District of Timiskaming Social Services Administration Board
Conseil d'administration des services sociaux du district de Timiskaming

DTSSAB Housing Services Manager

Permanent full-time position serving the District of Timiskaming / Kirkland Lake, ON
36.25 hours per week / Comprehensive benefits and OMERS pension plan / 5-step salary scale (2026 range $106,394 to $128,425)
Competition Number: 26-39

The District of Timiskaming Social Services Administration Board supports individuals in need throughout our communities by delivering *Early Years and Child Care Services, Paramedic Services, Ontario Works,* and *Housing Services* through the effective use of available resources and in the best interest of the individuals we support. We are committed to serving and treating others through actions and values based on integrity and respect. Our employees make a positive difference in people's lives by providing quality, person-centered and inclusive services.

Due to an upcoming retirement, we are seeking an experienced, collaborative and effective people leader to join our senior management team as the Housing Services Manager, responsible for the administration, operations, and delivery of the DTSSAB's Housing Services.

The District of Timiskaming Social Services Administration Board (DTSSAB) is the Service System Manager responsible for the funding, administration and oversight of Housing Services within the District. Reporting to the Chief Administrative Officer, the **Housing Services Manager** oversees a diverse portfolio of the DTSSAB's accountabilities as a housing provider and community partner in managing: tenant services, property and maintenance operations, community housing administration, housing and homelessness initiatives, and provincially funded housing programs, including Canada-Ontario Community Housing Initiative (COCHI), Ontario Priorities Housing Initiative (OPHI), Homelessness Prevention Programs (HPP), Canada-Ontario Housing Benefit (COBB) and Ontario Renovates.

Working within applicable legislation, provincial requirements, DTSSAB Board of Director priorities, approved budgets, direction and authority delegated by the CAO, the Manager directs the planning, administration and operations of the DTSSAB's Housing Services portfolio, while ensuring effective and accountable service delivery. The Manager monitors operations, leads Housing Services staff, establishes operational priorities and work plans, administers program resources, monitors program performance, reports on results and compliance, maintains relationships with services providers, identifies improvement opportunities for the District's housing services, and oversees the administration of community housing and applicable housing and homelessness initiatives.

Housing Services Manager – Other Key Responsibilities

- Ensure coordinated service delivery between tenant services, property and maintenance operations, and other Housing Services functions, and coordinate housing activities with other DTSSAB programs through the effective use of available resources and in the best interest of our clients.
- Manage Housing Services contracts, agreements and service arrangements, monitor operational performance associated with contracted services and program delivery arrangements, ensuring applicable funding and service agreements fulfil the DTSSAB's commitments in the delivery of Housing Services.
- Oversee the maintenance of housing assets, also monitor and ensure appropriate action to respond to operational, maintenance and property-related issues.
- Monitor program compliance, revenues and expenditures, program financial performance (while also identifying pressures, variances, and evolving requirements), funding allocations per funding agreements, administrative practices, as well as expenses associated with housing and homelessness initiatives.
- Identify, analyse and monitor emerging issues, operational needs, service delivery or funding pressures, operational risks, opportunities for improvement, and assess impacts to changes in legislation, provincial requirements, programs and funding agreements.
- Consider practical options and prepare recommendations, for the CAO and/or the Board of Directors to consider, regarding Housing Services matters.
- Successfully implement decisions and monitor resulting program outcomes, providing updates and adjusting as required.
- Participate in the development of operating and capital budgets, and work collaboratively with Finance on reporting, financial controls and recommendations.
- Maintain effective working knowledge of legislation, regulations, provincial policies, directives, funding requirements, and Housing Services policies.
- Establish and maintain productive working relationships with provincial ministries, municipalities, community housing providers, community organizations, contractors, and other partners relevant to Housing Services.
- Represent Housing Services on committees and collaborate with services partners to support the effective delivery of housing and homelessness initiatives.

Qualifications

- Post-secondary education in social or human services, business or public administration, community development or a related discipline. Housing-related accreditation, certificates or designations pertaining to housing administration or management, including related training, is highly desirable.
- A minimum of five (5) years of progressively responsible and relevant leadership experience in program or operational administration relating to social/human services, property management/housing services, or other comparable experience in managing program delivery in an accountable service environment.
- Effective supervisory experience leading direct reports, as well as establishing expectations, monitoring performance, and proving coaching and support.
- An equivalent combination of education, training, and progressively responsible experience that has provided knowledge and abilities required for the position may be considered. Prior work in a District Social Services Administration Board (DSSAB), Consolidated Municipal Service Management (CMSM), municipality, community housing provider or other publicly funded organization, as well as legislative, regulatory, policy and funding knowledge related to housing and homelessness, and/or involvement with homelessness prevention initiatives, community development or capital improvement programs, are as strong assets.
- Experience overseeing funding agreements, managing grants, administering government-funded programs, and managing complex budgets and expenditures.
- Proven experience with budget development, monitoring financials, funding and resource management, as well as compliance reporting.
- Ability to interpret and apply legislation, regulations, policies, effectively manage complex administrative requirements and develop operational practices.
- Proficiency in recognizing and analyzing operational issues, effectively problem solving, and applying sound judgment to make practical operational decisions.
- Proven analytical, conceptual, strategic thinking skills to interpret service data, identify gaps, recognize opportunities and develop sound recommendations.
- Excellent time management, strong organizational and planning abilities, and the capacity to oversee and/or manage projects and competing priorities.
- Ability to effectively implement approved plans, decisions, improvement initiatives, and organizational change processes with a high degree of accountability.
- Excellent relationship-building skills, negotiation and conflict resolution abilities, high emotional intelligence, and tactful, empathetic, inclusive communication.
- Proven consultation and collaborative partnering skills for working with staff and building strong, multi-disciplinary partnerships with external stakeholders.
- Demonstrated sound judgement, professionalism, discretion, and accountability when managing sensitive and complex matters and representing the DTSSAB.
- Effective written communication and report writing, strong presentation skills and ability to effectively engage and respond to questions from Board members.
- Technical proficiency, ability to develop knowledge of relevant applications and systems, proficiency in Microsoft Excel to develop and maintain spreadsheets.
- Working knowledge of asset planning and management, property management, building maintenance and repairs, construction, and tender processes is key.
- Valid driver's licence and willingness to travel regularly throughout the District. Bilingual fluency in French and English is considered an asset.

We thank all applicants for their interest. Professional references will be requested for those invited to an interview. Upon receipt of an offer of employment, a Criminal Record/Vulnerable Sector Check will be requested. Applicants will submit a cover letter and resume.

Apply to https://www.dtssab.com/current-opportunities by 11:59 PM November 11, 2026

Contact hr@dtssab.com for details or regarding a disability-related accommodation required to participate in the hiring process.

The DTSSAB is an equal opportunity employer. Information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes.