



JOB DESCRIPTION

Community Housing Manager

Department:	Community Services	Reports to:	Director, Programs
Effective Date:	November 2021	Supersedes:	December 2004
Classification:	Management Class 3	Job Evaluation Date:	February 2006

SUMMARY:

Directs and administers the delivery of Muskoka's Community (Social) Housing responsibilities in accordance with relevant legislation and District of Muskoka policies and procedures.

MAJOR RESPONSIBILITIES (not limited to):

- Plan, direct and administer delivery of Muskoka's Community housing programs, as the Service Manager for housing in the District.
- Manage employees in a manner consistent with District values, policies and procedures, including selection, work scheduling, training and performance evaluation.
- Ensure that employees work safely and in compliance with the relevant statutes and regulations and with the safe work procedures and directives as established by the District.
- Cooperate inter-departmentally with respect to the various components of housing provision and service management.
- Manage Muskoka's owned and operated housing portfolio, including maintenance of a centralized waiting list, rent calculations and collection, and annual budget preparation and analysis.
- Liaise with tenants regarding issues and concerns, and work to promote positive tenant engagement.
- Collaborate with allied human service organizations in providing social supports for tenants and the community.
- Develop housing policy and procedures and service standards, in consultation with housing stakeholders and senior management.
- Prepare required program and statistical reports and correspondence for the Ministry of Municipal Affairs and Housing, Senior Management and Council.
- Conduct operational reviews with community housing providers to ensure compliance with legislative and policy requirements. Develop and implement remedial action for providers encountering operational difficulties or in non-compliance with legislation.
- Accountable for the safety and security of employees and workplaces and to ensure that employees work safely and in compliance with relevant statutes and regulations and within the safe work procedures and directives as established by the District.
- Liaises with community stakeholders to support tenants and households in the community in urgent housing need.
- Cooperates inter-departmentally with respect to the various components of housing provision and service management.
- Performs related duties as assigned.

EDUCATION, EXPERIENCE & QUALIFICATIONS:

- Graduation from a 3-year Post Secondary Program in a related program, or equivalent.
- Four to five years of progressively related experience including supervision.
- Demonstrated working knowledge of community (social) housing programs.
- Proven ability to accomplish performance objectives, to analyze complex issues and communicate outcomes in a clear, concise way for staff and clients, demonstrated technological proficiency, organization, supervisory, oral and written communication skills.
- Valid Ontario Driver's License.