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Service Area Housing, Social Services & Dearness Home

File # M-01-19I

Posting Open Date 1/7/2019

Posting Closed Date 1/25/2019

Job Code HS413

Position Title Manager, Homeless Prevention

Position Type Permanent - Full Time

Employee Group Management

Summary of Duties Reporting to the Managing Director, Housing, Social Services & Dearness Home, this position leads the implementation of homeless prevention services for the community. Working collaboratively with homeless prevention, housing and social service stakeholders, the Manager will ensure the development and effective implementation of plans, programs and related support services for vulnerable individuals and families experiencing homelessness or at risk of becoming homeless. This position provides operational leadership and oversees both provincially-mandated and municipally-directed programs.

Work Performed

- Manages homeless prevention supports and services in partnership with internal and community stakeholders.
- Manages employees to include recruiting, setting clear job expectations and conducting performance appraisals, in addition to coaching employees for growth and development. Develops and conducts staff training. Develops an environment of learning and support.
- Supervises staff and makes recommendations regarding hiring, promotions, conduct matters, and staff supports.
- Ensures the delivery of strategic initiatives and plans, including supporting the development and overseeing the delivery of Council directed local policies, programs, plans and operational approaches related to homeless prevention.
- Explores and understands relevant research relating to homeless prevention issues and support to those experiencing challenges.
- Identifies new issues and trends and seeks to incorporate those into service plan and program development and delivery.
- Leverages strong leadership skills to guide effective service delivery approaches which strive to meet the needs of those impacted and provides an opportunity to work closely with service sectors to comprehensively develop and implement services.
- Engages and communicates effectively with senior city Managers, council, community sector leaders and with other levels of government in matters of service delivery. Demonstrates a strong understanding of municipal operations, service delivery and management functions and collaborative system-based thinking.
- Maintains awareness of pertinent legislation and ensures that practices and programs reflect the most current legislative requirements.
- Develops and recommends budgets and service contracts, regularly monitoring expenditures and providing reports as required.
- Maintains system metrics and advances knowledge of associated tools to support strong decision-making of all service delivery.
- Advances a culture of ethics, integrity, compassion and empowerment in the delivery of services to vulnerable populations and to those at risk.
- Performs related duties as assigned.

Qualifications

- University Degree in Social Science, Public Administration or Social Work or measurable competency equivalence in related fields of study and levels of advancement.
- Demonstrated successful experience in managing/supervising employees to include responsibility for performance, coaching and development.
- Seven (7) years of progressive leadership, resource management and demonstrated experience in a related senior management role in a public

sector and/ or community setting.

Specialized Training and Licenses

Skills and abilities in the following areas are necessary:

- Advanced understanding of those experiencing homeless and/or seeking housing supports.
- Experience leading programs for and working with vulnerable individuals and families.
- Experience in strategic management, human resource management, stakeholder engagement and program and critical issues management.
- Proven leadership abilities, demonstrating capacity to support and service in a dynamic work environment.
- Demonstrated political acumen to manage or address highly sensitive decisions that are subject of Council, community and media attention.
- Excellent communication, analytical and leadership skills.
- Ability to work varied hours to meet the requirements of the position.
- Computer proficiency in MS Office Suite (Word, Excel, Outlook).
- Valid Class G driver's license and access to a vehicle with an ability to travel within the city and throughout Ontario as required.

Compensation Range \$90,732 to \$128,613

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As an inclusive employer, we are committed to providing a fully accessible recruitment process. Please let us know if you require any accommodations.

