



OPTIONS BYTOWN

380 Cumberland Street • Ottawa, ON • K1N 9P3

POST: Manager of Community Development and Homelessness Prevention

RESPONSIBLE TO: Executive Director

HOURS: 40 hours per week

Position Summary

The Manager of Community Development and Homelessness Prevention oversees the operations of all Options Bytown resource centres, and maintains organizational partnerships including our relationship with Ottawa Community Housing Corporation. The Manager of Community Development and Homelessness Prevention ensures the provision of essential services and supports to tenants experiencing or at risk of housing vulnerability. This position has a strong emphasis on client engagement and customer service, with sensitivity to the challenges faced by many of the individuals who access resource centres. The Manager of Community Development and Homelessness Prevention supports tenants and clients to maintain their housing and access supports and services, while conducting broader community development functions that support the overall work of Options Bytown. They will also work in collaboration with *Safer Supply Ottawa*, to oversee and manage staff who are providing housing support to clients accessing the Safer Supply Program. The Manager of Community Development and Homelessness Prevention is responsible for organizing and managing staff within their work unit, including hiring, disciplining and performance management as well as the development and maintenance of professional working standards within the staff team.

Primary Functions

1. Manage Resource Centres operated by Options Bytown including the Human Resources management of all staff working at these sites
2. Responsible for all aspects of Community Development with an emphasis on building resources and expanding networks. This also includes representing Options Bytown within local committees and networks.

Staff Supervision/Human Resources Duties

- Provide staff with support and supervision, as well as regularly meeting with each staff member to review caseload and work performance. Produce written documentation of each meeting
- Identify and manage staffing needs within the team and participate in the recruitment, onboarding, off boarding and performance management of staff
- Identify and coordinate staff development and training

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- Manage timely and organized staff performance appraisals
- Manage staff scheduling while ensuring an even distribution of workload including re-assignment of staff as required, and personally working in the Resource Centres when staffing needs arise
- Collaborate with staff to create work plans and goals that align with the organizational mission and strategic plan
- Ensure expectations and priorities are clear and in line with the policies, values, and plans of Options Bytown
- Assist with labour management, investigations and grievances in the agency as required
- Ensure a professional and welcoming work environment, while meeting Health and Safety standards
- Manage sick leave, vacation requests, and scheduling for the team

Resource Center Program Duties

- Maintain a positive and cohesive relationship with Ottawa Community Housing and other key partners
- Build and maintain key relationships within the community in order to best support clients of the resource centers
- Outreach within the community to both clients and partnering organizations
- Coordinate programs and initiatives as well as working with partner organizations to stabilize and maintain tenancies, improve wellbeing, and prevent homelessness
- Support post-incident protocols as they pertain to the resource centres and the communities of which they are a part

Community Development Duties

- Build and maintain key relationships within the community in order to best support clients of the resource centers, as well as seeking out opportunities for all Options Bytown programs. This includes relationships with both internal and external stakeholders
- Outreach within the community to both clients and partnering organizations
- Maintain a positive and cohesive relationship with Ottawa Community Housing and other key partners
- Remain up-to-date on changes in the community that could impact the clients of Options Bytown
- Attend relevant meetings such as conferences, community meetings etc. upon request/approval by the Executive Director
- Collaborate with other departments to work towards consistent improvement and expansion of community development activities

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- Coordinate programs and initiatives as well as working with partner organizations to stabilize and maintain tenancies, improve wellbeing, and prevent homelessness
- Support the organization in the development and implementation of a Tenant Engagement Strategy Assist in the recruitment and management of volunteers and students as per organizational need

Managerial duties

- Work directly with the Executive Director and Finance Officer to identify and manage resources, ensure fiscal responsibility by working within established budgets, monitor expenses, identify efficiencies, and utilize funding effectively
- Attend relevant conferences and meetings as they relate to housing loss prevention
- Participate in management team meetings, as well as meetings that support the Board of Directors, as deemed relevant by the Executive Director
- Ensure that accurate records, reports, and statistics are maintained and submitted as required
- Support the organisation with data synthesis and analysis as required
- Remain up-to-date and aware of relevant legislation to ensure compliance
- Ensure policies and procedures remain current while responding to critical incidents and events in a manner that supports Options Bytown and identifying the impact each response has on the community
- Supports the organization in the development and implementation of the Strategic Plan
- On call as per the Management Team roster after successful completion of probation
- Actively seek opportunities for quality improvement for all Options Bytown programs and services
- Other duties as deemed necessary

Education, Knowledge and Experience

- University Degree in Social Services or other relevant disciplines
- Minimum of 3 years experience managing or supervising individuals and teams including hiring, training, performance management, and identifying and working towards aspirational goals
- Minimum of 3 years experience working with vulnerable populations, preferably in social housing and/or homelessness sector
- Experience managing or supervising staff in a unionized environment
- Experience in community development is considered a strong asset
- Strong knowledge of Housing First principles and direct experience and knowledge of social housing

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- Knowledge and commitment to the values of Options Bytown
- Knowledge of community development practices and partnership development
- Knowledge of social work principles and practices
- Understanding of the diverse needs of clients who access Options Bytown
- A demonstrated commitment to a diverse and respectful workplace
- Knowledge and understanding of privacy and accessibility legislation

Skills and Language Requirements

- Excellent communication skills, both written and verbal
- Strong work ethic
- Experience with MS Office and database platforms
- Strong organizational skills and attention to detail
- Strong accounting and numeracy skills
- Strong administrative skills
- Demonstrable leadership skills
- Ability to work well under pressure and with tight deadlines
- Ability to represent Options Bytown in the community and at events
- Strong critical thinking skills
- Fluency in English reading, writing and speaking is required
- Oral fluency and reading and writing abilities in French is considered a strong asset
- Other languages spoken are considered assets
- Satisfactory vulnerable sector criminal records check
- This position requires frequent travel between various work locations within the city

This Job Description is a summary of duties for the position of Manager of Community Development and Homelessness Prevention, and is in no way an exhaustive list of duties.

Options Bytown is committed to providing quality services by establishing a qualified workforce that reflects the diverse population it serves. We encourage applications from all qualified individuals, including those with lived experience of homelessness, addictions and/or mental health.

Options Bytown welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Accessible formats and communications are available for applicants on request by contacting our Human Resource Officer at emccarney@optionsbytown.com.

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