



JOB DESCRIPTION

JOB TITLE	Housing Programs Administrator
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Manager, Housing Programs
EFFECTIVE DATE	January 2023
SALARY	Band 6

JOB SUMMARY

Under the supervision of the Manager of Housing Programs, the Housing Programs Administrator serves as the primary DNSSAB contact with Housing and Homelessness Service providers as well as participants of various housing programs and initiatives.

The position is responsible for the eligibility assessment, development, implementation, administration, compliance, monitoring, reporting and direct delivery of various housing programs including Social Housing, Affordable Housing, Homelessness programs and all new housing initiatives required under the DNSSAB housing mandate. This includes but is not limited to the following programs: Social Housing; Affordable Housing; Rental Housing; Homeownership; Ontario Renovates; Housing Allowances; Rent Supplements; Portable Housing Benefits Emergency Shelter Services;). The position is also responsible for the direct delivery of the Centralized Waiting List (CWL) for subsidized and market housing, which includes but is not limited to eligibility assessment, subsidy and placement determination, document management, database maintenance, and preparing statistical data and reports.

This position ensures that the programs meet or exceed delivery standards and maintain a high level of customer service standards within the Board's service management area.

JOB DUTIES AND RESPONSIBILITIES

Program Administration, Reporting, Policy & Procedure Development and Other Duties:

- Prepare financial budgets for approval and review;
- Prepare subsidy requests and process payments as warranted;
- Monitor quarterly financial statements to identify areas of risk;
- Monitor quarterly program service data and compare with service delivery targets and other performance measurements;

- Reconcile annual audited financial statements, annual information return or other program service data reporting systems with the provider’s approved annual subsidy or operating budget to ensure that they were used according to agreement or regulations;
- Review and approve Capital Replacement purchases for Federal housing programs up to the DNSSAB established limit;
- Assist providers to create Business Plans and develop Additional Funding Requests when required;
- Report to the Manager, any potential risk, financial or otherwise, to the DNSSAB
- Carries out specified administrative functions related to housing programming by:
 - Gathering, recording and updating service and financial data in internal and external software systems;
 - Developing, updating and providing advice on new and existing Policy & Procedures as required;
 - Maintaining files in a system consistent with DNSSAB guidelines;
 - Contributing to the development and maintenance of a computerized statistical data capture and reporting system, consistent with funding partner requirements;
 - Generating operational and other reports as requested by the Manager.
 - Maintaining a current knowledge of legislation, policies and procedures, programs, and community resources;
 - Developing and maintaining professional relationships with community agencies, office staff and citizens we serve;
 - Demonstrating ability to assess, analyse and resolve complex situations.
 - Utilizing coaching and facilitation based conversations;
 - Ensuring all administration, monitoring and reporting requirements are fulfilled in accordance with program guidelines, agreement obligations, local rules and legislation;
 - Carrying out the implementation plan to increase the supply of affordable housing based on the DNSSAB’s approved strategies and initiatives (e.g. Housing and Homelessness Plan, Program Delivery and Fiscal Plans and DNSSAB Strategic Plan);
 - Leading in the promotion and formation of public and private sector partnerships to ensure the successful delivery of the 10 Year Housing and Homelessness Plan, Investment Affordable Housing Program and other DNSSAB initiatives;
 - Guiding, supporting and directing proponents through the housing program processes;
 - Assisting with Requests for Proposals (RFP) and other processes to allocate program funds and incentives including selection of proponents;
 - Facilitating solutions to development impediments between affordable housing proponents and key stakeholders;
 - Assisting with the execution and monitoring of all housing program agreements; including with the preparation of provincial administration agreements, contribution agreements, municipal agreements, letter of commitment and other services agreements as required;
 - Assisting with development of DNSSAB local policies and programs to facilitate the development of affordable housing;
 - Coordinating the administration of current and future housing programs;
 - Ensuring the required reports and approvals at required stages of development of housing initiatives are submitted to the Manager;
 - Completing monthly, quarterly and annual verifications and reporting requirements, for Supervisor approval;
 - Determining citizen/proponent initial and ongoing eligibility according to program requirements;
 - Maintain program wait list(s) including the Centralized Waiting List (CWL), Nipissing Ontario Renovates, Homeownership;

- Process applications and transfers for social and affordable housing, including determining eligibility, ensuring appropriate documentation is received, and monitoring-ongoing eligibility.
- Calculating and approving various housing related benefits as per eligibility criteria.
- Processing payments within program parameters and systems;
- Processing necessary documentation for approvals, (including client and landlord agreements, support agencies referral agreements, inspections, legal, financial and mortgage);
- Responsible for ongoing program maintenance;
- Advocating on behalf of citizens for services in areas of homelessness prevention, life skills, housing stability plans, and community support systems etc.;
- Developing and supporting working relationships with referral agencies, partners and other community stakeholders including legal and support issues;
- Negotiating with community partners and service providers to obtain most cost effective resolution for the citizen;
- Demonstrating the ability to provide service to a broad range of citizens who may be distraught, in crisis or in an emergency situation.

Compliance and Quality Performance:

- Monitoring to ensure that Social Housing, Rent Supplements, affordable housing program components and providers are compliant with relevant legislation, service agreements, regulations and guidelines. Identifying and report areas of potential risk which could place the DNSSAB’s contingent liability in jeopardy by:
 - Conducting annual program reconciliations.
 - Reviewing, analyzing and reporting on the annual information returns and other data reporting templates to ensure service level standards are maintained;
 - Conducting cyclical Operational Reviews to ensure that providers are complying with any of the following: Housing Services Act, 2011; Contribution Agreement; Operating Agreement; Homelessness Service Agreement;
 - Preparing draft Operational Reports for Manager’s review. Ensure report identifies areas of risk and includes recommendations, directives. Prepare provider Action Plan. Present and communicate the Operational Review Report and Action Plan to providers. Monitor provider response to ensure implementation and compliance to report. Follow up as required until successful closure of the file is completed;
 - Ensuring that corporate requirements, bylaws and policies, are maintained, identifying operational areas that will improve the effectiveness and efficiencies of providers operations;
 - Communicating changes in legislation and conducting information exchange sessions to ensure that services are being provided in a consistent approach across the District;
 - Reporting practices of providers that raise the potential of risk or non-compliance to the housing or homelessness program, to the Manager.
- Monitoring to ensure that provider’s building structures and units are physically well-maintained by:
 - Conducting cyclical site visits (physical inspections) to inspect the building envelop and major building components;
 - Preparing and submitting a site visit report identifying key performance indicators requiring further monitoring;
 - Issuing directives and assisting providers with action plans to correct non-compliant components;
 - Monitoring Building Condition Assessment plans and progress and, Capital Reserve Funds investments and balances to identify areas of risk and potential funding shortfalls;
 - Reporting maintenance practices of providers that raise the risk to the condition of the buildings, to the Manager.

Partnership Development:

- Establish, maintain and facilitate “community capacity” within the local housing and homelessness community to address policies and strategies to support priorities:
 - Participate in the implementation of, prepare reports and monitor progress of the Housing and Homelessness Plan;
 - Support, advise and guide providers, their board of directors and auditors as required;
 - Respond to external enquiries from the housing sector and general public to advance understanding of housing, homelessness and affordable housing, including providing advice, public presentations, interpreting policy/program and facilitating effective delivery;
 - Coordinate and participate in meetings and consultations involving providers, housing proponents, citizens, community groups, and municipal staff;
 - Prepare and deliver orientation, training and information sessions on such topics as board governance, legislation, local housing policies;
 - Regularly attend provider board meetings to provide assistance and information;
 - Respond to provider, tenant and public enquiries and complaints;
 - Provide information and explanations/ interpretation to provider staff and board members about developments in legislation, regulation, policies, business processes and practices, and service issues and priorities.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Post-Secondary Diploma or degree in Business Administration, Accounting or Finance including recognized management training in Housing and/or Property Management;
- Two (2) years’ experience in housing or homelessness program administration, property management, housing or tenant advocacy or, housing and homeless program planning and development, community program planning and development;
- Ability to analyze budget and financial statements, budget administration principles and practices;
- Ability to analyze complex situations and make sound recommendations;
- Ability to monitor and enforce compliance with legislation, regulations and/or policies;
- Good knowledge of the Housing Services Act, 2011 and Regulations, and the Residential Tenancies Act, 2006 ;
- Excellent interpersonal, communication, presentation negotiation skills, conflict resolution skills;
- Ability to produce spread sheets, correspondence, reports and presentations using applications including Word, Excel, Power Point, Outlook;
- Ability to work outside of regular working hours (some evening and weekend work is required from time to time) to be compensated in accordance with the collective agreement;
- Knowledge of Ontario Building Code, local building codes, Fire Code and Occupier Act;
- Demonstrated regular attendance in keeping with the Board’s Attendance Management Policy;
- A Valid Ontario Driver's License and a reliable vehicle for use on the job;
- Respect of confidentiality.