



COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Housing Maintenance Manager	Reports to: Director of Housing
Department: Social Services Department – Housing Services Division	Positions Supervised: 12 Union, 1 Non-Union
Effective: February 2020	Revised: March 2024

BASIC FUNCTION:

This position reports to the Director of Housing Services and is responsible for overseeing the day-to-day management of housing operations services delivered through various Social and Affordable Housing Programmes. Duties include, but are not limited to, supervising four full-time staff directly including one non-union maintenance operations supervisor and one non-union Capital Asset Supervisor, carrying out various duties including property maintenance and capital improvements for the Housing Services Division. The Maintenance Manager is responsible for the implementation of programme related policies and procedures in accordance with the Housing Services Act, regulations, policies and directives, practices and agreements to foster an environment of positive tenant and community relations to provide safe and affordable housing. The Maintenance Manager is an active member of the Housing Services management team and is responsible for contributing towards the achievement of divisional and departmental goals.

PRINCIPAL RESPONSIBILITIES: Under the guidance of the Director of Housing, the Maintenance Manager has the following duties and responsibilities:

General:

- Provide strategic advice to the Director as well as other managers concerning direct delivery of services provided by the division.
- Participate in departmental and Countywide meetings/committees and training.
- Assist social services in business continuity, emergency procedures and planning. Promote excellent client service in the delivery of services.
- Develop and maintain corporate and community contacts to promote service and collaboration.
- Maintain ongoing proficiency of all and any legislation and service programmes, key performance indicators, targets, budgets, and reports submissions.
- Coordinate and complete service delivery reports and tracking to meet County and Provincial requirements.
- Conduct recruitment and selection of new employees and facilitate new staff training and orientation.
- Provide leadership and supervision to staff in a manner that develops, motivates, guides, and directs them to be responsible and accountable.

- Ensure wellbeing of employees in accordance with corporate, departmental, and divisional initiatives and policies.
- Identify staff training needs to ensure effective practices and implement and facilitate training opportunities.
- Monitor the work of all direct reports to ensure compliance with all policies, procedures and relevant legislation, as well as to ensure effective, efficient and high-quality customer service.
- Supervise employees in accordance with County of Wellington policies and procedures, union and non-union contracts, and Workplace Health and Safety legislation.
- Perform staff evaluations for direct reports and ensure staff evaluations are completed for all staff at directly operated programmes and identify staff training needs to ensure effective practices and seek such training opportunities.
- Coach and mentor all direct reports in all aspects of service delivery.
- Facilitate/participate in meetings with the supervisory and/or frontline teams as needed.
- Monitor the development of on-going and special training functions and ensure opportunities for professional development are offered to staff.
- Lead legislative and policy implementation, evaluation.
- Assign and manage the completion of work by implementing effective service delivery systems.
- Provide back up to Supervisors as required.
- Liaise and work with the Director and the Treasury Department on financial reporting requirements, processes, and data collection to meet accepted standards and services delivered within the allotted budget.
- Monitor budget on an ongoing basis to ensure budget expenditures remain within allocated budget and report projected variances to Director in a timely manner.
- Participate in the development and management of programme budgets.
- Manage and ensure accountability for financial resources.
- Develop and maintain positive working relationships with community partners and agencies including participation on appropriate community committees and initiatives that support the service delivery objectives of the position.
- Ensure that appropriate procedures and actions are taken in relation to health and safety, staff and building security and general facility management.
- Ensuring a Healthy and Safe Workplace for employees, which includes but is not limited to:
 - Demonstrating knowledge and understanding of Ontario's Occupational Health and Safety Act.
 - Ensuring work is completed in compliance with all applicable health and safety legislation and established policies and procedures.
 - Ensuring both a physically and psychologically healthy workplace by actively working to prevent harm to employees' health and safety and promoting employee wellness.
- Liaise with Supervisors, the Director, the Administrator, and Human Resources on all personnel issues.

Specific:

- Provide leadership and supervision to staff in a manner that motivates, guides, and directs them to be responsible and accountable.
- Direct supervision of two full-time union staff for purposes of participation in selection, hiring and performance evaluations, and two non-union Supervisors.
- Direct the delivery and management of the social and affordable housing maintenance administration and capital works for tenants and their housing units/buildings, including:
 - Oversight of maintenance services, preventative maintenance, long range capital plans, coordination of tenders and participation in the administration of tender awards, standing contractor agreements, housing stock and assets.
 - Obtain and maintain knowledge of the Housing Services Act and regulations, applicable related legislation, building codes, industry best practices, county policies and standards, trends, and agreements.
 - Liaises and maintains good communication and relations with tenants, construction trades and contractors, social and community agencies and partners, including local support service providers, local police and other agencies and partners.
 - Directly manages maintenance and capital services' issues, extraordinary funding requests and priorities including the review, investigation, and recommendations and /or direction to staff, and provide appropriate and effective responses, including direct liaison with the tenants, contractors, legal clinic and other related.
 - Provide clarification and direction on existing policies, guidelines, rules, processes, and practices to staff, and make recommendations for the development and/or revision of housing policies, business processes, forms and form letters for approval and implementation.
 - Participate in the development and management of applicable programme budgets, monitor variances and oversee extraordinary expenses and pressures including oversight of the County Housing maintenance and one and five year capital budgets and five and 10 year capital plans, and five year capital budgets and applicable administrative fund requirements.
 - Responsible for sole or joint preparation, implementation and maintenance of various reports and plans, including statistical information, government reports, evacuation plans, fire safety plans, emergency procedures and Business Continuity Plan.
- Manages Health and Safety requirements for staff and residents (e.g. fire drills) including mandated training on corporate health and safety requirements, safe operating procedures for equipment and tools.
- Responsible for completion of housing specific information for the renewal of insurance for properties, including information on rental value, contents and revenue, and coordinate incident reports and claims, including possible litigation.
- Responsible for the rotational on call programme providing response to after-hours emergencies, including developing a schedule to address the rotational on call service, training on call staff, developing effective response procedures and timing as well as participating in the rotational on call schedule. This position is the first

contact for any maintenance emergency that requires an escalated response during the on-call rotation.

- Participates in senior housing management team activities with the Director of Housing, including understanding and adherence to corporate and housing administrative requirements and policies, annual work priority planning for joint and individual manager/supervisor responsibilities, addressing staff requirements and resource needs, regular by-weekly meetings, training requirements, joint management of staff meetings and other related requirements.
- Participate on internal and external special projects and/or committees to represent Housing Services.
- Perform other related duties as required.

CONTACTS:

Internal: Social Services Staff at all levels, other County Departments, Guelph Non-Profit Staff.

External: tenants, families of tenants, suppliers, private contractors, tenant groups, senior citizens groups, Social Housing Providers, municipal officials, Ministry of Municipal Affairs and Housing, Members of Provincial Parliament (MPPs), Members of Parliament (MPs) and staff, Workplace Safety Insurance Board.

MINIMUM QUALIFICATIONS:

- Three year university degree 'or equivalent' in construction, building science, or related building maintenance fields. Property Management Professional designation preferred.
- Minimum 5 years of experience or equivalent in the delivery of housing maintenance and capital works, human services and government administration.
- Previous experience in a supervisory or management role, preferably in Human Services, is required.
- Knowledge of the Housing Services Act, Residential Tenancies Act, regulations, policies and directives, practices and standards, Ontario Building Code, Ontario Fire Code, local Municipal By-Laws, Construction Lien Act, applicable related social housing legislation and agreements.
- Proven management and leadership skills, including the ability to work in a union environment.
- Basic Emergency Management certification or higher preferred.
- Excellent knowledge of local service and community agencies and the services they provide.
- Excellent communication, presentation and problem solving skills.
- Sound judgement and decision making skills in situations that can be ambiguous or difficult.
- Excellent knowledge of computers, programme specific databases.
- Excellent organizational skills and ability to maintain accurate records and statistics.
- Proven ability to work collaboratively with colleagues, community partners and clients.
- Excellent interpersonal awareness and ability to work as a positive member of a team.

- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle; flexibility of location may be required.
- Knowledge and understanding of Ontario's Occupational Health and Safety Act.
- On-call rotation for after hours and weekend coverage.

OTHER:

- Location: Dominion Public Building, 138 Wyndham Street, Guelph; flexibility of location may be required; compensation for travel to non-regular worksite locations is reimbursed in accordance with mileage reimbursement policy provisions.
- Regular Hours of Work: 35 hours per week; flexibility may be required. On-call rotation for after hours and weekend coverage is required.
- Regular travel required to attend meetings, training and work events.