

THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department
Housing Services Division

Requires a

Director of Housing

Reporting to the Social Services Administrator (Ontario Works, Child Care and Housing Services), the Director of Housing is responsible for strategic service system planning for social and affordable housing and homelessness, having experience, knowledge and skills in all areas of its Housing Services field. The position directly supervises five managers and one union staff, and indirectly, 60 Divisional Staff in a unionized environment. The Director of Housing has extensive experience and working knowledge in the areas of social and affordable housing and homelessness administration as the Consolidated Municipal Service Manager. This position provides guidance and advice, based on research, in the development of policies and procedures as well as direct management experience with all aspects of public housing management, legislative administration of social housing providers, waiting lists' administration for social and affordable housing and homelessness programme administration, and agreement administration of affordable housing initiatives, and management services to Guelph Non-Profit Housing Corporation to ensure the effective and efficient delivery of County Services. The Director participates on the senior management team for the Social Services Department. In the absence of the Social Services Administrator, may be asked to provide coverage for some aspects of the Department.

The minimum qualifications for this position include:

- Four year university degree in Property Management, Business or Public Administration or other related fields.
- Minimum seven years of experience or equivalent in a senior management role administering social and affordable housing and government services, preferably in the Consolidated Municipal Service Manager field.
- Superior knowledge of the Housing Services Act and applicable social and affordable housing legislation and agreements.
- Excellent interpersonal and collaboration skills, and ability to work as a positive member of the team.
- Well-developed leadership and administrative abilities, combined with excellent communication, customer service, presentation, writing and problem solving skills required to resolve complex housing issues.
- Possess strategic thinking abilities, solution development and community relation skills to deliver results in a complex high profile environment.
- Proven management skills, including the ability to work in a union environment.
- Sound judgement and decision making skills in situations that can be ambiguous or difficult.
- Excellent knowledge of computers, including programme specific databases.
- Excellent organizational skills and ability to maintain accurate records and statistics.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.

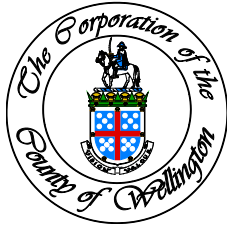
This position offers a comprehensive benefit package and a salary range of: \$106,888.60 to \$125,015.80 (2019 Non-Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #126-19 by Friday, September 27 at 4:00 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: Director of Housing	Reports to: Social Services Administrator
Department: Social Services – Housing Services	Positions Supervised: Housing Services Staff (Six Direct Reports, 60 Divisional Staff)
Effective: December 2003	Revised: September 2019

BASIC FUNCTION:

Reporting to the Social Services Administrator (Ontario Works, Child Care and Housing Services), the Director of Housing is responsible for strategic service system planning for social and affordable housing and homelessness, having experience, knowledge and skills in all areas of its Housing Services field. The position directly supervises five managers and one union staff, and indirectly, 60 Divisional Staff in a unionized environment. The Director of Housing has extensive experience and working knowledge in the areas of social and affordable housing and homelessness administration as the Consolidated Municipal Service Manager. This position provides guidance and advice, based on research, in the development of policies and procedures as well as direct management experience with all aspects of public housing management, legislative administration of social housing providers, waiting lists' administration for social and affordable housing and homelessness programme administration, and agreement administration of affordable housing initiatives, and management services to Guelph Non-Profit Housing Corporation to ensure the effective and efficient delivery of County Services. The Director participates on the senior management team for the Social Services Department. In the absence of the Social Services Administrator, may be asked to provide coverage for some aspects of the Department.

PRINCIPAL RESPONSIBILITIES:

Under the guidance of the Social Services Administrator, the Director of Housing has the following duties and responsibilities:

- Provides recommendations, strategic advice and reports to senior management and Council on social and affordable housing, legislative and agreement administration of the County Social Services, and the Housing Services and Homelessness programme, including participation in the Social Services Committee.
- Develop a motivated and highly skilled management team, including leadership and supervision to staff (five management staff and one unionized Housing Policy and Planning Analyst staff; and indirectly to 60 Divisional Staff), hiring, coaching and directions, evaluating performances, disciplining, counselling and providing career development for staff in conjunction with the Human Resources Department.
- Participates in the development of Housing Services programme budget by the County, including review of various administrative, property management, maintenance, capital planning, social housing transfer payment forecasts, affordable housing annual budgets and forecasts, rent supplement, and various programme budget requirements in collaboration with the Administrator of Social Services and Treasury Department.
- Provide leadership within the local community on key issues related to human service planning and service delivery (e.g. poverty, addictions, homelessness).

- Direct the development of the portfolio management of the County owned public housing and affordable housing units, and management services agreement with Guelph Non-Profit Housing Corporation, ensuring the effective day-to-day management of operational, human services, maintenance, community relations functions and subsidies of housing units.
- Direct the development of the administration of legislative social housing and management of affordable housing agreements and initiatives, ensuring it is carried out in accordance with legislation, agreements, policies and best practices.
- Direct the development of research, policies and procedures to ensure the County is operating within corporate standards and Service Manager Sector requirements and best practices.
- Direct the development of strategic service system planning as required under Housing Services Act, 2011, and ensure all requirements and community engagement with individuals and households, community partners and other key stakeholders and partners are met.
- Monitor housing and homelessness sector best practices and social and affordable housing directions.
- Coordinate implementation of major housing projects.
- Investigate, negotiate and monitor client complaints, inquiries, issues and resolutions, and high risk situations to resolve complex housing concerns.
- Act as the lead contact on housing and homelessness related services, projects and partnerships undertaken with external agencies including City of Guelph, member municipalities, the Province, Canada Mortgage and Housing Corporation, the human services sector and the private sector.
- Act as the Chair of the Review of Decisions Committee.
- Perform other duties as assigned.

PROBLEM SOLVING RESPONSIBILITIES:

- Handling personnel issues and conflict resolution.
- Maintain full range and quality of services within a limited budget.
- Working with frequent interruptions.
- Deal tactfully with members of the public, elected officials, Federal, Provincial Municipal and County staff.
- Deal tactfully with personnel issues that may result in discipline or termination.
- Able to plan and evaluate new services required to meet identified community needs.
- Interpretation of provincial and federal legislation.
- Interpretation of new legislation and regulations to remain in compliance for all areas of the Housing Services programme.

CONTACTS:

- Internal: County employees at all levels, Councillors
- External: Provincial staff, Canada Mortgage and Housing Corporation, developers, landlords, private contractors, tenants groups, private sector homeowners, senior citizens groups, community agencies and support service providers, other Consolidated Municipal Service Managers

MINIMUM QUALIFICATIONS:

- Four year university degree in Property Management, Business or Public Administration or other related fields.
- Minimum seven years of experience or equivalent in a senior management role administering social and affordable housing and government services, preferably in the Consolidated Municipal Service Manager field.

- Superior knowledge of the Housing Services Act and applicable social and affordable housing legislation and agreements.
- Excellent interpersonal and collaboration skills, and ability to work as a positive member of the team.
- Well-developed leadership and administrative abilities, combined with excellent communication, customer service, presentation, writing and problem solving skills required to resolve complex housing issues.
- Possess strategic thinking abilities, solution development and community relation skills to deliver results in a complex high profile environment.
- Proven management skills, including the ability to work in a union environment.
- Sound judgement and decision making skills in situations that can be ambiguous or difficult.
- Excellent knowledge of computers, including programme specific databases.
- Excellent organizational skills and ability to maintain accurate records and statistics.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.

OTHER:

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