



JOB DESCRIPTION

JOB TITLE	Housing Services Supervisor
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Director of Housing Services
EFFECTIVE DATE	May 2023
SALARY	Band 6

JOB SUMMARY

Under the direction of the Director of Housing Services, this position is responsible to provide oversight and guidance for housing assistance and waitlist client services and initiatives within the District. This includes, but is not limited to, the funding, administration and compliance of the Social Housing Waitlist, Homeownership, Ontario Renovates, and Rent Subsidies. The position is responsible for ensuring effective and efficient program delivery in accordance with relevant provincial and federal guidelines and legislation and regulations.

The Housing Services Supervisor provides leadership to housing programs and initiatives. This position provides financial and performance information, input into the preparation and analysis of program budgets, contracts, performance management and department business needs and processes.

This position will conduct analysis, modelling, and forecasting and provide recommendation to support decision making processes related to program opportunities, including regeneration and innovative funding opportunities.

This position will work effectively, collaboratively and innovatively with development proponents, service delivery partners, community partners, program recipients, DNSSAB departments and staff in support of effective service delivery, and the administration of legal agreements and contracts demonstrating strong fiscal management.

This position will provide leadership, coaching, mentoring and supervision to a team of staff with a focus on continuous improvement. The position provides input into the policy and procedure development in accordance with legislative directives and the DNSSAB Strategic Plan, and provides recommendations for service enhancements to achieve successful outcomes and solutions through collaboration, feedback and analysis.

The position is responsible for supervising Housing Services staff who deliver housing programs and initiatives on behalf of the DNSSAB. The position is also responsible for supporting the process of strategizing long term planning initiatives.

JOB DUTIES AND RESPONSIBILITIES

- Provides input into the financial, administration, oversight, modelling and expertise of the Housing Services department, to ensure the successful delivery of all Housing programs and initiatives;
- Supervises a team of staff with a variety of job functions employed in the administration and delivery of Housing programs, including the Social Housing Waitlist, Rental Housing, Homeownership, Ontario Renovates, and Rent Subsidies;
- Managing the recruitment of team staff; conducting performance reviews, discipline, coaching/counselling, scheduling, training and development of staff;
- Develops and maintains a risk management plan to identify areas of concern in the Waitlist, Rent Supplement, Housing Subsidies and Affordable Housing programs and recommends solutions and business process improvements;
- Assists with the analysis, planning and implementation of all potential project strategies for the efficient and effective expenditure of program funds;
- Provides operating forecasts and develops and monitors suitable forecast models for the various program areas as required;
- Reviews activities and trends in the various programs, analyses and recommends changes or improvements;
- Develops financial and business related strategies that ensure targets are met;
- Interprets relevant legislation, legislative changes, and analyses and advises the Director of Housing Services of impacts on service delivery, processes and budget demonstrating strong fiscal management.
- Assists with year-end processes for Housing Services contracts, agreements and legislative reporting requirements, working closely with the Housing management team, and the Manager of Finance to ensure compliance;
- Uses Provincial software to meet reporting requirements, provide analysis, on-going monitoring and variance analysis;
- Oversees various affordable housing initiatives including Ontario Renovates and Homeownership projects throughout all phases from application to successful project completion;
- Oversees the direct delivery of various Rent Subsidy programs to maximize funding;
- Oversees the coordination of timely processing of payments due in accordance with legislative and contractual agreements;
- Works in conjunction with the Housing Services staff to ensure that housing programs are being operated in compliance with relevant legislation, agreements, regulations, policies and standards;
- Evaluates compliance requirements and regulations; maintains communications with all parties to ensure DNSSAB risk management and due diligence practices are maintained;
- In collaboration with the Contract & Purchasing Specialist, responsible for developing contracts and legal agreements and maintaining a program management system to ensure agreements and contracts have been properly executed and are in compliance with the contract terms and conditions;
- Prepares Briefing Notes for the management team as required;
- Works closely with the Housing Management team and the Contract & Purchasing Specialist to prepare and evaluate procurement documents and submissions, as needed;
- Represent the DNSSAB, when appropriate, on local, regional and principal groups on Housing committees by providing expertise, building consensus and driving investment;
- Prepare reports to provide information on direction of strategic developments, community engagement and intelligence on future trends, which will affect the DNSSAB communities.

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

- Successful completion of a diploma or degree in Business Administration, Social Sciences or Human Services, or a related discipline or approved equivalent combination of education and experience;
- Minimum five (5) years' experience in the delivery of housing, homelessness or social service programs, including at least two years at the supervisory level;
- Demonstrated knowledge of the Housing Services Act and Residential Tenancy Act legislations, regulations and requirements, as well as the ability to interpret legislation
- Knowledge of, and demonstrated ability in, customer service, communication, team work and initiative/self-management;
- Demonstrate and foster flexibility and adaptability, accountability, strategic thinking, innovation, creativity, and collaboration;
- Possess management competencies including results/achievement focus, human resource management, leadership, financial management, business planning, decision making/judgement, representation and professionalism and job knowledge;
- Strong report writing, research, analytical and project management skills to meet program objectives and work to tight deadlines;
- Proven ability to manage conflict and sound judgement to respond in crisis and emergency response situations;
- Proficiency in desktop applications including working knowledge of Microsoft Office Suite applications;
- A Valid Ontario Driver's License and a reliable vehicle for use on the job;
- Possess excellent oral, written and presentation skills with the ability to adapt communications to different audiences and mediums;
- Bilingualism is considered an asset;
- May require flexibility of hours and location of work;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy.

STATEMENT OF MANAGEMENT DUTIES AND RESPONSIBILITIES IN DNSSAB

All management is responsible and accountable for:

- Commitment to the achievement of Quality Services and Healthy Workplace through DNSSAB's Strategic Plan and Direction;
- Planning through participation and input into strategic planning, developing operating and financial plans, monitoring plan progress, reporting on plan results and evaluating the effectiveness of planning activities;
- Effective and efficient management of financial and human resources;
- Developing and organizing work processes, assigning work to staff, monitoring progress on outputs and quality, identifying process and workflow issues and developing solutions to these problems to achieve efficient, effective and quality services;
- Developing and implementing appropriate measurements for plans and workload productivity, analysing and reporting on measures;
- Managing, Supervising Human Resources through recruitment and selection of staff, orientation, training, performance management, monitoring compliance with organization policies and standards, administration of Collective Agreement including grievance investigation and resolution;
- Internal and External Communication through written correspondence, reports and through oral presentations and meetings with staff and community;

- Maintain awareness of external and operational trends to identify impacts on DNSSAB mandates and programs.
- Effectively manage and safeguard Board assets both tangible and intangible;
- Be committed to the highest standards of ethics and business conduct;
- Promote and protect the good reputation of the organization