



Manager, Homelessness Services - (4071)

Requisition Title

Manager, Homelessness Services

Close Date

19 January 2026

Contract Type

Permanent - Full Time

Location

Midhurst, ON L9X 1N6 CA (Primary)

Job Description

POSITION SUMMARY

The Manager, Homelessness Services provides leadership to a team responsible for a broad range of activities and services related to the planning, development, management, capacity, and outcomes of the funded system of Homelessness Prevention Services and Supports in Simcoe County (including the cities of Barrie and Orillia). The County administers funding and undertakes related contract management with respect to Purchase of Service for the delivery of homelessness prevention services and supports toward the objective of ending homelessness.

Reporting to the Director, Housing & Homelessness Services the Manager provides leadership and support to the system of funded service providers. As required, the Manager liaises and undertakes consultative and planning activities with broader community partners including but not limited to: the funded system of homelessness prevention service providers, health partners and, mental health and addiction services, to identify system needs and captures this information to articulate strategies to meet service demands.

The Manager collaborates with Corporate and Social and Community Services colleagues to realize maximum outcomes to support the objectives of preventing, reducing, and ending homelessness in Simcoe County by utilizing Housing First approaches.

The Manager is responsible for fostering and participating in a positive work environment based upon collaboration, teamwork and creating opportunities to develop individual and team competencies.

DUTIES AND RESPONSIBILITIES (not listed in order of priority)

1. Provide leadership to the system of homelessness prevention services and supports including identifying system needs and providing recommendations to the Director.
2. Oversee and negotiate financial and service level standards with contracted service providers, contribute to federal and provincial service contract/budget submissions and reporting and oversee the administration of contractual service agreements in alignment with federal and provincial funding guidelines.
3. Ensure agency programs and services are monitored and evaluated for compliance according to federal, municipal, and provincial legislation, federal and provincial funding guidelines, program standards (shelter, outreach, supportive housing, and transitional housing), financial compliance, funding agreements and outcomes.
4. In consultation with the Director and with the participation of the team, undertake consultative and planning activities with broader community partners including but not limited to the funded system of homelessness prevention service providers, health partners, and mental health and addiction services, to identify system needs and capture this information to articulate strategies to meet service demands.
5. Participate in the development and ongoing maintenance of quality assurance standards, policies, and procedures as they relate to the County's role as service system manager for the system of homelessness prevention services and supports.
6. Develop and implement strategies for building community engagement through collaborative partnerships, consultation and committee participation.
7. Represent the Department and/or Division on major corporate initiatives and projects and participate in relevant local, provincial, and national committees and working groups.
8. Coordinate the delivery of presentations to community groups as required in addition to coordinating training for funded agencies on reporting requirements including HIFIS usage and training.
9. Assist the Director with the annual funding allocation process and ensure allocations are consistent with identified system outcomes, funding guidelines and are aligned with strategic priorities.
10. Assist in the preparation of reports to Committee/Council, Provincial Ministries, and community planning bodies as required.
11. Assume responsibility for the department as the Director.
12. Provide supervision to staff in a manner that motivates, guides and directs employees to the realization of departmental goals and objectives. Maintains a work environment that promotes staff participation, teamwork and positive labour relations.
13. Develop and maintain staff scheduling, orientation, onboarding and training programs; oversee the day-to-day activities of staff according to County policies and guidelines.
14. Assist in the recruitment, evaluation, discipline, and termination of departmental personnel.

15. Provide input to the development of budgets and ensures operating expenditures are within assigned authority and approved limits.
16. Comply with provincial and County Occupational Health and Safety Legislation, regulations, policies, and procedures.
17. Maintain confidentiality in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
18. Perform other duties as assigned.

LEADERSHIP COMPETENCIES

Has knowledge of and demonstrated ability in our leadership competencies:

- Acts with the Customer in Mind.
- Makes Sound Decisions.
- Ensures Accountability.
- Continuously Seeks to Improve Work Processes.
- Plans and Directs Work.
- Collaborates.
- Leads Teams.
- Communicates with Impact.
- Develops Self.
- Is Resilient.

EDUCATION, TECHNICAL SKILLS AND CERTIFICATION

- A University Degree (Master's Degree preferable) in a related field (e.g., Social Work, Social Public Policy and Administration, Intergovernmental Relations, or other related discipline). A combination of related education and experience will also be considered.
- Demonstrated strategic visioning with strong knowledge of current risk management principles and practices.
- Strong supervisory and leadership skills and ability to interpret and apply employment policies and collective agreements and to provide direction to funded service providers and their boards of directors.
- Strong interpersonal, verbal and written communication skills.
- Demonstrated project management, research, report writing, and presentation skills.
- Thorough knowledge of the County's role as Municipal Service System Manager for Social Services including function, legislative framework, and a comprehensive understanding of homelessness system management.

- Strong knowledge of community planning and understanding of business accounting and program administration principles and practices.
- Ability to interpret a variety of legislation, explain complex issues, and make timely decisions in accordance with appropriate legislation and the needs of the organization.
- Knowledge of word-processing, presentation software mediums and spreadsheet application skills.
- Valid G class driver's license and access to a reliable vehicle.
- Criminal reference check with vulnerable sector clearance.

EXPERIENCE

- A minimum of six (6) years' experience in the municipal / provincial / public sector in progressively responsible positions in the areas of social services administration/ community development, homelessness system management, and project management in human services or other related areas.
- Three (3) years as a Manager in Social or Community Services or similar position.
- Knowledge of, and demonstrated ability in the following competencies including but not limited to customer service, excellent verbal and strong written communication skills, team work, initiative/self-management, accountability, and flexibility and adaptability.
- Experience in the supervision of staff and the administration of employment policies and collective agreements.
- Experience and demonstrated competency in community planning, capacity building, research and policy development, and program monitoring and evaluation.

EFFORT

- Mental effort required when assisting with Council reports, chairing meetings, delivering presentations, and leading community-based planning activities.

WORKING CONDITIONS

- Regular office environment with a requirement to travel within Simcoe County and surrounding areas.
- Ability to work remotely if required.

Salary Grade

\$121,139.00 - \$147,365.00

Union

Non Union

The County of Simcoe thanks all applicants for their interest in this opportunity, but please note that only those candidates selected for an interview will be contacted.

Personal information provided is collected under the authority of the Municipal Act (2001) and will be used to determine eligibility for employment.