

Position Description



Medicine Hat Community Housing Society

Position:

Housing Programs Manager

Reports to:

Chief Administrative Officer

Position Summary:

The Housing Programs Manager of the Medicine Hat Community Housing Society is responsible for the overall management of all matters relating to the Housing Programs administration requirements of the Society. The position is responsible for the effective coordination and management of activities and resources necessary to provide an excellent standard of administration for the subsidized housing programs under the management of the MHCHS and to achieve the outcomes established for the department

Major Areas of Responsibility:

1. Supervision, co-ordination, assignment and quality control of all administrative activities required for the management of the Housing Programs administered by the MHCHS
2. Coordination and control of supplies, materials and equipment required for the department
3. Supervision, co-ordination, effective utilization and quality control of the department's Human Resources, performance management including recruitment, retention, and discipline up to and including termination .
4. Development, execution, management, monitoring of the Department budget, including expenditure co-ordination and reporting, coordinating with CAO and other departments as necessary
5. Promotes positive, professional relationships with staff, other MHCHS departments, applicants, tenants, landlords and community organizations.
6. Makes recommendations and facilitates change/growth where appropriate with community organizations.
7. Works in partnership with other MHCHS departments, community agencies, provincial departments as it relates to department requirements.
8. Promotes and facilitates fulfillment of the vision and goals of the MHCHS and funders.
9. Coordination of landlord/tenant administrative duties including applications, point scoring, placement, move-in, move-out and evictions
10. Regularly reviews and implements effective changes to program procedures and guidelines
11. Maintaining professional relationships with with community organizations
12. Monitor emergency response procedures
13. Participates in front line service delivery in extraordinary circumstances, eg. emergency situations, staff shortage
14. Promotes and facilitates fulfillment of the vision and goals of the MHCHS and funders
15. Ensures the program reporting requirements are fulfilled and submitted on time
16. Regularly reviews and recommends changes as necessary regarding:
 - ♦ program goals and objectives
 - ♦ program policies, evaluation tools and reporting mechanisms
17. Effective coordination and communication with management team in organizational planning and development
18. Makes recommendations to CAO as required
19. Special projects as assigned by the CAO

Accountability:

- ✓ adherence to policy and procedures of MHCHS and government legislation
- ✓ performance appraisal by the Chief Administrative Officer
- ✓ efficient administration and control of department budget
- ✓ satisfaction surveys
- ✓ achievement of outcomes established for department

Suitability:

1. Experience and training

- Bachelor degree in a relevant area and minimum five years related work experience
- Human Resources Training and/or 3-5 years human resource management experience
- Ability to handle a wide range of human resource issues including communicating performance, providing discipline up to and including termination
- Management training, demonstrated understanding of effective Business Management principles, and/or 3 - 5 years business management experience
- Working knowledge of best practices in property management - ideally with ARM or comparable designation
- 5 - 7 years practical experience in a busy office environment
- Significant and demonstrated ability to prepare, and efficiently administer substantial budgets and related project management.
- Significant experience working with a database and with industry standard software
- Demonstrated ability to manage, supervise and deal effectively with people at all levels
- (*) equivalencies may be considered.

2. Suitability criteria

- Sensitive to the dignity of those in need of social housing
- Capacity to make difficult decisions based on facts and policy requirements and knowledge and experience working with government legislation and contracts (especially RTA, AHA and FOIP)
- Exceptional organizational skills, superior customer service and professional demeanor
- Ability to work independently with a minimum of supervision.
- Ability to remain objective
- Demonstrated competent writing and proof-reading skills.
- Ability to manage multiple tasks simultaneously.
- Maintains a personal standard that sets a good example for the clients served

3. Physical requirements

- neat and professional in appearance.

4. Travel requirements

- minimal.

5. Overtime and/or shift requirements

- regular office hours, some overtime/flextime.

Employee signature and date

CAO signature and date