

Client Organization: Toronto Community Housing Corporation
Position Title: Chief Operating Officer
Reports to: President & CEO
Location: Toronto, Ontario

THE ORGANIZATION

Toronto Community Housing Corporation (TCHC) is Canada's largest social housing provider and the second largest in North America. Wholly owned by the City of Toronto, TCHC operates as a non-profit. TCHC represents a \$9 billion public asset. TCHC is essential to the City of Toronto's fabric and social system. It houses tenants in 106 of Toronto's 158 neighbourhoods and provides homes to over 41,000 low- and moderate-income households. Its 92,000 residents come from many different backgrounds with a diversity in age, education, language, mental and physical disability, religion, ethnicity, and race.

TCHC's approximately 2,400 employees are committed to achieving the vision of quality homes in vibrant communities where people are proud to live and work. TCHC receives most of its operating funding from rent paid by residents (55 %) and subsidies from the City of Toronto (39 %). The remaining 6 % of the operating budget comes from the rental of commercial spaces, parking, laundry and cable fees, and income from investments.

VISION

To provide quality homes in vibrant communities where people are proud to live and work.

MISSION

TCHC's core business is providing clean, safe, well-maintained, affordable homes for residents. Through collaboration and with residents' needs at the forefront, TCHC connects residents to services and opportunities and helps foster great neighbourhoods where people can thrive.

VALUES

Respect: We respect people as individuals and create environments where fairness, trust and equitable treatment are the hallmarks of how we work.

Accountability: We are accountable for our actions, accept responsibility for our performance and share the results of our work in an open, honest and transparent manner.

Community collaboration: We recognize that we can do more together than alone. We seek partnerships with residents, the City of Toronto, stakeholders, and the government to combine efforts and resources to pursue common goals.

Integrity: We perform our duties with the utmost regard to the high standards expected of a corporation established to deliver social housing.

Accessibility for persons with disabilities: We are committed to providing accessible service. This includes meeting our duty to accommodate disabilities under the Human Rights Code and the standards set out in the Accessibility for Ontarians with Disabilities Act.

THE OPPORTUNITY – LEADING WITH PASSION AND PURPOSE

Reporting to the President and CEO, the Chief Operating Officer (COO) exhibits the soul of TCHC respecting the care of its tenants and the care of its buildings. The COO fosters and maintains a commitment to operational excellence and a culture of transparency, openness, teamwork, and employee engagement. The COO leads a passionate and committed workforce (9 direct reports and approximately 1,500 direct and indirect reports).

As a member of the Executive Leadership Team, the COO is responsible for leading internal operations, executing the strategic direction of TCHC and driving organizational performance in the best interest of tenants, shareholders, employees, and other stakeholders. The COO develops and implements key operational and performance metrics to achieve optimal outcomes and results. The creation of a new Strategic Plan is underway. The COO will have a critical voice at the table.

THE CANDIDATE

The ideal candidate will demonstrate the following experience, knowledge, skills, attributes, and competencies:

- ▶ Progressively more responsible and accountable senior leadership experience in operations and management in a public sector environment, social housing, community development
- ▶ Track record of developing and implementing integrated service delivery system(s) with sustainable achievements
- ▶ Experience managing complex operations in a multi-union environment, with multiple vested stakeholder interests
- ▶ Deep experience in managing teams, supporting cross-functional collaboration, developing/mentoring staff, and setting clear goals
- ▶ An inspiring and authentic leader, committed to equity, diversity and inclusion, who engages others, builds trusting relationships, inspires confidence, enables innovation and sees the future possibilities
- ▶ Demonstrated ability to quickly build and garner credibility, respect and political capital with multiple stakeholders, including elected officials
- ▶ A strategic leader with expertise in leading and executing change and timely customer service delivery within a dynamic and complex operating environment of scope and scale
- ▶ Self-directed with strong critical thinking skills and results orientation
- ▶ Development of self and others as leaders within a challenging, complex, and evolving environment; demonstrating resilience and positivity that allows for balance while encouraging forward momentum to achieve results
- ▶ Excellent communication (verbal and written), presentation, facilitation, and interpersonal skills
- ▶ A proven track record of building a culture of performance and accountability, developing and maintaining trusting partnerships with staff and unions
- ▶ Exhibits excellence in judgement, political acuity, discretion, integrity and ethical conduct

CONTACT INFORMATION

If you are interested in being considered for this exciting and challenging senior executive leadership position, **please submit your confidential expression of interest (cover letter and current resume) by email to Lindsay Millard, Senior Consultant at Lindsay.millard@lhhknightsbridge.com with “Chief Operating Officer, TCHC” in the subject line. Deadline for submission is end of day August 8, 2024.**

TCHC is committed to providing equal opportunity to all employees and strives to create a diverse workplace that reflects the cultural mosaic of our great city and the communities it serves. TCHC recognizes the value of its employees' different viewpoints, unique experiences, and diverse perspectives, which bring fresh, new ideas to the business. Diversity is crucial in TCHC's ability to deliver on its mission to provide tenants with clean, safe, well-maintained, affordable homes. TCHC encourages applications from Indigenous peoples,

racialized persons/persons of colour, persons with disabilities, women, LGBTQ2S persons, and others who can help TCHC provide vibrant communities and make our city a great place to live.

TCHC is committed to equity in employment. TCHC's goal is a diverse, inclusive, and barrier-free workplace that reflects the communities it serves. TCHC will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process by the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act, 2005, and Toronto Community Housing's Accessibility Policy.

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At LHH, we exist to help people, teams, and organizations find and prepare for what's next. Our end-to-end HR solutions future-proof organizations and careers all over the world. Through Advisory, Career Transition and mobility, Insights, Learning and development, and Recruitment Solutions, we enable transformation, and our job is never done because there's always another tomorrow to prepare for.

We make a difference for everyone we work with and do it with local expertise backed by a global infrastructure and industry-leading technology. LHH's over 8,000 colleagues and coaches span 66 countries worldwide, working with more than 15,000 organizations, a majority of Fortune Global 500 companies, and nearly 500,000 candidates annually. Together, we address needs across the entire talent journey, helping organizations build their capabilities and individuals build brighter futures.

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