

## JOB DESCRIPTION

<b>JOB TITLE</b>	Homelessness Program Coordinator
<b>DEPARTMENT / PROGRAM AREA</b>	Housing Services
<b>REPORTING TO</b>	Director of Housing Programs
<b>EFFECTIVE</b>	Band 6
<b>SALARY GRADE</b>	December 2020

### GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Under the direction of the Housing Programs Director, this position is responsible to provide financial, business support and guidance for the Community Homelessness Prevention Initiative (CHPI) and Homelessness Partnering Strategy (HPS) and other Homelessness programs in accordance with relevant provincial and federal guidelines and legislation. This position is the lead liaison with both internal and external partners to ensure investment and strategic policies are developed (when necessary) and implemented for the betterment of Nipissing citizens.

This position will provide financial and performance information, analysis and expertise for 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 special events and service contracts.

In collaboration with the Contract Specialist, this position is responsible for developing and maintaining a program management system to ensure all services contracts have been properly executed and are in compliance with the contract terms and conditions.

This position will assist with assessments and reviews of program performance to ensure investments in program projects are risk-managed and meet all governance requirements related to participation at the Housing and Homelessness table.

## KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

- Assist with the preparation of both the Annual CHPI Investment Plan and the HPS Community Plan for the DNSSAB
  - Provide financial, business modeling and project support;
  - Provide operating forecasts and develop and monitor suitable forecast models for CHPI and HPS programs as required;
  - Review activities and trends in overall CHPI & HPS operations, analyse and recommend changes or improvements;
  - Develop and monitor investment plans and assist with monitoring and reporting regulatory requirements;
  - Provide training on the inputting data into the CHPI Data Tool and Homeless Individuals and Families Information Systems (HIFIS) to CHPI Administration staff and Service Providers;
  - Assist with year-end processes for CHPI & HPS program contracts, working closely with the Business Analyst to ensure compliance;
  - Develop financial and business related strategies that ensure CHPI and HPS financial targets are met;
  - Assist with the compilation of CHPI and HPS statistical information for performance measurement program, provincial contracts and regulatory needs;
  - Participate on various project teams, and multi-partner projects;
  - Write and prepare Briefing Notes to the management team and the Board of Directors;
  - Develop and maintain a risk management plan to identify areas of concern in the CHPI and HPS programs and recommend solutions and business process improvements;
- Act as liaison with our Contract Specialist in the development of contracts and other legal agreements and to settle disputes regarding contract interpretation, conditions and/or compliance with legal and reporting requirements;
  - Administer monthly and quarterly reviews of contractual agreements to ensure fulfillment of obligations (milestones, deliverables and invoicing), service level standards, and compliance;
  - Oversee the coordination of timely processing of payments due in accordance with contractual agreements;
  - Evaluate compliance with requirements and regulations, and maintain communication with all parties to ensure timely execution of contracts, and monitor ongoing obligations to limit performance slippage or disputes;
  - Assist in maintaining an audit file for each contract which will include original contract, all correspondence, changes/deviations, amendments, clarifications, payment schedules;
  - Manage contracts for CHPI and HPS goods and services to ensure the delivery of outcomes are in line with contract objectives, and customer requirements, including the reporting and status of objectives and the contract deliverables;
  - Provide guidance and expertise on purchase proposals, non-disclosure agreements, purchase agreement, service contracts, memorandum of understanding, contract amendments (extensions and revisions) and change notices;
  - Prepare contract briefs and revisions summarizing contractual requirements, financial commitments and budgets;
  - Working closely with the Management Team and the Purchasing Manager, prepare Request for Proposal (RFP) and Request for Quotation (RFQ) (include reporting results to the Board as required);
  - Prepare reports to the Board to provide the outcomes of competitive purchasing/bid processes;
- Establish and maintain strong community partnerships through participation at the NDHHP, CHPI Service Provider quarterly meetings and ad hoc working groups by

providing leadership through Chairing, when appropriate, meetings and driving forward areas of Housing and Homelessness work, as and when required;

- Represent the DNSSAB, when appropriate, on local, regional and national Steering/Advisory Homelessness focused Groups by providing expertise, building consensus and driving investment into the District's Housing & Homelessness sector;
- Coordinates Strategic Policy development with internal and external partners to shape local, regional, HPS and program delivery policy.
- Prepare reports to provide information on direction of strategic developments, community partner engagement and intelligence on future trends which will affect both the DNSSAB and our Community Partners.

- Supervising staff employed in the delivery of the CHPI programs; supervising includes recruitment, performance review, discipline, coaching/counselling, training and development.
- Participates in the management on call rotation after office hours and responds to major emergencies after hours.

**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

- Two (2) year college diploma in Business Administration, Political Science, or Public Administration;
- Five (5) years progressive experience in program and partnership management, including a minimum of three (3) years at the supervisory level;
- Working knowledge of computerized program management processes and applications;
- Knowledge of program management design and continuous improvement;
- Proven partnership building abilities, on both a strategic and implementation level;
- Proficient in developing and using computerized financial models;
- Self-motivated individual capable of working independently and in teams in a dynamic work environment, and able to prioritize workload to meet inflexible deadlines;
- Skilled writer and communicator with highly developed interpersonal skills to foster and maintain working relationships with a variety of internal and external stakeholders;
- Excellent presentation, organizational, time management, analytical, problem solving, decision making skills; and able respond to issues using sound judgment;
- Proficiency in Excel with advanced spreadsheet skills (sensitivity analyses, forecasting, statistical analyses, budgeting, for example), MS Word, and PowerPoint;
- Working knowledge of MS Project, MS SharePoint, and MS Dynamics Nav considered an asset;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- A valid Ontario driver's license and a vehicle available for use on the job.

## 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, analyzing 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.

## **COMPENSABLE FACTORS**

### **COMPLEXITY / JUDGMENT**

[The decision-making aspects of the position, the variety and relative difficulty of the material or information upon which decisions are based and the use of knowledge and experience in making the decisions]

Employee works towards assigned objectives. Work is diversified.

### **EDUCATION AND SPECIFIC TRAINING**

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities / today's levels and standards are utilized – Education and Work Experience are rated together]

Two year college diploma.

### **EXPERIENCE**

[The length of time required to learn, under instruction or guidance is measured along with the essential techniques and skills the job calls for / work experience is gained on the job under consideration, on prior jobs where the same or more elementary principles and techniques are used and on related jobs where the required body of knowledge can be built up – this is assuming the “incumbent” starts with the education level specified in the Education factor ]

Minimum five (5) years- Program Management.  
Minimum five (5) years- Partnership Management.

### **INDEPENDENCE OF ACTION**

[Reflects the amount of direction and control received from either personal supervision or standard practices and precedents – also considers ingenuity, creativity and original thought required in the job]

Plans and carries out details of procedures and methods to attain objectives. Employee takes action in the straightforward application of policies or standards widely accepted within the occupation or profession.

### **RESULTS OF ERRORS**

[Considers the extent of losses to the organization – such losses may result from mistakes occasioned by insufficiently considered decisions or judgements – only in lower level positions is consideration given to carelessness / results of errors is also used to evaluate responsibility for the safety of others]

May cause inaccuracies in reports and records which affect activities based upon them.

### **CONTACTS**

[Contacts refers to the relative importance to the organization of necessary personal relationships of the position holder to others / the contacts can be internal to the organization and external]

Require judgement and tact in order to obtain cooperation and approval of action.

### **CHARACTER OF SUPERVISION**

[Considers the degree, kind and intricacies of supervisory responsibility – such responsibilities may involve direct functional direction as in “line” positions or advisory responsibilities as in “staff” relationships]

Gives direct supervision.

## SCOPE OF SUPERVISION

[Appraises the size of the direct line responsibilities measured in total number of persons supervised.]

Not more than three direct reports but may supervise additional staff on an occasional temporary basis.

## PHYSICAL DEMANDS

[Considers the degree and severity of exertion associated with the position]

Considerable standing / moving but little or no heavy effort.  
May require considerable visual attention and/or mental concentration. May involve awkward positions causing strain or fatigue. May require much walking over rough ground, climbing ladders etc.

## WORKING CONDITIONS

[Evaluates the disagreeableness of the job environment from the employee's standpoint – it includes the degree of health hazard and any aspects of necessary travel occasioned by the job]

Mostly inside but with some little exposure to dirt, oil, noise, weather. Limited travelling – no overnight trips. No injury exposure.

## THE FOREGOING IS AN ACCURATE DESCRIPTION OF THE POSITION

<b>Director of Corporate Services Signature:</b>	
	<b>Dated:</b>
<b>Chief Administrative Officer's Signature:</b>	
	<b>Dated:</b>