



## THE REGIONAL MUNICIPALITY OF DURHAM

### Social Services Department

#### Program Manager - Housing Programs (Regular Full-Time)

Job ID: 20382  
Job Number: 164

Open: Jul 17, 2024    Close: Jul 31, 2024

#### **Diversity, Equity and Inclusion Statement**

The Region of Durham is committed to employment equity and is actively implementing measures to build and sustain an inclusive, barrier-free workplace that is reflective of the diverse residents it serves. We welcome applications from Indigenous Peoples, people from racialized communities, women, persons who live with disabilities, people from 2SLGBTQI+ communities and people with diverse identities.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), accommodation will be provided throughout the recruitment process to applicants who live with disabilities.

#### **Program Manager, Housing Programs**

Reporting to the Director, Housing Services the position is a representative of the corporation and is responsible for ensuring the effective delivery of community housing programs through not-for-profit housing agencies and/or private partnerships in Durham Region.

The incumbent will:

- Manage the development of policies, business processes/procedures to ensure housing program compliance with applicable federal/provincial legislation, Service Agreements, Regional policies, local by-laws and standards.
- Develop policies, business practices/procedures to manage the administration of the Durham Access to Social Housing (DASH) centralized waitlist and effectively manage housing programs including portable housing benefit and rent supplement programs
- Develop and negotiate service agreements with private landlords.
- Work with external partners (Non-Profit and private landlords) to ensure that service level targets are maintained.
- Provide solution focused responses/recommendations to complex and sensitive housing related issues in a timely manner; and conduct follow-up activities to ensure implementation of identified solutions.
- Deliver presentations for internal and external stakeholders
- Chair and/or represent the Division on internal, community and external committees, working groups, etc
- Develop annual budgets and multi-year business plans for the administration of community housing programs in Durham Region; prepare Council reports, briefing notes and correspondence on a regular basis.
- Contribute to the development/update of the Region's 10-year Housing Plan
- Provide all manner of direction and supervision to a multi-disciplined team of unionized staff, including recruitment/selection, monitor/evaluate staff performance, resolve staff conflict, take corrective/disciplinary action as necessary; represent the employer in the first level grievance process.
- Maintain up to date knowledge of legislations, policies, by-laws, standards related to non-profit housing/ property management; identify/coordinate the delivery of training to local housing providers on emerging related issues
- Attend housing provider board meetings (some evenings), to communicate/ facilitate change initiatives, assist board of directors to reach solutions to sensitive housing related issues, etc. as required.

The successful applicant will possess:

- A degree in Social Sciences, Business Administration, Urban Studies or a related discipline; along with several years of progressively responsible positions in the management of community housing programs and/or property management;
- Demonstrated supervisory experience preferably in a unionized environment
- Highly developed analytical skills with a focus on interpreting legislation, policies/procedures and developing/implementing effective responses/solutions
- Thorough knowledge of community housing and related legislation including the Housing Services Act, Residential Tenancies Act, Ontario Corporations and Cooperative Corporations Acts, Ontario Building & Fire Codes, Occupational Health and Safety Act, Human Resources/Labour Relations legislation



- Demonstrated current knowledge of building maintenance systems, property management operations and not for profit board governance
  - Highly developed/demonstrated verbal/written communication and interpersonal skills with the ability to deal tactfully with politically sensitive issues and a diverse client group and other stakeholders to reach common goals; excellent facilitation and presentation skills;
  - Excellent organization, time management skills with the ability to respond to urgent/crisis issues within and outside of regular business hours with confidence/competence and attend occasional evening meetings
  - Excellent critical thinking skills to objectively analyse and evaluate issue impacting the delivery of community housing programs
  - Proficiency in computer applications such as data base related software programs and MS Office (Word, Excel, PowerPoint, Outlook)
  - Valid Ontario Class "G" driver's licence and full-time access to a vehicle
- Additional Facilities Management certification, Building Owners and Managers Institute or Institute of Housing Management certification is considered an asset.

### **Management & Exempt Salary Grade 7**

- Salary: \$108,242 to \$135,302 per annum

### **Conditions of Employment**

Proof of education, qualifications and any other job bona fide requirements will be required prior to start date.

### **External Application Process**

Come find a home where exciting and rewarding careers are balanced with your lifestyle. We thank all applicants; however, only those being considered will be contacted. Please apply online at <https://bit.ly/3zL1SY0> no later than midnight (Eastern Standard Time) on the closing date indicated on the Job Posting.

The Region of Durham is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. If contacted for an employment opportunity and you require accommodation, or if this information is required in an accessible format, please contact us at: [RecruitingHelp@durham.ca](mailto:RecruitingHelp@durham.ca) and a Recruiter will provide appropriate assistance pursuant to the Region's Accommodation and Accessibility policies. Please note that resumes should not be sent to [RecruitingHelp@durham.ca](mailto:RecruitingHelp@durham.ca).

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