

Update

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager - Housing Supports

Current Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-09-06

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

This position is in the Homeless Supports and Housing Stability branch, Preventive Community Services division in the Department of Seniors, Community and Social Services.

The Ministry of Seniors, Community and Social Services (SCSS) provides supports for seniors, families and

communities, and helps Albertans access disability services, financial supports, services for the homeless, and other social-based programs. For more information, visit: <https://www.alberta.ca/seniors-community-and-social-services>.

The Preventive Community Services division oversees programs, administers funding and works closely with community partners to prevent and address a wide range of social issues including homelessness and to implement affordability initiatives such as funding for food banks and low-income transit programs. The division also manages the Family and Community Support Services program, which partners with municipalities and Metis Settlements in delivering preventive social services.

The Homeless Supports and Housing Stability branch works with a diverse range of community partners, civil society, municipalities and other Government ministries to take action on homelessness, making sure everyone has a safe place to stay and can be connected to housing with appropriate supports. A key component of the ministry's overall effort to address homelessness is a recovery-oriented system of care approach, which involves supporting individuals experiencing homelessness to achieve their goals, address their barriers and strengthen or re-establish connections to supports.

Position Summary

Reporting to the Director - Operations, this position supports the day-to-day operations and workflow requirements within the operational unit, which includes anticipating and managing issues and information and identifying solutions requiring comprehensive knowledge on a broad range of issues related to homelessness in Alberta.

The Manager works with program staff, the Director and branch leadership to ensure an integrated, housing focused service, the delivery of quality contract and grant services, efficient grant administration, program and operational policy development and implementation. This includes engaging with community stakeholders such as municipal governments, Indigenous governments, non-government organizations and other provincial government departments.

The Manager provides leadership, direction and strategic guidance to a team of Program Advisors (PS4) who oversee regional portfolios and work with key community stakeholders who are responsible for delivery and operations of funded homelessness initiatives. This includes homeless shelters and temporary emergency shelters (for adults), as well as housing with supports programming overseen by designated Community Based Organizations (CBOs) in Alberta's seven urban centres.

The Manager, working in collaboration with the unit Director and staff, participates in the development of funding administration plans, ensuring community and provincial business plans, initiatives and projects are considered and incorporated. The position has oversight of the grant and contract management life cycle re: negotiation, management, evaluation and monitoring of grant and contracted services for compliance and quality of deliverables, as well as responsibility for identifying opportunities for improvement. This position works in partnership and collaboration with grant and contracted service providers to ensure consistent processes. The incumbent in this position may also be engaged in conducting and participating in procurements activities (such as Calls for Interested Operators) as a project lead and liaising with provincial and other divisions and departments to complete grant and contract development.

The position may act for a branch Director or other staff, as needed.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Strategically, the Manager works collaboratively with the Director - Operations to conduct operational and fiscal planning to ensure that grant and contracted programs are delivered effectively and address local, regional and provincial needs as identified. The Manager develops and maintains a variety of processes/tools that provide foundational information used for program and budgetary planning and evaluation. The Manager consults and collaborates with service providers, community stakeholders and branch staff/leadership to develop relationships and exchange information and support sectoral initiatives to ensure Homeless Supports and Housing Stability funded programming aligns with and

supports the needs of Albertans, communities and the province at large.

Operating within the vision, mission and goals of HSHS, the incumbent manages all aspects of the business plan in partnership with service providers, government organizations and other stakeholders toward realizing the goals, strategies and outcomes of the Ministry.

This position is responsible for the identification and resolution of a multitude of issues that can often be sensitive and/or critical in nature, ensuring the delivery of appropriate supports and services to Albertans, as well as developing and maintaining collaborative working relationships within the division and with external stakeholders.

The Manager's position is an integral part of the branch leadership team, with considerable external responsibilities that include communication, negotiation and consultation with stakeholder groups, collaborating with other Ministries focusing on developing, implementing and maintaining the key elements of the business plan on behalf of the SCSS.

Additionally, the position is responsible for, but not limited to:

1- As the operational lead for the Homeless Supports and Housing Stability Program Delivery, Region activities for the ministry, the Manager develops operational plans with staff that guide the work of Program Advisors as they have oversight of the adult and family emergency shelters and CBOs.

- Supervise a team of Program Advisors (PS4s) and an administrative position (AS4), responsible for the delivery of Homeless Support and Housing Stability programs and initiatives to their region (North or South) of the province. Support staff by providing supervision, mentoring, coaching, and expertise in the areas of homeless supports and housing. Ensure Program Advisors are well-equipped with the knowledge required to analyze and impact future and current issues relating to these programs.
- As a member of the branch's leadership team, participate in the development of an annual strategic and operational plan for their assigned region and the branch to ensure that priorities in homeless support and housing programs are identified and will be supported throughout the coming year. Ensure plans align with The Action Plan on Homelessness and proactively identify impacts and issues pertaining to moving forward with the Action Plan and collectively build solutions.
- Ensuring staff understand the vision of the division and ministry and their role in achieving regional and provincial goals.
- Ensuring professional standards are being met. This includes staff development, training, knowledge transfer and performance assessments.
- Ensuring staff have the knowledge and skills to make decisions within the scope of their role.
- Ensure staff training needs are met and are suitable to meet the monitoring and evaluation needs of their role.
- Support and encourage consistent practices and processes are used in the South and North offices of the branch.
- Work with the branch senior leadership team to ensure integration and alignment of decisions that impact the provincial homeless supports program across the province. Actively engage with the regionally based agencies, community and shelter providers to identify trends and solutions that respond to the needs of adults and families who are homeless, precariously housed or at risk of becoming homeless. This engagement includes working with groups and assigned committees that provide strategic leadership at either a community or provincial level in supporting the homeless or women and children experiencing family violence (e.g. the 7 Cities Group and 3 CBOs).
- Ensure all plans, policies and programs for adult and family shelters as well as CBOs are outcome focused.
- Monitoring of the outcomes based funding agreements supported by comprehensive data collection and evidence informed practice for the effective and efficient utilization of Ministry resources and formalize accountability requirements of all shelter operators.

- 2- As a Leader in the Preventative Community Supports Division, this position is responsible to provide support to the CBOs, various homeless serving agencies, municipal and federal representatives and other provincial ministries that will facilitate the ongoing delivery of initiatives and support the implementation of OSSI Housing First strategies and other homeless strategies outlined in the Action Plan.**
- Lead professional staff in providing operational delivery support to adult and family shelters and CBOs, which includes overseeing the funding provided to all shelters, and monitoring statistics on daily occupancy and migration/economic data. Explore options to address funding requests that arises from an unanticipated unbudgeted expenditures, respond to day to day operational questions, explore and examine the root cause of new trends (such as an increase in occupancy at shelters), and maintain collaborative relationships with the shelter operators, CBOs, municipalities, inter-ministry, cross-ministry and Federal colleagues.
 - Facilitate communication between stakeholders (i.e. CBOs and shelters) within the communities of their assigned region. Recommend options and solutions that directly relate to homelessness community plans. Ensure there is alignment with the Action Plan, the community, and the particular community's unique needs but are integrated with provincial priorities.
 - Work with CBOs and shelters in their assigned region to support a coordinated approach in their communities and that they are consistent with the community-based and provincial plans to end homelessness that will address emerging demographic and trends.
 - Assess, on a continual basis through required utilization reporting, the use of emergency shelters across the province and work with community partners to develop and support implementation and service delivery to respond to pressures as necessary.
- 3- Lead branch staff in the development of cooperative cross-ministry relationships/partnerships that support the strategies in the provincial Action Plan on homelessness and maintain strong community relations. Expand working relationships with other provincial departments as well as federal and municipal governments, to address the barriers and gaps identified when addressing homeless issues.**
- Make recommendations to the Director relative to budget, outcomes, and solutions.
 - Consult with other GoA organizations on the coordination of homelessness issues including CFS, Office of Public Trustee, PDD, Public Guardian, Seniors and Housing, Alberta Works/AISH and Alberta Health Services. Explore opportunities where each of these organizations can align services and where there are clients in common.
 - Work with Federal Government departments (such as Infrastructure Canada) on homelessness partnering strategy funding which is delivered through the CBOs and Rural Development Network (RDN). As both the province and the Federal Government have funding allocation goals for housing and homelessness, this position ensures there is a connection of information between the province's operations and support to CBOs and the Federal Government housing and homelessness programs through the exchange of information including studies and review of yearly trends.
 - Represent the province on community housing advisory boards which consists of representation of city councillors, police services, other ministries, community agencies and CBOs.
- 4- Lead and assist division staff in the monitoring and evaluation of all housing and shelter programs that are funded by the ministry, ensuring there is accountability in each program and support the prevention of homelessness through alignment with Action Plan.**
- Lead staff in reviewing and inspecting adult and family shelters, and CBOs each year. Ensure financial accountability exists through the auditing of shelters and CBOs' annual operating budgets and quarterly reporting.
 - Coordinate with other agencies and ministry staff to conduct full review of adult and family shelters and CBOs. For example, annually review adult shelters operations and policies for compliance with Shelter Accommodations Expectations as set out in their grant agreement.
 - Ensure compliance of shelters with the housing focused and recovery oriented delivery grants and provincial standards and reporting requirements including data as well as budget monitoring by staff.
 - Review and monitor of CBOs through review of the service delivery plans and through the annual grant accountability review of each CBO.

- Respond to Action Requests and community and agency inquiries regarding homelessness issues.

5- Lead and assist division staff in the procurement activities, development and execution of grant agreements and contracts in alignment the Action Plan and the execution of branch and divisional goals.

- Lead contract and grant oversight and the procurement of services for their assigned region.
- In consultation with the Director, develop procurement plans to meet the needs of the branch and division in alignment with Government of Alberta practices. This will include utilizing a variety of procurement methods. The Manager will act as the project lead in executing these procurement plans and working with the Director to identify the successful service providers.
- Leadership of regional team throughout the contract/grant lifecycle re: negotiation, management, evaluation monitoring and evaluation of grant and contracted services for compliance with agreements and reporting requirements.
- Identify gaps in contract and grant agreements and develop solutions to enhance service provision, clarity of agreements and effective/appropriate use of funding to be implemented provincially either through amendments or in future contract/grant cycles.
- Develop and update grant and contract templates, in consultation with Legal Services, to address emerging operational needs as well as gaps identified. Provide information to the operational team on the changes to templates and the process for implementation.

Problem Solving

Typical problems solved:

Housing and Homeless Supports Branch is responsible for the delivery of adult homeless shelters, as well as CBOs in Alberta. The challenge in carrying out this responsibility is the diverse nature of the locations of the programs and the providers that administer them. There are also urban versus rural differences, project size differences, differences in capacity and a wide variety of personalities involved. As a result, extensive coordination and collaboration is required, in many cases discretion is given to the position to reach departmental goals and objectives.

This position deals with topics that are usually extremely sensitive, emotional or controversial. The Manager works collaboratively to find an appropriate path for resolution to the problem.

Some typical examples of problem solving exercised by this position are:

- Issues are complex, diverse and often politically sensitive, and can range from day-to-day operational concerns to those associated with policy and procedures.
- Resolution of issues in the context of considerable consultation with other staff.
- Gaining the co-operation of others in the division to work together to resolve issues in the midst of competing priorities. This is dependent on the Manager's ability to establish effective relationships and demonstrate knowledge of Branch and Ministry issues and sensitivities.
- Development of systems and processes across the department that are in the best interests of the branch but also link with and support department/ministry needs. Completing annual reviews on the CBOs (using the performance evaluation framework developed by this position) related to their funding and service provider agreements.
- Addressing situations that are not covered in legislation. This position has the opportunity to develop new and better methods that result in changes to existing services, procedures and policies.
- Working with other Ministries and service delivery agencies to provide community-based response to issues, such as winter or wildfire emergency planning, or other emerging trends among the homeless population e.g., encampments.
- Responding to the needs of the Minister and the department to address emerging issues that may appear in the media, and in providing effective, clear and concise briefing materials.
- Collaboration with other Ministries and community partners to promote program responses from areas outside the direct mandate of Housing and Homeless Supports (e.g. income supports, AISH, Child

and Family Services, family violence programs, Persons with Developmental Disabilities, Housing and capital funding, municipal governing bodies).

- Delegating and managing workload within the team. This includes assignment of work on a daily basis in response to urgent needs and assignment of ongoing portfolios based on intensity of support needed in various programs and balancing workload within the team.

Types of guidance available for problem solving:

-The Manager - Operations functions within the context of established policies, statutes, directives, and guidelines, with key pieces of legislation setting parameters for the work including the Financial Administration Act, Government Organization Act, Public Service Act, Government Accountability Act, Freedom of Information and Protection of Privacy Act, and various ministry- specific acts and regulations.

-The branch directors are available to clarify broad goals, objectives, and priorities, with the position delegated extensive authority to determine approaches to responsibilities.

Direct or indirect impacts of decisions:

Actions, decisions, and recommendations of the Manager - Operations directly affect the branch, ADMO, DMO, community and other stakeholder organizations.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders:

Minister's Office: Disseminate information, provide strategic advice and/or direction or referral and coordination of priorities and projects

DM Office: Disseminate information, provide strategic advice and/or direction or referral

ADM Offices, Management and Program Staff: Working with Issues Managers, Executive Area staff, including Senior Assistants and program area staff to obtain input for information products, briefings, correspondence, and other information requests.

Strategic Program Development and Integration Team: Branch policy initiatives, data collection and usage, budget allocations, forecasting, and business planning.

Other Government Departments: To coordinate cross-ministry information requests and assignments.

External Stakeholders:

Shelter Operators - Discuss all aspects of grant funding, funding proposals, community concerns and shelter operations.

CBO Staff - Discuss all aspects of grant funding, funding proposals, community concerns, CBO programming and budget allocations.

Municipal Government Officials - Discuss municipal concerns and municipal plans regarding homeless and vulnerable citizens, opportunities for collaboration and future planning.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

Political Science, Sociology, Human Ecology, Psychology, Social Sciences, Social Work or other related field

Job-specific experience, technical competencies, certification and/or training:

The HSHS branch is a dynamic, results-oriented organization that requires the Manager - Operations to perform at an exceptional standard. This requires strong interpersonal skills and effective change

management skills to work with senior staff within the branch and division in the course of their duties.

Minimum Requirements:

A four year university degree in a field related to the position assignment.

A minimum of three years Alberta Public Service (APS) experience.

Previous experience in a supervisory role.

Previous experience in program and/or project development, implementation, management and/or monitoring.

Preferred Assets include:

Excellent written and oral communication skills and the ability to convey complex information in a clear and concise manner.

Strong critical thinking and problem solving skills, including the ability to identify and analyze multi-faceted issues, and develop solutions to issues and information requests.

Strong strategic thinking skills, including the ability to understand the "big picture", interdependencies and intersectionalities of issues and how the work of the branch aligns with division, ministry and government priorities.

Excellent organizational skills and ability to prioritize multiple assignments, activities, competing demands and responsibilities on a daily basis are necessary.

Ability to work well in a fast-paced environment and to remain calm under pressure.

Ability to exercise a high degree of independent decision-making in applying professional standards, judgement and objectivity in dealing with sensitive and complex issues.

Sensitivity to the political environment to note trends and issues that may impact leadership decisions or require leadership awareness.

Excellent attention to detail.

Sound knowledge and understanding of Alberta's homelessness issues, shelter providers, municipalities, non-profit sectors.

Solid understanding of the strategic directions and priorities as well as the processes, of the department, government and other key stakeholders.

Strong leadership and relationship building skills to work with internal and external stakeholders.

Strong interpersonal skills, including negotiating skills to find ways to ensure information requests are handled by appropriate department resources within set timelines.

High degree of proficiency in ARTS and Microsoft Office applications (Outlook, Word, Excel), including ability to work efficiently and effectively with various software e.g., Adobe, SharePoint.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none">• Plans for how current situation is affected by broader trends• Integrates issues, political environment and	Work is done in alignment with the ministry's vision and values, business plan and strategies. Gains key understandings or the key issues of the branch Ministry involvement in

		<p>risks when considering possible actions</p> <ul style="list-style-type: none"> • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	<p>key business processes leads to a primarily self directed role. Minimal direction is received.</p>
Creative Problem Solving	○ ○ ○ ○ ●	<p>Creates the environment for innovative problem solving:</p> <ul style="list-style-type: none"> • Generates new ways of thinking; ensures right questions are being asked about a problem • Eliminates barriers to creativity and innovation • Encourages a culture of innovation 	<p>Independently facilitates the resolution of as many issues as possible without involving the Chief of Staff and before the issue escalates (in most instances the incumbent is the first point of contact in the division with the Minister's office/other ADM's offices/ Executives).</p>
Agility	○ ○ ○ ● ○	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	<p>Is able to adapt to new information and meet changing priorities while adhering to timelines. Ability to think on the spot.</p>
Drive for Results	○ ○ ○ ● ○	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>Ability to coordinate comprehensive briefing notes within urgent timelines and competing priorities. Ensure all actions items are completed on time.</p>
Develop Networks	○ ○ ○ ● ○	<p>Makes working with a wide range of parties an imperative:</p>	<p>Builds networks and partnerships with stakeholders internal and</p>

		<ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented <ul style="list-style-type: none"> • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	external to the GoA to collaborate in strengthening the branch's ability to address emerging issues.
Build Collaborative Environments	○ ○ ○ ○ ●	<p>Creates an open environment of communication:</p> <ul style="list-style-type: none"> • Promotes sharing of expertise • Initiates strategic communication systems • Anticipates and addresses potential conflict areas • Inspires with a bold, complete and shared vision • Leads cross-functional collaboration 	Builds trust and rapport with internal and external stakeholders to share information and collaborate to achieve mutual goals.
Develop Networks	○ ○ ○ ● ○	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented <ul style="list-style-type: none"> • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	Facilitates change in relation to business and administrative processes by engaging key participants in the planning and implementation processes.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Benchmark Evaluation - M410-24

Benchmark Evaluation - M410-23