



## Job Posting Manager of Housing Services

To people who believe that every person is of value and has promise, Yonge Street Mission (YSM) is the vibrant, local Christian development agency that is leading an infectious movement – going beyond meeting immediate needs by offering holistic programs and a pathway that can transform the lives of people living with poverty in Toronto from merely surviving to thriving. Our goal is to end chronic poverty in Toronto in one generation.

YSM is seeking a full-time Manager of Housing Services to work holistically with community members and collaboratively with all stakeholders to ensure success in day-to-day housing operations and increased positive impact amidst Toronto's housing crisis. We are seeking a highly motivated individual, ready and willing to take on the depth and breadth of housing issues in our city, towards the ending of chronic poverty.

### Responsibilities:

Reporting to the Director of Program Services, the successful candidate will be responsible for:

- Effective leadership of the housing department (team of ~6) within a matrix organization, providing specialized knowledge, expertise and management of housing operations to the team, with the goal of supporting clients who have a range of housing challenges and goals utilizing YSM's RISE Model of Care
- The strategic growth and development of housing operations leading to stable housing, utilizing partnerships, best practices and innovations to serve the specific needs of our community; advising the Program Services Director on housing strategies and changing housing dynamics
- Oversight over the Evergreen Housing Program for Youth and the Housing Support & Advocacy Program using a drop-in model
- The safe and effective operation of Genesis Place, YSM's 26 unit alternative housing facility. This includes the planning, monitoring and improvement of all properties to ensure safety and dignity, and in accordance with the Housing Services Act
- Effectively oversight of Government and YSM Budgets, maintaining strong, positive and effective communications with government funders
- Active engagement in community networking, partnering and advocacy. In concert with the Director of Program Services, the manager will represent YSM in the social services community and will ensure all sector best practices are being applied
- Shares in the 24 hours-on-call support, providing crisis intervention and support to tenants and landlords

### Qualifications:

The successful candidate will have the following skills and training:

- Demonstrated commitment to YSM's [mission, values and guiding principles](#), and a passion to support the three population groups we serve - Adults Experiencing Chronic Poverty, Street Youth and Families in Need
- A minimum of five years of leadership in a supervisory/management capacity in housing social services
- Intimate working knowledge of the Landlord and Tenant Board / Residential Tenancies Act, Shelter Standards, Housing Services Act/RGI, Housing Best Practices and the overall Toronto housing landscape
- A strong understanding of poverty dynamics in Toronto/GTA
- A demonstrable capacity to provide client-centric interaction with under-housed, marginalized individuals
- Flexible and dynamic team player, with an ability to work with a high degree of independence
- Strong technical abilities including budgeting, technical writing, and organizational skills
- Strong verbal communication and networking skills
- Comfort working in a drop-in environment serving diverse populations, including people in crisis who may exhibit corresponding behaviors
- Excellent personal management skills, effectively managing time and multiple responsibilities
- CPI or UMAB, First Aid & CPR Training is an asset
- Ability to work flexible hours, including evenings and weekends; a police check will be required

**Deadline for Application:** July 5, 2019

**Starting Date:** Immediately

**Send resume and cover letter in confidence to:** [hrresponse@ysm.ca](mailto:hrresponse@ysm.ca)

*While we appreciate all responses, only candidates under consideration will be contacted.*

Learn more about The Yonge Street Mission by visiting our website: [www.ysm.ca](http://www.ysm.ca)