

## JOB DESCRIPTION

<b>JOB TITLE</b>	Manager of Coordinated Services and Homelessness
<b>DEPARTMENT / PROGRAM AREA</b>	Coordinated Services
<b>REPORTING TO</b>	Director of Coordinated Services
<b>EFFECTIVE</b>	January 2026
<b>SALARY GRADE</b>	Band 8

<b>GENERAL PURPOSE</b> [Description of the purpose of the position, why does it exist what are key responsibilities?]
<p>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.</p> <p>This position negotiates and monitors financial expenditures, evaluates and analyses service and legal agreements related to Provincial, Federal and other homelessness programs, and ensures effective resource utilization and accurate program expenditure forecasts. This position is the lead liaison with both internal and external partners to ensure investment and strategic policies are developed and implemented in accordance with relevant guidelines and legislation.</p> <p>This position will support the preparation and analysis of program budgets, contracts, performance management and department business needs and processes.</p> <p>This position will conduct analysis, modelling, and forecasting and provide recommendation related to program opportunities, including special events and service contracts.</p> <p>The position liaises effectively with Provincial and Federal Government representatives, Housing &amp; Homelessness Community Partners, private landlords in support of effective service delivery, quality assurance, and strategic investment of homelessness resources.</p> <p>In collaboration with the Contract Specialist, this position is responsible for developing and maintaining a program management system to ensure all services contract have been properly executed and are in compliance with the contract terms and conditions.</p> <p>This position will lead 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 Community Advisory Board.</p>

## KEY ACTIVITIES

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

- Promotes the strategic vision and direction for Homelessness and Coordinated Services;
- Demonstrates strong financial, analytical, problem-solving skills and organizational skills in complex matters in a regulated service environment;
- Provides progressive leadership, guides and advances a positive workplace culture in a complex unionized work environment;
- Works effectively as a member of the Coordinated Services senior team in the planning, developing and organizing the delivery of programs and services and ensuring services are effectively integrated to meet client need;
- Manages and mentors a team of staff with a variety of job functions employed in the administration and delivery of homelessness programs and front-line client services; managing includes recruitment, performance review, discipline, coaching/counselling, training and development.
- Supports the Director of Coordinated Services in the development of budgets, contracts, service plans and program performance measurements to support budget requests and to measure program effectiveness
- Provide operating forecasts and develop and monitor suitable forecast models for Federal, Provincial or other homelessness programs as required;
- Approves annual homelessness program funding expenditures, and ensure the processing of contractual and direct client benefit payments, and other funding as warranted;
- Monitors service delivery and performance indicators to ensure compliance, program integrity and quality of services;
- Seeks out funding sources, leads grant writing and/or funding applications to support the advancement of homelessness supports and services in the District;
- Develops recommendations for Director of Coordinated Services in respect to policy, program, quality assurance and service enhancement;
- Interprets relevant legislation as well as monitoring delivery, analysing and advising the Coordinated Services team of the impact of changes, policies and procedures on service delivery, staff needs and department budget;
- Administers legal agreements for mandated programs to achieve required outcomes and meet Ministry Audit requirements;
- Monitors and advises the Director of Coordinated Services with the efficient and effective expenditure of budgeted funds and develop plans and recommendations for any one-time funding that may be received during a fiscal period;
- Prepares and submits regular reports, identifying key performance indicators requiring further monitoring to the Director of Coordinated Services; participate, including presentations, at the monthly Committee and Board meetings when required;
- Review activities and trends in overall Federal, Provincial or other homelessness programs operations; analyses and recommend changes or improvements;
- Develop and monitor investment plans and assist with monitoring and reporting regulatory requirements;
- Complete year-end processes for Federal, Provincial or other homelessness program contracts to ensure compliance;
- Participate on various project teams, and multi-partner projects;
- Develop and maintain a risk management plan to identify areas of concern in Federal, Provincial or other homelessness programs and recommend solutions and business process improvements;

- Administer monthly and quarterly reviews of contractual agreements to ensure fulfillment of obligations (milestones, deliverables and invoicing), and compliance;
- Working closely with the Management Team and the Contract Specialist, prepare Request for Proposal (RFP) and Request for Quotation (RFQ) (include reporting results to the Board as required);

- Establish and maintain strong community partnerships through participation at the NDHHP, Service Provider meetings and ad hoc working groups by providing leadership through Chairing, when appropriate;
- 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 Homelessness sector;
- Coordinates strategic policy development with internal and external partners to shape local, regional, federal, provincial, and program delivery policy.

**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

- 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 local agencies.
- 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 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.

## 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.

## **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.]

Supervises mid-size team of 4-15.

## 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

Director of Corporate Services Signature:

Dated:

Chief Administrative Officer's Signature:

Dated: