postponement of liens with Director of Social Services' approval.
- As part of the management team, contributes to the decision making of office policies and procedures.
- Serves as backup for the Manager of Housing Services as required.
- Performs such other related duties, responsibilities and functions as assigned.

Community Engagement (20%)

- Liaises with and maintains effective working relationships with community agencies, provincial Liaises with and maintains effective working relationships with community, provincial, and federal partners and related agencies to support housing and homelessness prevention programs and issues. Works in partnership to develop and support service protocols.
- Under the guidance of the Manager of Housing Services, prepares departmental responses on issues related to housing and eviction / homelessness prevention and participates in community and provincial working groups as requested.
- Attends and participates on several committees/working groups.
- Responds to public requests for information, concerns and/or complaints.

Miscellaneous/Various Duties (10%)

- Responds to escalated tenant/client complaints.

- Implements housing and homelessness prevention supports and services, including eviction / homelessness prevention strategies, in partnership with internal and community stakeholders.
- Leverages strong leadership skills to guide effective service delivery approaches which strive to meet the needs of vulnerable people and provides an opportunity to work closely with service sectors to comprehensively develop and implement services.

MINIMUM QUALIFICATIONS:

Education and Experience

- University degree in Social Sciences in a related area of study such as Social Services, Social Work or Public Administration
- 5- years' experience in a consolidated municipal service field, specifically in Housing, preferably in a leadership role
- Experience leading programs for and working with vulnerable individuals and families

Knowledge/Skill/Ability

- In-depth knowledge of the Residential Tenancy Act, 2006, Housing Services Act, 2011, Condominium Act, Cooperative Corporations Act, Rent Geared to Income program and eligibility rules, housing and homelessness policies and procedures, and social support agencies.
- Thorough knowledge of all aspects of housing services administration, related legislation, and program requirements as well as good understanding of municipal service operations.
- Strong administrative, organizational and time management skills to balance priorities and administrative functions of the position.
- Knowledge of Municipal Freedom of Information and Protection of Privacy Act, and Occupational Health and Safety Act Guidelines.
- Proven leadership abilities with the demonstrating capacity to support and provide service in a dynamic work environment.
- Effective customer service and excellent interpersonal skills with a proven ability to work with a variety of community professionals and human service agencies.
- Strong verbal and written communication skills, problem solving and judgement skills as needed to effectively assist a diverse and vulnerable population.
- Strong computer skills in Microsoft Office Word, Excel, PowerPoint, database systems, file management, inter and intranets and electronic mail.
- Ability to maintain strict standards of confidentiality consistent with regulatory requirements.

Other

Must possess a valid Class "G" Ontario Driver's Licence and access to reliable transportation.

Satisfactory Police Record Check.

May be required to work beyond the normal hours of work.

HOURS OF WORK:

The normal workweek consists of 35 hours; Monday to Friday; 8:30 a.m. – 4:30 p.m. with a one-hour unpaid lunch. Being on-call and/or working outside of the normal workweek is required to support urgent and/or emergency situations, attend Council meetings and assist with budget preparation.

WHAT WE OFFER:

- Salary Range: \$103,754 - \$126,113 per annum (Band 9)
- 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 Sunday October 18, 2026, at 11:59 p.m.

HOW TO APPLY:

Go to 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.

