



# Job Opening

## Niagara Regional Housing

Job Title:	Manager Housing Programs	# Required:	1
Job Opening Id:	20694	Division:	Housing Programs
Business Unit:	Niagara Regional Housing	Standard Hours:	35.00 / week
Location:	Thorold, ON	Regular/Temporary:	Regular
Full/Part Time:	Full-Time	Salary Range:	\$ 93,500 - \$110,000
Salary Grade:	10	Close Date:	2018-08-14
Post Date:	2018-07-25		

Salary currently under review

### JOB SUMMARY

Responsible for providing strategic direction and leadership to more than 62 Non-Profit Housing Providers to ensure their effective governance and management of approximately 3,700 residential units. Also manages contractual relationships with landlords, providers and community agencies through rent supplement and housing allowance programs. Administering any assigned Affordable Housing Programs funded by the Federal and Provincial governments in accordance with program guidelines, funding limitations and legislative.

### EDUCATION

- Bachelor's degree in Business Administration, Social Services or other related fields
- Certificate or diploma from a recognized property management training course such as with the Institute of Housing Management

### KNOWLEDGE

- 5 years in program management and administration in an affordable housing related environment, including people management responsibilities
- Experience managing large budget programs
- Experience working with contentious administrative and legislative issues
- Must possess advanced knowledge of management and leadership skills, strategic planning and program implementation

### SKILLS

- Knowledge of all relevant legislation including Housing Services Act and National Housing Act
- Bilingual English and French is considered an asset

### KEY RESPONSIBILITIES

1. Overseeing the asset management of housing providers, including but not limited to:

- Responsible for the legislative oversight of non-profit and cooperative housing providers
- Approving the year-end reconciliation of provider subsidy
- Monitoring both the financial and operational results of housing providers and addressing any issues
- Ensuring all housing providers obtain and maintain Building Condition Assessments for their buildings (estimated at \$500M)
- Ensuring operational reviews are completed regularly based on a scorecard rating system
- Developing appropriate strategies and monitoring agreements dealing with providers who are in difficulty and addressing legislative breaches as well as breaches of operating agreements

- Ensuring all housing providers provide updated 5 year capital plans with their annual year end submissions
- Analyzing provider capital plans to identify trends and areas of risk, including providers whose reserves are near depletion, and expenses that are inappropriate and/or excessive
- Managing bulk tendering for providers, where feasible, for savings through economies of scale

2. Overseeing the management of affordable housing programs, including but not limited to:

- Delivering Affordable Housing Programs with funding secured from the federal and provincial government in accordance with program guidelines, funding limits and deadlines
- Preparing and delivering reports, and contractual agreements for the Region
- Establishing the budget for the year for various programs, determining how programs are to be delivered within the budget
- Establishing the necessary framework for the delivery of these programs including application, payment and approval processes as well as reporting on outcomes
- Ensuring sound management of contractual relationships with landlords and community agencies, leading to applicants being appropriately offered rent supplements or allowances
- Ensuring the long term vision of NRH is well taken into account to build multi-year programs and including all key stakeholder inputs

3. Building external stakeholder relations and providing direction of Niagara Housing Provider System, including but not limited to:

- Promoting a positive image of NRH's services and its programs
- Working collaboratively with fire services, municipal and regional staff, and community agencies to provide assistance to housing providers and landlords as required
- Acting as a representative of NRH at the local and provincial levels
- Providing opportunities to enhance the professionalism of housing providers' service delivery by developing and maintaining tools and policies, including trainings and templates
- Developing and implementing strategies to ensure housing providers viability are maintained for the long-term and establish local priorities

4. Overseeing the management of the Rent Supplement programs, including but not limited to:

- Establishing and monitoring the budgets for the various Rent Supplement programs
- Ensuring the delivery of the programs through community partnership with private sector landlords
- Ensuring timely payments are provided to landlords, and that participating landlords meet the program requirements & program compliance

5. Providing people management activities with staff, including but not limited to:

- Managing the team appropriately and setting the tone of the culture for the unit, ensuring that the public has a positive first impression of Niagara Regional Housing
- Conducting job performance appraisals, salary reviews and discipline as required in accordance with applicable policies
- Supervising staff & project based teams, as required

SUPERVISION

- Direct reports: 10
- Indirect reports: 12
- Titles of Direct Reports: Project Manager Housing Development (Contract), Program Support Coordinator, Housing Administrator (3), Housing Access Unit Supervisor, Asset Administrator, (IAH) Capital Repair Technician, Funded Program Support Analyst, IAH-E Housing Programs Supervisor (Contract)

#### WORKING CONDITIONS

- Generally sedentary at a desk
- May travel offsite occasionally
- May be subject to verbal abuse from clients

Let us know why you would be an excellent team member by submitting your online application. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.

#### HOW TO APPLY

Interested applicants are requested to forward their application/resume, clearly marked as Job Opening # 20694 – Manager Housing Programs, to Human Resources before the posting close date.

For your convenience you may use one of the options noted below:

- e-mail to [myHR@niagararegion.ca](mailto:myHR@niagararegion.ca), OR
- Fax to (905) 641-2232, OR
- Delivery or mail to myHR Reception Desk at:

Niagara Region, Human Resources - Campbell West  
1815 Sir Isaac Brock Way  
Thorold ON L2V 4T7