



<b>Job title:</b>	<i>Housing Manager</i>
<b>Department:</b>	<i>Housing</i>
<b>Reports to:</b>	<i>Executive Director</i>
<b>Hours of work:</b>	<i>8:30 a.m. – 4:30 p.m.</i>

### **Company Overview**

The Community Development Council Durham (CDCD) is an independent, not-for-profit social planning organization that has been working to enhance the quality of life for individuals, families and communities in Durham for 50 years. We organize a variety of research, community development and social planning initiatives as well as administer and deliver front line social service programs. Please visit us at [www.cdcd.org](http://www.cdcd.org) for more information.

### **Job purpose**

The Housing Manager is responsible for the general management of all Housing Services offered at CDCD including, but not limited to, the Housing Help Program, Housing Stability Program, Landlord Tenant and Outreach Programs, The Low-Income Energy Assistance Program and The Ontario Electricity Support Program.

The Housing Manager provides direct client service, assesses multi-disciplinary needs including housing, income support, non-therapeutic counseling, safety and protection and makes referrals for all clients.

### **Duties and Responsibilities**

#### **Operational Management**

- In partnership with the Housing Team Leads (Outreach/Landlord Engagement and Housing Stability Program/Administration), oversee the day-to-day operations of the Housing Department to ensure that services are efficient, locally relevant, and outcomes driven
- Ensure Housing programs and services work effectively and collaboratively within Durham Region's Homelessness Support System to reduce homelessness in our community
- Formulate objectives and action plans to meet the mandate and goals of the Department
- Ensure that the organization meets the service delivery requirements as stipulated by the funders, and ensure that all necessary tools and resources are developed to operate efficiently in an outcomes measurement environment
- Ensure all relevant policies, service standards and informational materials are developed and provided to all staff
- Effectively lead the Housing Team, provide support and contribute to a positive and inclusive workplace culture
- Actively participate in agency committee membership and activities
- Other duties as assigned

### **Program and Organizational Development**

- Participate as an active member of the management team in strategic planning and organizational development
- Ensure housing services follow community development values, homelessness prevention approaches and Coordinated Access principles
- Prepare and make recommendations on services, products, program development, retention strategies, and resource requirements
- Support and develop proposals and resource development and fundraising initiatives
- Strengthen CDCD's presence in Durham as a collaborative and innovative leader in housing initiatives

### **Financial and Administration**

- Monitor and evaluate the effectiveness of housing programs
- Prepare statistical reports, and other reports as required
- Ensure a stable financial base for Housing Services
- In conjunction with Finance, develop funding claims on a regular basis

### **Funder and Community Partner Relationship**

- Develop and maintain positive working relationships with community partners and stakeholders
- Attend meetings at the request of funders
- Sit on the Region of Durham's Advisory on Homelessness Committee and other related Housing Networks
- Respond to funder requests for information or reports and respond in a timely manner to funders' requests for assistance with client crises

### **Staffing**

- Conduct an annual performance review process that includes short and long term goal-setting along with staff development and identified training needs
- Participate in the recruitment and hiring of program staff including the on-boarding of new employees
- Foster a harmonious and cooperative team work environment
- Administer personnel policies and ensure that employer obligations are met
- Present recommendations of staff complement and/or major organizational design changes to the Executive Director

### **Marketing and Promotion**

- Co-develop promotional materials for the housing services
- Support the Executive Director in their work with the media to enhance the image of CDCD
- Facilitate and conduct community presentations relating to Housing Programs and Services

## **Qualifications**

### **Education, Skills and Abilities**

- University degree in Social Sciences, Humanities, Business, or equivalent
- Minimum 5 years of management experience including budgeting, financial management, reporting and administration
- Minimum 2 years of experience in system optimization, service standards, quality assurance development and implementation

- An understanding of the Region of Durham's Homelessness Coordinated Access System and Built for Zero Campaign
- Practical knowledge of the housing sector best practices, the Housing First model, the Residential Tenancies Act, the Housing Services Act, and all other relevant legislation
- Demonstrated understanding of the Durham Region Housing sector and issues being faced by the populations we serve
- A strong team player with the ability to work collaboratively or independently to achieve goals
- Well-developed organizational, analytical, and decision-making skills
- Superior interpersonal and communication skills, oral and written proficiency in English
- Strong project management skills including time management and problem-solving skills
- Ability to multi-task in a fast-paced environment
- Understanding of community development principles and practices
- Demonstrated success in coaching and mentoring staff to achieve team and organizational goals
- Understanding of anti-oppression principles and approaches

### **Additional Requirements**

- The Housing Manager will work out of an office environment and will be required to lift up to 20 lbs. Prolonged sitting is required.
- The Housing Manager will need to be flexible in the case of attending evening and/or weekend meetings and events as required.
- Class "G" Driver's license and reliable vehicle to use for CDCD business.

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*The job incumbent may be required to perform other duties as assigned.*

**APPLICATION PROCESS:** Applicants are requested to submit their resume and a covering letter stating salary expectations, while outlining their strengths, experience and aptitude to fulfil the position requirements.

**Please submit applications via email, with "Housing Manager" in the subject line, to: [hr@cdcd.org](mailto:hr@cdcd.org). We would appreciate no phone calls or agencies.**

CDCD thanks all applicants for their interest; however, only those asked for additional information and/or selected for an interview will be contacted.

CDCD is committed to providing equal opportunity to all employees. We strive to create a diverse and inclusive workplace represents the cultural mosaic of our Region and the communities we serve. We recognize the value that comes from the different viewpoints, unique experiences and diverse perspectives of our employees, who bring fresh, new ideas to our business.

CDCD is strongly committed to diversity and inclusion within its community and encourages applications from Indigenous peoples, racialized persons/persons of colour, persons with disabilities, women, LGBTQ2S persons, and others who may contribute to fostering innovative ideas and solutions.

As an employer, CDCD has a duty to accommodate at all stages of the hiring process in accordance with the Ontario Human Rights Code, and the Accessibility for Ontarians with Disabilities Act, 2005.