

JOB DESCRIPTION

JOB TITLE	Homelessness and Coordinated Services Supervisor
DEPARTMENT / PROGRAM AREA	Coordinated Services
REPORTING TO	Manager of Homelessness and Coordinated Services
EFFECTIVE DATE	January 2026
SALARY	Band 6

JOB SUMMARY

Under the direction of the Manager of Homelessness and Coordinated Services, the Homelessness and Coordinated Services Supervisor provides leadership, coaching, mentoring and supervision to a team of direct client delivery staff working within the Coordinated Services department with a focus on continuous improvement. Through effective policy and procedure development and management, leads a team to achieve excellent client service and program outcomes in compliance with all aspects of the Coordinated Services mandate and the DNSSAB Strategic Plan.

The position has decision making authority, supervises direct delivery functions, monitors the achievement of outcomes and the delivery of financial supports and services under the Coordinated Services programs including the daily operations of front- line client services and/or support staff for Coordinated Services within DNSSAB.

The position liaises effectively with clients, service delivery partners, community partners, DNSSAB departments and staff in support of effective client service delivery, administration of legal agreements, contracts demonstrating strong fiscal management.

The position participates in policy and procedure development in accordance with legislative directives and provides recommendations for service enhancements to achieve successful outcomes and solutions through collaboration, feedback and analysis.

JOB DUTIES AND RESPONSIBILITIES

- Through sound leadership and collaboration promotes the strategic vision and direction for the organization;
- Working effectively as a member of Coordinated Services Management Team in the planning, organizing and delivery of Homelessness programs and support services to clients, service providers and other DNSSAB departments;
- Supervising and leading a staff team with a variety of job functions employed in the administration and delivery of Homelessness programs and support services to

- clients including recruitment, performance review, discipline, coaching/mentoring, orientation, training and development;
- Developing policy and service enhancement recommendations for Management in respect to financial benefits and issuance processes, records management, and client service delivery policies;
- Interpreting relevant legislation, legislative changes, analysing and advising Management of the impact on service delivery, processes and budget, demonstrating strong fiscal management;
- Supporting Management in the development of program performance measurements to support budget requests and to measure program effectiveness against legislative targets, guidelines and outcomes;
- Collaboratively develops robust career pathing and succession plans for each direct report to ensure employees have the required support to achieve their career objectives;
- Providing input to Management into the financial, administration and oversight of the Board approved budget and assisting with the efficient and effective expenditure of such funds along with any one-time funding that may be received during a fiscal period;
- Monitoring service delivery quality assurance and identifying areas of potential risk and liability, through file reviews and data analysis to ensure compliance, program integrity and quality of services;
- Administering legal agreements to achieve required outcomes directly related to clients (i.e. program related targets);
- 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);
- Monitoring all data and reports generated from all technology systems to ensure policies are being adhered to and to verify accuracy and thoroughness of data;
- Writes, prepares and presents Briefing Notes and/or PowerPoint Presentations to the Senior Management Team and/or relevant Board committees. Establish and maintain strong community partnerships through participation at the NDHHP, Service Provider quarterly meetings and ad hoc working groups

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

- Diploma or degree in Social Sciences, Human Services, Business Administration or its equivalent;
- Five years' progressive experience in program and partnership management, including at least three (3) years at the supervisory level;
- Excellent knowledge of Ontario Works, Housing and Homelessness legislation, including directives, and local policies as well as applicable access and privacy legislation;
- Excellent oral, written and presentation skills with the ability to adapt communications to different audiences and mediums;
- Highly developed organizational and time management skills to ensure successful client service outcomes;
- Excellent team building, coaching/mentoring, collaboration and lateral leadership skills (i.e. persuasion, listening, cooperation, tact, diplomacy, problem solving, negotiation, internal consulting);
- Demonstrate and foster an innovative, positive and continuous improvement approach to team leadership;

- Engage in both independent and consultative decision-making so as to build consensus and move issues forward;
- Proficient in the Homelessness Individual and Family Information System (HIFIS);
- Proficiency in desktop applications including working knowledge of Microsoft Office Suite applications;
- Proven ability to manage conflict and sound judgement to respond in crisis and emergency response situations;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Valid Ontario Driver's License and a vehicle available for use on the job;
- Bilingualism is considered an asset.

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.