

Manager of Housing Programs – Housing and Infrastructure

Internal/External Posting

Full-time/Permanent

Location: Anywhere in Ontario

Remote Work: Flexible

Closes: January 20, 2022

Starting Salary: \$68,290 to \$78,550, per year based on experience. Salary Range Max \$88,800 [2021 Rates]

All applicants are encouraged to apply. Preference will be given to qualified applicants who meet the requirements for MNO Citizenship as per the MNO Bylaws and who are in good standing.

What We Offer

As an employer, the Métis Nation of Ontario offers a collaborative work environment with competitive salary.

Further, permanent employees benefit from:

- Comprehensive employer-paid health benefits
- Pension plan
- Annual paid two-week holiday closure in December-January
- 16 paid public and employer holidays
- Early closures on long weekends
- 15 paid health & wellness days (sick leave)
- Employee Assistance Plan
- Telemedicine plan

The Role

The manager manages the full life cycle for their program and/or employees, from hiring to orientation, to coaching and performance management, and termination. The Manager supports supervisors with problem solving for complex occupational health and safety and employee relations issues. The Manager establishes program deliverables, and supporting policies, sets goals and direction, and ensures alignment of resources and priorities.

Specifically, the Manager, Housing Programs is responsible for the planning, organization, implementation and management of housing programs. This position will oversee the Housing program team, its mandate and service directives with the following duties and responsibilities.

Key Duties and Responsibilities

1. Develop action plans, provide expertise in response to client needs, and support and advise project teams.
2. Manages the employment lifecycle, including supporting supervisors in recruitment, discipline, termination, and various other employment lifecycle activities.
3. Direct and advise staff in the development and implementation of service quality assessment strategies
4. Plan, administer and control budgets for client projects, contracts, equipment and supplies
5. Represent the company within various economic and social organizations
6. Assists with start-up, development, and growth of new programs as needed.

7. Collaborates with the team to identify ways to improve department effectiveness; implements viable ideas.
8. Resolves complex conflicts that arise among team members and/or other employees.
9. Other reasonable duties as may be assigned

Leadership and Management:

Managers are responsible for –

- The safety and health of their employees and the workplace
- The performance of their employees
- The mitigation of risk to the organization
- The integrity of the organization

Operational Planning and Management:

- Manage the development of MNO housing programs including develop program procedures and processes using best practices in other jurisdictions
- Develop and manage program work plans consistent with program implementation plans, monitor progress and provide regular project reporting to the Director of Housing and Infrastructure
- Monitor and evaluate new funding opportunities to expanding MNO housing programs
- Participate in preparation of funding proposals as required
- Prepare internal and external reports, briefings and updates as required
- Ensure program milestones, targets, deliverables and deadlines are met
- Participate in training sessions and Operations/Management meetings as directed
- Ensures Director of Housing and Infrastructure is briefed on important program related matters
- Other duties as assigned by the Director of Housing and Infrastructure

Financial Management:

- Adhere to MNO Policies and Procedures and MNO's Financial Policies and Procedures
- Work with Director of Housing and Infrastructure and the management team to develop:
 - o appropriate tools for financial processes

- o program plans, budgets,
- o reporting and forecasts as required by program funder

People and Culture:

- Plan, organize, administer, review and evaluate the work of professional, office support and operational housing program employees
- Provides direction for the selection, training, development and work evaluation of Housing employees
- Develop, review and implement policies and procedures to meet legal requirements, MNO needs and the Housing and Infrastructure Branch mission
- Visit program sites as needed

Community Relations:

- Develop and foster community networks to support to the organizational goals
- Serve as an effective spokesperson for the organization: represent the programs and point of view of the organization to funders, politicians, donors, other organizations, and the general public as directed
- Communicate with stakeholders to keep them informed of the organization's work and to identify community needs
- Attend the Annual General Assembly

Collaboration:

- Collaborate with the Housing and Infrastructure Branch director and management team to improve branch efficiencies through the development of program-related policy and operating guidelines
- Collaborate with management team to ensure seamless implementation and program development and cross-team collaboration
- Contribute to MNO provincial-level initiatives, training events and communications planning and implementation
- Collaborate and coordinate programs and services across MNO branches to provide seamless integrated services to MNO Citizens and other program users.
- Other duties as assigned by the Director of Housing and Infrastructure

Knowledge, Skills & Attributes

Required:

- Significant knowledge on Métis and/or Indigenous policy issues and principle or a demonstrated ability to quickly acquire knowledge of Métis and/or indigenous specific matters.
- Completion of post-secondary education in a related area (such as business administration, Accounting)
- Understanding of mortgage and/or loan administration in real estate setting
- Excellent leadership and interpersonal skills.
- Strong verbal and written communication skills.

- Ability to motivate team to accomplish objectives.
- Ability to solve conflicts among coworkers.
- Ability to remain organized.
- Basic understanding of employment law legislation.

Preferred:

- Knowledge of accounting and basic finance skills.
- Proficiency in standard office equipment
- Knowledge of Métis-specific and broader Indigenous key challenges, and programs

Experience

Required:

- Three to five years' experience in a similar/comparable role or three to five years' experience in the Branch with demonstrated growth and potential to fulfill the role.
- 2-3 years experience in administering homeownership and renovation repair programs
- Demonstrated ability to effectively maintain financial records, manage project budgets

Preferred:

- Experience in recruitment, training, discipline, and termination.
- Experience in conflict management.

Who We Are

In 1993, the Métis Nation of Ontario (MNO) was established through the will of Métis people and Métis communities coming together throughout Ontario to create a Métis-specific governance structure and vision, encapsulated in the Statement of Prime Purpose. Today, the Métis Nation of Ontario represents over 25,000 Métis citizens.

The MNO delivers programs and services to its citizens through these branches: Healing and Wellness; Education and Training; Housing; Lands, Resources and Consultation; Intergovernmental and Community Relations; Self-Government and Registry. Through these various branches, the MNO maintains 30+ offices and community spaces across the province, administers over \$50 million annually, and employs about 350 staff across the province.

AODA Statement

The Métis Nation of Ontario commits to providing accommodation as required by the Ontario Human Rights Act, unless to do so would cause undue hardship. Accommodations will be provided in accordance with the principles of dignity, individualization, and inclusion. The Métis Nation of Ontario will work cooperatively and in the spirit of respect with all partners in the accommodation process. These

accommodations will extend to all aspects of the employment relationship including recruitment and selection.

Please email humanresources@metisnation.org if you require an accommodation during the hiring process.

Please note, all employees, regardless of role or location, are required to be fully vaccinated for COVID-19, unless the employee has a valid medical exemption. This condition of employment is effective for all employees, full or part-time, permanent or contract, whether working remotely or not, as of November 1, 2021.

Career Form

Step 1 of 2

50%

- **Mandatory Qualifications***

I am legally entitled to work in Canada

- **Do you self-identify as Métis?***

Selection does not eliminate applicant from consideration

Yes

No

- **Are you a Métis Nation of Ontario (MNO) Citizen?***

Selection does not eliminate applicant from consideration

Yes

No

- **Are you a current employee of the MNO?***

This includes current MNO employees or community council members

Yes

No

- Were you referred by a current MNO employee? If yes, please specify the referrer below

- Comments