

## HOUSING SERVICES SUPERVISOR (HSS)

REGULAR, FULL-TIME POSITION BASED IN KENORA, ONTARIO

COMPETITION #ADM 18-07-E

Dedicated to improving lives, the Kenora District Services Board (KDSB) is the integrated service delivery agency providing help and support when you need it. With forward thinking and engaged employees, we deliver Ontario Works, Social Housing, Early Learning and Child Care, and Land Ambulance to current and future clients.

We are currently seeking to hire a **Housing Services Supervisor (HSS)** located in **Kenora, Ontario** to join our Administration team. Our employees enjoy a healthy work environment, professional development, and an opportunity to make a difference in the lives of others.

Reporting to the Director of Integrated Social Services, the HSS is responsible for the oversight and supervision of housing programs /services and homelessness service delivery.

Key responsibilities include:

- Facilitate service system and program planning with the housing and homelessness services providers.
- Oversee the development of work plans and regular reports, updates, and evaluations documenting partnerships, programs, and services.
- Supervise daily receipt and tracking of complaints of service, receive critical incident reports in housing and homelessness programs; report this information to the Director or designate to determine the need for Municipal and/or Ministry review and make appropriate recommendations and initiate necessary action as per Board policy.
- Review, assess, and monitor budget submissions from service providers reviewing previous year's expenditures and meeting with service providers to discuss needs, fee increases etc. Provide or arrange for technical consultation to housing and homelessness providers on complex budget matters and other such issues. Develop standards and maintain up-to-date files on each service provider.
- Oversee the administration of Purchase of Service agreements with service providers including general operations, operational practices and annual budgets.
- Function as the System Administrator for the KDSB housing software systems; maintain and support the software program ensuring Board policies and relevant legislative requirements are met.
- Develop positive and proactive working relationships with service providers through regular contact, site visits, etc. informing, interpreting, reviewing and assessing information, policies, practices, and relevant legislative changes or alterations in Board policy.
- Quantify and identify comprehensive community and district wide data and provide context and understanding about the evolving needs of people and communities in the Kenora District. The information will be used in KDSB decision making for service delivery across the district for the development and implementation of local community plans that support healthy, engaged and inclusive communities.
- Identify service gaps not currently fulfilled by stakeholders and service providers and support the development of opportunities to bridge these gaps through partnership and linkages both internally and with community based agencies. Develop formal protocol templates that will support collaborative service delivery and eliminate duplication of services. Services include, but are not limited to, health, education, employment, family supports and social programs.
- Subject to review and approval by the Director of ISS and/or the Board of Directors Review, revise Kenora District Services Board's housing and homelessness services policies and directives, ensuring changes in relevant legislation requirements are reflected therein and also, revise and/or develop Housing and Homelessness service plans.

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- Ensure that the Director of Integrated Social Services is kept up to date on all developments that impact housing and homelessness services.

Successful candidates will have:

- Extensive working knowledge within the MS Office suite, specifically Word, Excel, Outlook, and housing specific software.
- Comprehensive knowledge of relevant legislation, program and funding policies and mechanisms, and ministry initiatives for the housing services. Knowledge of related services available across the Kenora District.
- Strong analytical and research skills with the ability to interpret and apply information in a logical manner.
- Well-developed interpersonal and communication skills with excellent analytical, negotiation and problem solving capabilities. Ability to motivate and foster cooperation and develop positive working relationships, and support conflict resolution between community agencies, civic groups, municipal partners and KDSB staff.
- The ability to work with minimal supervision and excellent team work and facilitation skills with a strong commitment to providing excellent customer service.
- Strong organizational, project and time management skills and the ability to prioritize work assignments appropriately manage competing priorities and coordinate a number of tasks at one time with a high attention to detail are required.

Qualifications will include:

- Successful completion of a Post-Secondary diploma or degree in a field related to Human Services and five (5) years management experience in housing services.
- Experience with financial accounting practices and principles, audits, and contract management.
- Thorough knowledge of the Housing Services Act and a comprehensive understanding of Residential Tenancy Act as well as landlord and tenant rights.
- Experience working in an office environment with the ability to use general office equipment
- Required to possess and maintain a valid Class 'G' Ontario driver's license and to have access to a reliable vehicle for travel

Along with an excellent benefit package and participation in the OMERS pension plan, we offer a salary ranging from \$78,261.87 - \$89,392.55 per annum.

Interested candidates are invited to submit a cover letter and resume, by email, referencing the competition number in the subject line of the e-mail, on or before **Friday, July 20, 2018 at 12:00pm (noon) CST** to the:

Human Resources Department  
Kenora District Services Board  
Email: [hr@kdsb.on.ca](mailto:hr@kdsb.on.ca)

Confidential information provided by applicants will be used for the purpose of this competition only and will be protected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. While all responses are appreciated, only those applicants selected for an interview will be contacted. The KDSB is an equal opportunity employer.