



County Administration Buildings, Belleville, Ontario

HOUSING SERVICES MANAGER

Hastings County is the second largest county in Ontario, stretching from the Bay of Quinte to Algonquin Park, close to 160 kilometers. Hastings County is the ultimate combination of rural and urban living, offering the 'Best of Both Worlds'. Hastings County provides a broad range of human services to its 14 member municipalities and the separated cities of Belleville and Quinte West.

The Community and Human Services Department, Housing Services has an opening for one permanent full time **HOUSING SERVICES MANAGER**. This is a non-union position and reports to the Director of Community and Human Services. This position is responsible to oversee the Housing Division's development and delivery of safe, modest, affordable housing through effective and efficient policy, partnerships, operations and facilities management in collaboration with other divisions of Community and Human Services and County departments.

Duties:

- Ensure the development and implementation of strategies to develop and deliver safe, modest and affordable housing for low-income households in Hastings County.
- Identify and monitor affordable housing needs and ensure the development of a long-term plan for affordable housing in Hastings County including the ten year housing and homelessness plan.
- Develop and maintain a five year capital plan and a twenty year building condition assessment plan.
- Provide managerial guidance and support to management team members.
- Foster the development of effective teamwork and working relationships within Community and Human Services, Housing Services and other divisions and departments in the County.
- Develop annual goals and a business plan for Housing Services.
- Develop, monitor and report on the operating budget for Housing Services.
- Lead the development, monitoring and reporting on key performance indicators.
- Develop and monitor divisional policies and standards in collaboration with the management team.
- Develop performance goals and plans for management team members and provide coaching and performance feedback.
- Collaborate with other divisions in Community and Human Services and other County departments to ensure that tenant, staff and corporate needs are effectively met.
- Contribute to Community and Human Services' planning, organizational development and operational success as a member of the departmental management team.
- Liaise with provincial, other municipal and community partners to understand housing needs, issues, and best practices.
- Coordinate the facilitation of site specific tenant town hall meetings as required and facilitate the enforcement of tenant relationships through the application of various strategies.
- Assist in resolving tenant disputes as required.
- Coordinate the design and distribution of tenant feedback surveys.
- Attend meetings of County Council and Committees where required by the Director of Community and Human Services.
- Be aware of and follow relevant legislation and provincial policy requirements governing the operation of affordable housing.
- Provide advice and support to the Director of Community and Human Services.
- Coordinate the development and implementation of enforcement strategies to maximize revenue generation and control program expenditures within prescribed budget allocations.
- Other duties as assigned.

Qualifications:

- Post-secondary education, such as a University Degree in Social Sciences, Business Administration or Public Administration.
- Seven to eight years progressive management experience within a municipal/government or fully developed private agency.
- Five years management experience in the social housing field with an in-depth knowledge of provincial legislation: The Housing Services Act, 2011 and the Residential Tenancies Act.
- A designation from a recognized housing administration educator (such as the Institute of Housing Management) is preferred.

- Excellent oral and written communications skills
- Good organization, problem-solving and decision making skills.
- Expected proficiency in the use of computer software applications and programs with knowledge of the Yardi Management Solutions Software is an asset .
- Possess superior interpersonal skills and the ability to supervise/manage within a unionized environment.

Salary Range: \$82,008.00 to \$95,914.00 per annum with excellent fringe benefits.

Applications for this position will be received in the Human Resources Department until **4:00 p.m. on Monday, April 3, 2017**. When forwarding by email, please ensure attachments are in **PDF** format, and quote **"Housing Services Manager – Your Name"** within the subject line.

Please forward applications to: careers@hastingscounty.com

County of Hastings, 235 Pinnacle Street, Belleville, Ontario K8N 3A9

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected will be used only for the purposes of this employment opportunity.

We thank all applicants for their interest in this position; however, only those applicants selected for an interview will be contacted.

The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.