

THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department
Housing Services Division

Requires a

15 Month Temporary Community Property Services Manager

This position reports to the Director of Housing and is responsible for overseeing the day-to-day management of community property services delivered through various Social and Affordable Housing programmes. Duties include, but are not limited to, supervising staff and their work under various services including property management, rent-geared-to-income calculations and annual reviews. The position is responsible for developing and managing service delivery and working with internal and external partners to ensure high quality services to clients of Housing Services. The Community Property Services Manager implements programme related policies and procedures in accordance with the Housing Services Act, regulations, policies, directives and agreements to foster an environment of positive tenant and community relations in the provision of safe and affordable housing. The Community Property Services Manager is an active member of the Housing Services management team and is responsible for contributing towards the achievement of departmental goals.

The minimum qualifications for this position include:

- Four year university degree in property management, business administration, human services or related field.
- Property Management Professional Designation preferred.
- Minimum five years of experience or equivalent in the delivery of social and affordable housing.
- Experience in human services and related government administration would be an asset.
- In-depth knowledge of the Housing Services Act, Residential Tenancies Act, Ontario Fire Code and other applicable social housing legislation.
- Proven management and leadership skills including the ability to work in a unionized environment.
- Excellent knowledge of local service and community agencies and the services they provide.
- Strong communication, presentation and problem solving skills.
- Excellent knowledge of computers, programme specific databases.
- Excellent organizational skills and ability to maintain accurate records and statistics.
- Proven ability to work collaboratively with colleagues, community partners and clients.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.

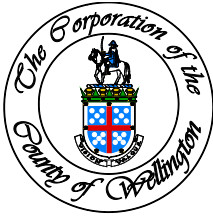
This position offers a benefit package and a salary range of: \$85,139.60 to \$99,590.40 (2019 Non-Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #052-19 by Tuesday, April 23 at 12:00 pm.**

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.





COUNTY OF WELLINGTON POSITION DESCRIPTION

Title: Community Property Services Manager	Reports to: Director of Housing Services
Department: Social Services Department–Housing Services Division	Positions Supervised: 10
Effective:	Revised: April 2019

BASIC FUNCTION:

This position reports to the Director of Housing and is responsible for overseeing the day-to-day management of community property services delivered through various Social and Affordable Housing programmes. Duties include, but are not limited to, supervising staff and their work under various services including property management, rent-geared-to-income calculations and annual reviews. The position is responsible for developing and managing service delivery and working with internal and external partners to ensure high quality services to clients of Housing Services. The Community Property Services Manager implements programme related policies and procedures in accordance with the Housing Services Act, regulations, policies, directives and agreements to foster an environment of positive tenant and community relations in the provision of safe and affordable housing. The Community Property Services Manager is an active member of the Housing Services management team and is responsible for contributing towards the achievement of departmental goals.

PRINCIPAL RESPONSIBILITIES:

Under the guidance of the Director of Housing, the Community Property Services Manager has the following duties and responsibilities:

- Provide leadership and supervision to staff in a manner that motivates, guides and directs them to be responsible and accountable.
- Direct the delivery and management of the social and affordable housing property services for tenants including:
 - Oversight of tenant requirements including leasing, annual reviews, rent arrears collection, calculations, adjustments, wrap around assistance, evictions and reviews;
 - Obtain and maintain a working knowledge of the Housing Services Act,
 - Directly manage community property services issues, extraordinary situations and priorities;
 - Develop, liaise and maintain positive working relationships for provision of diverse housing choices for tenants;
 - Direct and provide education and training to partners and community agencies on the rules, requirements and applicable updated policies and processes
 - Direct and provide clarification on existing policies, guidelines, rules, processes and practices to staff, and make recommendations for the development and/or revision of housing policies and processes;
 - Participate in the development and management of applicable programme budgets;

- Responsible for sole or joint preparation, implementation and maintenance of various reports and plans;
- Actively identifies and negotiates support service arrangements with support service providers.
- Directly manage annual rent increase administration for County-owned and Guelph Non-Profit Housing Corporation properties.
- Directly manages the Landlord Tenant Board (LTB) administration of tenant and landlord rights and responsibilities including direct management of paralegal services
- Participates in senior housing management team activities with the Director of Housing
- Participate on internal and external special projects and/or committees to represent Housing Services.
- Perform other related duties as required

CONTACTS:

Internal: Social Services staff at all levels; other departments as required.

External: tenants and/or their families, service agency staff, general public, Legal Clinic, landlords, other social housing providers, staff from other municipalities, government agencies, other Service Managers, federal and provincial members of parliament and their staff.

MINIMUM QUALIFICATIONS:

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OTHER:

- Location: Housing Services - 138 Wyndham Street North, Guelph; flexibility of location may be required.
- Regular work week: 35 hours per week; flexibility of hours may be required.
- Regular travel required to attend meetings, training and work events.