



WoodGreen Community Services

Job Posting

DIRECTOR, HOUSING OPERATIONS & ASSETS MANAGEMENT

Our Vision:

A Toronto where everyone has the opportunity to thrive

Employment Type:	Full-time, Non-Bargaining Unit Position
Work Hours:	Leadership Position – Requirement to work occasional evenings and to be accessible during non-traditional business hours
Application Deadline:	October 20, 2017 by 5:00 pm

Who We Are

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 80th year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We're a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit www.woodgreen.org to learn more about who we are and what we do.

Unit Overview – WoodGreen Housing, Real Estate Portfolio & Homelessness Services

WoodGreen currently owns, manages or leases over 36 locations primarily in the east end of Toronto. WoodGreen's real estate portfolio includes 11 locations with 805 affordable housing units. As one of the city's largest non-profit housing providers, WoodGreen houses over 1000 residents, including: seniors, families, singles, refugees, new Canadians and people with special needs. In addition, WoodGreen has 25 locations of office and service delivery facilities in Toronto that serve over 30,000 clients and sit over 500 employees.

The diverse client population served by WoodGreen in its housing, office and service locations reflect a broad diversity in terms of age, education, language, sexual orientation, mental and physical disability, religion, ethnicity and race, as well as lifestyles and values.

What You Will Do

- Support the Vice President in providing strategic leadership and management of WoodGreen's overall real estate portfolio of Affordable Housing, Office and Service delivery facilities.
- Contribute to the development of the Unit's strategies and modernization plans, translating them to performance management and operational work plans.
- Steward the Unit's compliance and operational efficiency requirements by continuously reviewing, evaluating and assessing the Unit's policies, procedures and practices on the overall service impact of the organization.
- Lead a team of management and frontline staff to strategically integrate customer service, property operations, business/financial performance and asset management of WoodGreen's housing and real estate portfolio.
- Create a healthy and positive work environment through individualized development & performance management plans, communication, coaching, and regular supervision.
- Effectively ensure that financial and budget decisions and practices balance competing short-term and long-term objectives, best leverage purchasing power, add value and overall impact.

- Enhance client experience by engaging Housing residents and WoodGreen’s service units in planning and responding to their expressed and implied needs, and proactively anticipating concerns.
- Assess and make decisions when there are competing interests guided by WoodGreen’s values, strategic priorities and legislative requirements.
- Work with key WoodGreen service units as well as external business and service providers to produce best value and impact to WoodGreen clients and organization.

What You Bring to the Team

- University Degree in a relevant field, preferably at a Masters Level.
- Proven senior management experience, possibly within a unionized environment.
- Leadership qualities based on coaching, and other healthy workplace practices, to yield a culture of an integrated high performing team(s).
- Previous experience or exposure to delivery of best of class customer service, operations and business practices in the context of housing and real estate/asset management or compatible fields of work.
- Demonstrated volunteer or work experience spent in contributing to community/social service.

What Will Set You Apart

- Strong strategic planning and implementation management driven by the pursuit of excellence and informed by ethos of achieving meaningful enterprise impact and long term sustainability.
- Exceptional leadership skills, able to effectively blend diverse staff skill sets and areas of expertise to coach and create a culture of strong customer service in a highly integrated service delivery context.
- Strong client/customer service focus with the ability to identify, engage and see through to providing effective solutions and ensure an overall positive experience and agency impact.
- Strong financial planning and budget management skills to oversee over \$10 million housing and real estate operational and capital budgets working closely with WoodGreen’s Corporate Finance team and other client service Units.
- Proven ability to oversee modernization planning and implementation through business process and technology improvements to anchor continuous customer service quality improvement, organizational efficiency and effectiveness.
- Strong written communication skills with the ability to prepare reports, update policies, and other tools to ensure effective communication with residents, staff, funders and other stakeholders.
- Effective verbal communication skills with the ability to persuade and influence others and to navigate potentially politically sensitive and emotionally charged discussions.
- Previous experience/exposure to multi-discipline and integrated thinking work environments with a focus on quality customer service, continuous improvement and healthy high performing teams or organizations.

Why You’ll Want to Work With Us

At WoodGreen you will be part of an amazing team that does amazing things for our community.

We offer:

- ✓ Competitive salary and excellent benefits packages for PSW, contract and full-time employees
- ✓ Ongoing training and opportunities for career advancement within the organization
- ✓ Formal staff recognition and appreciation programs
- ✓ Access to group discount programs and purchases

To Apply

Submit your resume and cover letter, **quoting the position title in the subject line**, as follows:

WoodGreen employees ONLY to: hrjobs@woodgreen.org

External applicants to: careers@woodgreen.org

WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.