



**Program Integrity Officer
Community Services/Social Services
File #19-P-27**

Job Details

Lead the coordination of the system of homelessness related program and services within the City and County of Peterborough. Build capacity within the housing and homelessness service sector ensuring system integrity and alignment.

Qualifications

We require an individual with an honours degree in Social Services and 3 years related experience including experience in community development and homelessness programs and services. This position requires the ability to negotiate and oversee service agreements and to build strong relationships with a variety of different stakeholders. Also required are strong written and oral communication skills for the purposes of writing reports and presenting to large and small groups. Requires the ability to manage competing priorities and coordinate a number of tasks at one time and meet program outcomes and performance standards. Must be a team player with a commitment to quality customer service. Ability to be flexible and responsive in a fast paced environment. Must demonstrate a strong commitment to maintaining confidentiality in accordance with local policy and applicable legislation. Individual must have access to transportation to fulfill the duties of the position within the City and County of Peterborough.

Salary

\$70,185.67

Application Information

Qualified applicants are invited to submit a résumé and cover letter, quoting file number, no later than 12:00 p.m. on **April 4, 2019**, to:

City of Peterborough, Human Resources Division, City Hall, 500 George Street North, Peterborough, Ontario K9H 3R9. Fax: (705) 742-7021 hr@peterborough.ca

The City of Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access to the City's goods, services and facilities. If contacted for an employment opportunity, please advise Human Resources if you require an accommodation.

The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application, but advise that only those selected for an interview will be contacted.

www.peterborough.ca/jobs

**CITY OF PETERBOROUGH
JOB DESCRIPTION**

Job Title:	Program Integrity Officer	Job Description Review Date:	January 2019
Department:	Community Services	Job Evaluation Effective Date:	January 2019
Division:	Social Services	Job Class:	11

Main Purpose

Lead the coordination of the system of homelessness related program and services within the City and County of Peterborough. Build capacity within the housing and homelessness service sector ensuring system integrity and alignment.

Key Responsibilities

1. Plan and coordinate collaborative, community-wide response to address the homelessness situation in the City and County of Peterborough. Work collaboratively with Housing and Homelessness programs and services to effectively build and maintain positive relationships and establish linkages to support client navigation of the system.
2. Manage and broadly promote the Coordinated Access System (CAS).
3. Validate the quality of the By Name List of individuals experiencing homelessness and work with community partners to fill housing vacancies.
4. Lead capacity building within the housing and homelessness service sector in support of the 10-year Housing and Homelessness Plan. Coordinate and deliver system-wide housing focused training. Participate in working groups of Housing and Homelessness Steering Committee and participate with the Homelessness Coordinate Response Team (HCRT) Operations Team to review scenarios and develop best practices related to prevention and diversion.
5. Coach external service providers by offering ongoing support, leadership and mentoring to achieve desired and measurable outcomes.
6. Ensure system integrity and alignment with evident based practices to provide accountability to all levels of government for funding and service delivery standards. Assist in the development of and ensure in the compliance of service agreements and service standards, in consultation with the Social Services Program Manager. Manage/arbitrate disputes and investigate anomalies with service agreement reporting and services standards of funded agencies.
7. Develop and maintain policy and procedures for the Homelessness System Framework. Lead consultations with key stakeholders in policy development, under the direction of the Program Manager.
8. Act as the municipal representative responsible for coordinating the biennial homelessness enumeration in collaboration with community partners. Participate in planning as a member of the Steering Committee, including engaging volunteers, determining site locations, advertising of enumeration and other coordination as required. Participate in the enumeration, including providing leadership to troubleshoot and ensure volunteers at all sites. Contribute to data analysis, general public and community communications and report development.

9. Complete agency audits of funded homelessness organization. Completing annual reviews including research and planning in addition to reviews of each funded organization to ensure compliance to negotiated outcomes and compliance with service standards and deliverables. Compile data and prepare a report, noting deficiencies, and action plans.

Education/Experience/Skills Training

Requires an honours degree in Social Services and 3 years related experience including experience in community development and homelessness programs and services. This position requires the ability to negotiate and oversee service agreements and to build strong relationships with a variety of different stakeholders. Also required are strong written and oral communication skills for the purposes of writing reports and presenting to large and small groups. Requires the ability to manage competing priorities and coordinate a number of tasks at one time and meet program outcomes and performance standards. Must be a team player with a commitment to quality customer service. Ability to be flexible and responsive in a fast paced environment. Must demonstrate a strong commitment to maintaining confidentiality in accordance with local policy and applicable legislation. Individual must have access to transportation to fulfill the duties of the position within the City and County of Peterborough.