



**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

**MANAGER, HOUSING OPERATIONS  
INTEGRATED SOCIAL SERVICES**

**ONE (1) PERMANENT FULL-TIME POSITION**

POSTING NUMBER:	78-2024	STATUS:	EXTERNAL
POSTING DATE:	NOVEMBER 8, 2024	CLOSING DATE:	NOVEMBER 22, 2024
AFFILIATION:	MANAGEMENT	HOURS PER WEEK:	35
SALARY GROUP:	12	ANNUAL RATE:	\$101,235.07 – \$119,100.11

**POSITION SUMMARY:**

Under the direction of the Director of Integrated Social Services, the Manager of Housing Operations is responsible for the effective and efficient administration of property management activities to support service delivery to clients.

**MAJOR RESPONSIBILITIES:**

1. Plans and implements short- and long-range objectives for the Department ensuring consistency with the Division Strategic Plan.
2. Develops, administers, and maintains Department policies and procedures to be in accordance with all applicable regulations and Division objectives.
3. Manages the direction, supervision, planning, development, and administration of the day-to-day operation of the Department.
4. Ensure mandated requirements under the applicable legislation are met and all legislated regulations and departmental policies are adhered to.
5. Prepares reports as required and ensures statistical and financial records meet audit requirements.
6. Develops and administers the expenditure of the department budget including identification of Department priorities.
7. Assesses Department staffing needs, participates in recruitment processes and makes effective hiring decisions.
8. Manages Department staff including staff development, performance management/review, health and safety, collective agreement administration, and discipline and termination decisions.
9. Investigates and resolves tenant, community partners and public concerns and/or complaints.

10. Provides information, reports, letters, memoranda, business cases (including research and bench marking), and reviews major Departmental activities; provides recommendations to the Division Director.
11. Establishes and maintains working relationships with other Departments, media, community agencies, public, police, and other enforcement agencies.
12. Performs other duties as may be assigned.

## **QUALIFICATIONS:**

### **Education/Experience**

- Degree or diploma in business administration, social services or a related discipline.
- A minimum of five years of directly related experience ideally in property management.
- Proven managerial experience preferably in a unionized environment.

### **Skills/Abilities**

- Superior ability to communicate effectively and concisely, both orally and in writing.
- Ability to establish and maintain effective working relations internal and external clients.
- Proven skills in budget preparation and monitoring.
- Proven skills in planning and organizing.
- Ability to motivate and direct Department personnel.
- Proven organizational, administrative, interpersonal team building and management skills.
- An expert knowledge of related Acts, regulations, policies, and programs.
- Proficiency with office computer equipment and MS Office software applications,
- Competent within the meaning of the *Occupational Health and Safety Act*

## **CONDITIONS OF EMPLOYMENT:**

- Must undergo a successful police records check, Type 2.
- Use of a vehicle may be required.
- Travel may be required.
- May be required to work irregular hours.
- Must maintain confidentiality.

## HOW TO APPLY:

Applications must include a completed TBDSSAB application form, cover letter and resume. Please be sure to reference the position title and the competition number. Applications may be emailed, faxed or delivered to the TBDSSAB location by 4:30 pm on the closing date to the attention of:

Human Resources  
The District of Thunder Bay Social Services Administration Board  
231 May Street South  
Thunder Bay, Ontario, P7E 1B5  
Email: [careers@tbdssab.ca](mailto:careers@tbdssab.ca) | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the [Internal Application Form](#). All other applicants must complete the [TBDSSAB External Application Form](#).

Application forms are available on our website or are available for pickup at the TBDSSAB location. For more information on employment opportunities at TBDSSAB, please visit our [website](#).

## ADDITIONAL INFORMATION:

- Applications received for this position will not be acknowledged unless you are being notified of an interview.
- Reasonable accommodations are available upon request for all parts of the recruitment process.
- As an equal opportunity employer, the TBDSSAB encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.



Baakaakonaanan  
Ishkwaandemonan  
Opening Doors for You