



Supporting Human Services in Our Community

The DNSSAB helps people put an affordable roof over their heads, makes sure ambulances take them to hospital when needed, assists in finding affordable childcare, and is there when a little support can make a world of difference during a difficult

DNSSAB IS HIRING!

BULLETIN NO.: D2025-66
POSITION: Manager of Coordinated Services and Homelessness

SALARY: \$116,486.92 to \$132,384.67
LOCATION: North Bay, ON
DURATION: Permanent Full-Time

Under the direction of the Coordinated Services Director, this position provides leadership and support to staff to achieve excellent client services and quality operational results in administration and compliance in all aspects of Homelessness Programs, Coordinated Access, and direct client services.

This position manages budgets, contracts, and compliance; analyzes program performance; and ensures strategic investment of resources. Key responsibilities include serving as the primary liaison with government representatives, community partners, and landlords to support effective service delivery and quality assurance. Additional duties involve preparing and monitoring program budgets, conducting analysis and forecasting, and maintaining program management systems to ensure all contracts meet terms and governance requirements.

Qualifications:

- Degree or Diploma in Business Administration, Political Science, Public Administration, Mental Health & Addictions, Social Services, or related field;
- Five (5) years progressive experience in program and partnership management, including a minimum of three (3) years at the supervisory level;
- Experience in program planning and delivery of homelessness and/or mental health and addictions services.
- Working knowledge of computerized program management processes and applications;
- Excellent working knowledge of the Housing Services Act, Residential Tenancies Act, and Homelessness Prevention legislation, regulations, and local policies as well as applicable access and privacy legislation.
- Knowledge of program management design and continuous improvement;
- Knowledge of Ontario Works legislation, directives, or related policy requirements.
- Proven partnership building abilities, on both a strategic and implementation level;
- Understanding of community agencies and partners, coupled with a willingness to collaborate with these.
- Excellent team building, collaboration and lateral leadership skills (ie. persuasion, listening, cooperation, tact, diplomacy, problem solving, negotiation, internal consulting).
- 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 to respond to issues using sound judgment;
- Excellent analytical skills to understand complex issues and develop long-range strategies.
- Knowledge of budget process and business planning.
- Proficient in the Homelessness Individual and Family Information System (HIFIS)
- 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.

Full-Time Permanent Employees Enjoy:

- OMERS Pension Plan
- Health, Dental, Vision, Life and Long-term Disability (LTD) Benefits
- Be Part of an Inclusive Work Culture
- Generous Vacation Entitlement
- Paid Sick Days
- Employee Assistance Program
- Wellness Activities
- Annual Staff Development Day
- Long-Service & Retirement Recognition
- A Psychologically Safe Workspace
- The Right to Disconnect
- Commitment to Diversity & Inclusion
- Business Casual Dress Code

www.dnssab.ca

Must be legally eligible to work in Canada. Police Record Check within three (3) months is a requirement.

Applications for the above position will **only** be accepted through the **Plum Recruitment** Tool up to **4:30pm, Monday, January 5th, 2025**. Please follow this link <https://bit.ly/3KXStSK> to apply now! You will be required to create a profile and complete an assessment prior to uploading your cover letter and resume. Your profile will allow you to stand out from your fellow applicants for your unique skillset. See how bright your future could be. Come join our team and help make a difference in the lives of the people we serve!

DNSSAB is an equal opportunity employer. In accordance with DNSSAB's Accessibility Policy, accommodations will be provided in all parts of the hiring process. Applicants are encouraged to make their needs known to Human Resources in advance.