

EMPLOYMENT OPPORTUNITY NOTICE

EO16-402

THE CITY OF GREATER SUDBURY

requires a

PROGRAM ADMINISTRATOR (BILINGUAL – ENGLISH/FRENCH)

REPORTING LOCATION: 199 LARCH STREET

PERMANENT POSITION

START DATE TO FOLLOW SELECTION PROCESS

The Housing Services Section, Health and Social Services Department of the City of Greater Sudbury, requires a Program Administrator (Bilingual – English/French) . The successful candidate must possess the qualifications and perform the duties, as set out below. The current range of pay for this position is \$2,666.80 to \$3,139.79 bi-weekly.

QUALIFICATIONS:

EDUCATION AND TRAINING:

Community College Diploma in a related discipline (Business Administration, Social Sciences or Public Administration) from a recognized Community College with Canadian accreditation.
Additional specialized training (e.g. certificate in Property Management) or a University Degree in a related discipline (Business administration, Social Sciences or Public administration) considered a definite asset.
Additional education initiatives to update and expand competencies considered an asset.

EXPERIENCE:

Minimum of five (5) years related experience in the administration of a social program/portfolio or property management.
Experience in social housing is considered a definite asset.

KNOWLEDGE OF:

Applicable legislation and related regulations.
Social housing issues, policies and programs.
Principles/practices of property management.
Horizontal linkages to other relevant governmental levels and services as well as the private sector.
Working knowledge of microcomputer software in a Windows environment (e.g. word processing, spreadsheet and data base applications).

ABILITIES TO:

Understand and meet the needs of customers
Demonstrate organizational and project management ability.
Demonstrate ability in human resources functions.
Demonstrate analytical and problem-solving skills.
Demonstrate interpersonal skills in dealing with the public, employees, outside groups and agencies.
Create and respond appropriately to a continuous learning environment.
Balance conflicting demands from stakeholders.

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PERSONAL SUITABILITY:

Mental and physical fitness to perform essential job functions.

LANGUAGE:

Excellent use of English; verbally and in writing.

French verbal skills and a good working knowledge of written French is required.

OTHER:

May require the use of a personal or CGS vehicle on CGS business. Must be physically capable of operating a vehicle safely, possess a valid driver's licence, have an acceptable driving record, and personal insurance coverage.

MAIN FUNCTION: This position is responsible for ensuring proper governance and asset management by housing providers and delivering CGS housing programs and services in support of quality customer service.

DUTIES: UNDER THE GENERAL SUPERVISION OF THE CO-ORDINATOR OF HOUSING PROGRAMS:

1. Collect and analyse program and financial data on program and operational performance of housing providers. Identify issues and develop options to resolution, ensuring the integrity and timeliness of data provided.
2. Identify and recommend for use, defined measures of program and service financial performance based on CGS policy and provincial requirements. Ensure monitoring and performance reporting processes are integrated with CGS and Ministry reporting processes.
3. Act as primary CGS contact with housing provider staff and boards, tenants, stakeholders, advocates and the public regarding housing programs, legislation, program policy and procedures related to governance, RGI calculations, conflict of interest, maintenance issues, waiting list, eviction procedures and tenant relations. Troubleshoot issues as required.
4. Prepare/deliver training and workshops to housing provider staff, boards and stakeholders.
5. Review and evaluate program applications (e.g. grants, loans, rent supplement). Recommend approval.
6. Perform program compliance audits to determine/confirm program eligibility through technical analysis and assessment of service delivery, corporate records, budgets, contracts, financial/program reports, year-end reports and reconciliations.
7. Provide proactive solutions to resolve complex business/program problems. Conduct follow-up and program enforcement.
8. Recommend dissolution of a housing provider board or termination of a housing provider manager as required.
9. Provide human resources functions to housing provider boards regarding recruitment, training, job performance reviews, salary reviews and dispensing of discipline as required.
10. Provide guidance and direction to housing providers regarding policy interpretation, reporting requirements and effective business and property management methods.
11. Participate in housing provider organizational design, budget and rent setting preparation. Review, negotiate and/or revise where required and recommend submissions for approval.
12. Deliver and/or implement CGS/Ministry housing programs. Prepare reports on the experience and effectiveness of service delivery.
13. Assist in determining/assessing community housing needs and recommend solutions.
14. Attend housing provider Board Meetings in a consulting or resource capacity and act as property manager and/or board member during housing provider crisis situations as required.
15. Act as resource person or witness regarding forensic reviews and legal investigations.
16. Prepare relevant components of legal agreements, purchase of service agreements and supporting documentation for approval.
17. Participate on committees as required.
18. Prepare briefing materials, reports, draft correspondence for senior management and council as directed.
19. Develop and maintain a thorough working knowledge of CGS's Safety Manual and the applicable Provincial Legislation listed therein.
20. Perform other related duties as required.

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LEADERSHIP COMPETENCIES:

Tactical Coordination and Direction (I)

Competency	Competency Definition	Level	Level Definition
Shaping the Future			
Innovation	Take a creative approach to problems or issues, “think outside the box”, go beyond the conventional, and explore creative uses of resources.	3	Proposes innovative ideas
Judgment and Decision Making	Make sound decisions involving varied levels of complexity, ambiguity and risk.	2	Assimilates and interprets data to make competing decisions
Delivering Business Results			
Collaboration	Work and communicate collaboratively within City of Greater Sudbury to create alignment within and across teams and groups.	3	Collaborates beyond one’s area
Customer/Citizen Focus	The desire to work closely with internal and external customers to meet and exceed their expectations.	2	Addresses underlying customer/stakeholder needs
Planning, Coordination & Execution	Plan and coordinate work to achieve desired results on a consistent basis.	3	Coordinates activities involving others within one’s team
Aligning People & Teams			
Holding Self & Others Accountable	Hold others accountable to execute to high standards of excellence and hold themselves accountable to the same or higher standard.	3	Monitors performance and gives corrective feedback
Leadership	Inspire others to work toward common goals by engaging and empowering them, and providing clarity and direction.	2	Optimizes team effectiveness
Enhancing Personal Effectiveness			
Commitment to Continuous Learning	Continuously develop and enhance one’s own and others’ personal and professional skills, knowledge and abilities.	4	Models a learning orientation
Flexibility/Adaptability	Adapt and work effectively within a variety of situations, and with various individuals or groups.	2	Applies rules flexibly
Interpersonal Communication	Communicate effectively by reflecting on verbal and non-verbal behaviour, being attuned to the needs, perspectives and sensitivities of others and acting with them in mind.	3	Effectively uses empathy
Managerial Courage/Integrity	Acting with integrity, ensuring one’s actions are consistent with City of Greater Sudbury’s values and expectations.	2	Is publicly candid with the team, acting with integrity consistent with one’s beliefs
Leadership Presence	Develop and maintain a sense of presence and emotional maturity and have an inner confidence that one can succeed and overcome obstacles.	3	Demonstrates personal courage

For more information on leadership competencies, please refer to our website: www.greatersudbury.ca/jobs

Qualified candidates should submit their résumé in confidence by **THURSDAY, SEPTEMBER 8TH, 2016 at 4:30 PM to: Citizen Service Centre, The City of Greater Sudbury, PO Box 5000, Station A, 200 Brady Street, Sudbury, Ontario, P3A 5P3, Facsimile number: 705-673-7219 or by e-mail to: hrjobs@greatersudbury.ca** Any application received after this deadline will not be considered. Please reference the Employment Opportunity number (**EO16-402**) on your resume.

The City of Greater Sudbury is dedicated to maintaining a fair and equitable work environment, and welcomes submissions from all qualified applicants.

Personal information submitted will be used for the purpose of determining suitability for this competition only in accordance with The Municipal Freedom of Information and Protection of Privacy Act.

All applicants are thanked for their interest in this position. Only those selected for an interview will be contacted. If contacted, and you require a disability related accommodation in order to participate in the recruitment process, you must advise the Hiring Manager.