



# WoodGreen Community Services JOB POSTING

Our Vision: A Toronto where everyone has the opportunity to thrive



## Job Description

### General Manager, Executive Team (St. Hilda's)

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**POSITION TITLE:** General Manager, Executive Team (St. Hilda's)

**REPORTS TO:** SVP, Transformation & CFO and Board of Directors

**DATE PREPARED:** June 19, 2024

#### **A. GENERAL ACCOUNTABILITY**

Reporting to the SVP, Transformation & CFO and Board of Directors, the General Manager will provide direction and leadership to a multi-disciplined team for the administration of activities related to the housing corporation's corporate services, finance, administration, human resource, technology services and external contracts pertaining to business operations, as well as resident services.

#### **B. NATURE AND SCOPE**

The General Manager will lead and be an integral part of the WoodGreen Community Housing Executive Team. Leading a team of management and bargaining staff, you will be responsible for the delivery of the overall budget, work in collaboration with staff, tenants, and act as a liaison between all departments and external partners. You will ensure the provision of effective and efficient management of the Financial, Administrative, Human Resource and Technological, Asset and Resident Services functions and external contracts.

Your commitment is to ensure the successful implementation and delivery of all matters pertaining to the strategic priorities related to assets, developing a Strategic Plan as well working with the WoodGreen Community Housing Team to develop a Capital Finance and Community Revitalization Plan. The General Manager is responsive to service demands and will drive continuous improvement, will ensure client satisfaction in the administration and delivery of resident services, efficient management of the entire housing portfolio and the integration of community resources. This position will ensure the provision of client services that will link housing and community with the goal of enhancing the client experience and providing effective problem-solving based solutions to complex issues.

This leadership role will be a primary resource for the Board of Director, in its responsibilities to conduct the business of the Corporation under the Management Agreement and promote a positive image in the City of Toronto.

### **C. SPECIFIC ACCOUNTABILITIES**

1. As General Manager you will lead long-term strategic priorities, programs, and policy issues for the division, as well as from a finance/administration/ management perspective.
2. You will work in collaboration with lead teams of WoodGreen Community Services (WCS) in the all financial matters, administration, innovative technological solutions, policies and procedures, human resource management and the delivery of external contracts.
3. Oversee and ensure the effective implementation of division-wide policies and programs.
  - a. Ensure communication of corporate policies and programs.
  - b. Ensure staff understand their role in supporting and adhering to corporate policies and programs.
4. Direct the development of the division's strategic and modernization plans, translating the plans to performance management and operational work plans.
5. Lead the development and implementation of short and long-term strategic plans
  - a. Ensure ongoing alignment of division goals with the direction and priorities of the division.
  - b. Develop and establish long-term goals, objectives, and commitments for the division based on projected division-wide priorities and changes in service delivery; changing demands of customers and other stakeholders; ongoing environmental scans and trends/risk analyses; and anticipated changes in legislation and/or governance.
  - c. Develop the division's annual work plans, expected outcomes, performance measurements, budget (capital and operating), and strategies to achieve the longer-term goals and objectives.
  - d. Make changes to the overall business plan and adapt strategy in response to changing division's priorities and/or external influences.
  - e. Identify and capitalize on opportunities through effective risk-management (e.g. cost-benefit and return-on-investment analyses).
  - f. Seeks innovative solutions that make efficient use of the division's resources.
6. Lead a team of management and frontline staff to strategically integrate customer service, property operations, business/financial performance, and asset management of the portfolio. Ensure and lead a positive, supportive, and safe workplace culture within the division.
  - a. Set performance objectives and indicators and ensure the ongoing monitoring, measurement, and feedback to staff regarding the overall performance of the division.
  - b. Ensure effective communication and information sharing to all staff of pertinent decisions, directions and the rationale.
  - c. Ensure an effective utilization of the division's staffing resources and an appropriate and adequate level of resourcing for day-to-day and annual work plan priorities.
  - d. Identify staffing requirements and recommend staff levels to manage ongoing changes in service delivery.
  - e. Ensure effective recruitment, selection, training, coaching, motivating, and disciplining of all aspects of the division, with the consultation of the Executive team.
  - f. Identify, encourage, facilitate and support opportunities for staff development and promotion.
  - g. Ensure and facilitate positive labour relations within the division through the effective, fair, and consistent application and administration of applicable Collective Agreements and workplace policies.
  - h. Ensure that the operations of the division are in adherence to the statutes and regulations of the Occupational Health and Safety Act, RSO 1990, and all other relevant employment and labour legislation.
7. Ensure the effective ongoing management and control of division's financial processes, practices, and activities.
  - a. Work with the WCS Team to oversee, monitor, and control the division's budget.

- b. Ensure the division's budget adequately reflects resource requirements for annual work plan and long-term objectives.
  - c. Ensure an effective and strategic allocation of resources.
8. Ensure effective representation and promotion of the division and its programs and services.
- a. Build internal and external partnerships and seek opportunities to achieve mutual gains through shared learning, service delivery, tools, and/or resources.
  - b. Facilitate and attend meetings to present reports and recommendations, to respond to questions from management team related to areas of responsibility, and to keep staff abreast of division -wide and division-wide initiatives, issues, and priorities.
  - c. Provide regular updates and briefings to the Board of Directors on issues, initiatives, and progress.
  - d. Represent the division at various committee, board, and inter-governmental functions as necessary or as directed by the Board of Directors.
9. Lead and implement a continuous improvement process for the division to ensure optimal service delivery to customers.
- a. Ensure that needs assessments to identify customers' needs and wants as they relate to programs and services are done regularly.
  - b. Oversees the delivery of a high standard of customer service and a positive tenant experience.
  - c. Research, recommend, develop and promote new and innovative ways to provide the most effective level and method of service delivery and to satisfy demands in the most cost-effective manner.
  - d. Identify and implement standards, benchmarks, and related performance measures.
  - e. Identify, advocate, and enforce parameters for service and service standards.
  - f. Participate on various committees, boards, and special projects.
10. Demonstrate a dynamic, strategic and winning approach to leadership within all activities, interpersonal relationships, and decision-making opportunities.
- a. Create and facilitate opportunities for encouragement/empowerment for the development of staff.
  - b. Facilitate and advocate the promotion of a positive image through personal and professional communications.
  - c. Demonstrate commitment to continuous learning by providing educational opportunities for division's staff.
  - d. Provide effective leadership by personally demonstrating division wide values and behaviours.
  - e. Implement decision-making processes that promote consultation/collaboration where applicable.
  - f. Promote and model an interest-based solution centred approach to problem-solving and conflict resolution.
  - g. Identify opportunities for formal and informal celebrations of team success and personal achievements.
  - h. Develop a formal evaluative process for identifying past and current practices and the incorporation of new "best practice" standards.

## SCOPE

### a) Financial –

This position is responsible for participating in the development and management of financial matters, annual budgets(11M), capital and operating budgets for multiple projects, including estimating and creating expense and revenue cash flow projections. Oversees the management of revenues from rental properties, supports stringent management of arrears, misrepresentation, and vacancy loss as it pertains to budget.

### b) Operating –

Authority to make decisions in all areas of the division with approval and under the authority of the Board of Directors. The General Manager will balance all portfolios and ensure that communications, procedures, and practice are harmonious across the division. There are many intersecting areas of responsibility and frequent team meetings, strong direction and consistent messaging will ensure the best practice for the mutual client. Decision-making process is guided by policies/procedures; responsible for identifying and leading short and long-term strategic direction, priorities and plans for the division in accordance with the Board's priorities and objectives.

Judgement and interpretation are needed in maintaining relationships with both internal and external contacts; and insuring best practices for resident services and service delivery.

C) Personnel- Indirectly oversees the supervision of up 25-30 part time/ full-time equivalent staff.

## WOODGREEN COMMUNITY SERVICES

### Position Dimensions

Position: **General Manager, Executive Team (St. Hilda's)**

Unit: Housing & Homelessness Services

Date Revised: June 19, 2024

Reports to: SVP, Transformation & CFO and Board of Directors

#### Education:

- Bachelor's degree in business or relevant field, or equivalent professional experience
- 1-2 years of experience with business administration or operations, continuous improvement, business analytics, or similar experience

#### KEY OPERATIONAL RESPONSIBILITIES

1. Manage and lead the development and delivery of the programs and services of the organization. Provide direction to staff relating to policy decisions, appropriate procedures, administration of contracts, and general operations of the various divisions. Oversee the delivery of administrative and financial services aspects of external contracts, i.e., centralized wait list, rent supplements
  - a) Ensure that staff maintain or improve functional and physical condition of housing properties through the appropriate and diligent expenditure of Capital and Operating funds.
  - b) Ensure the appropriate division does manage repairs and improvements by obtaining goods and services through a variety of technical contracts in areas such as electrical, mechanical, structural, architectural etc.
  - c) Ensure that the appropriate division does identify, prioritize, plans, schedules, documents, all major capital projects to be undertaken with the Corporations' portfolio
  - d) Work with the WCS Finance Team to manage and oversee the financial reporting, ensuring the accuracy and completeness of same, ensuring the preparation of monthly reports and financial statements for both management and the Board of Directors.
  - e) Oversee the staff that is responsible for the management of client accounts, monitoring and follow up of tenant arrears, flagging and monitoring the issuance of notices re:The Residential Tenancy Act, preparation of legal documents and liaising with representatives of the Corporation at Landlord and Tenant Board hearings.
  - f) Oversee the management of all the leasing functions, including annual income reviews, lease renewal of various programs, rent calculations, adjustments to accounts and annual market increases, as well as incidents of non-compliance with the current legislative requirements.
2. Develops, schedules, controls and forecasts the Capital Budget.
  - a) Work with the staff who oversees planned maintenance and capital works requirements and building conditions into a capital budget to support decisions made relating to priorities, timing and planning of projects and related expenditures.
  - b) Develops strategies for monitoring the management of under/over budget expenditures and unanticipated expenses
3. Ensure effective and efficient service delivery in compliance government regulations, i.e. occupancy standards, health and safety, etc.
4. Establish strategies for the implementation of new processes for effective delivery of client services, while reducing

costs and removing duplication.

5. Ensure the effective collaboration of service delivery with the various services division.
6. Develop and maintain tenant and community relations by ensuring effective communication, education and information. Foster effective working relationships with outside community partners and agencies, with a lens toward betterment for tenants, applicants and community.
7. Ensure the proper investigation and response to client complaints, implementing appropriate remedial action.
8. Other responsibilities include:
  - a) Serve on various committees internally and externally.
  - b) Organize staff training sessions as necessary;
  - c) Reporting all legal proceedings for the Board of Directors.
  - d) Seeking out and securing available grants, programs and innovative funding solutions and opportunities for future growth of the portfolio