

JOB POSTING **(Internal/External)**

POSTING NUMBER: 2026-001

POSITION: **Assistant Manager - Community Development**
Rotation: Thursday – Monday; from 10 am to 6 pm
Non-unionized position
Group Benefits and RRSP

STARTING SALARY: \$61,145 - \$74,248

CLOSING DATE: Send your resume and covering letter, quoting position number **2026-001** to HRRecruitment@sghottawa.com no later than **4:00 p.m.** on **January 22nd, 2026.**

SUMMARY

Reporting to the Supportive Housing Program Manager, the Assistant Manager, Community Development will be responsible for community integration for supportive housing programs and residents at Shepherds of Good Hope. This role works within the housing program and within the community to build meaningful connections between SGH, our residents, local community members, organizations and services, and to establish and promote community norms. Externally, it involves representing SGH in the community, soliciting and listening to community feedback, building awareness around the value and role that supportive housing plays in ending chronic homelessness, and creating opportunities for greater integration between supportive housing residents and the neighborhood that they are part of.

RESPONSIBILITIES

Enhancing community integration:

- Proactively build positive relationships with local organizations, businesses and community members, with a focus on identifying and establishing ongoing communication with community leaders and local champions
- Maintain client relationship management database
- Represent SGH at local events, meetings and engagements with community partners to create and maintain positive community partnerships
- Create and lead SGH events for the public, including but not limited to virtual and in-person educational events, in-program tours, virtual and in-person community building events
- Provide public opinion insights, analysis and community feedback to leadership, and related recommendations
- Collaborate with Communications department to develop and disseminate educational and promotional materials, email communications and other outreach tools

- Oversee the volunteer program in housing; work with People and Culture to implement strategies to fill volunteer requirements, and manage day-to-day volunteer scheduling, communication and activities

Enhancing resident integration:

- Establish and execute housing and community orientation plans for individual residents
- Build partnerships with community service organizations and social services network to maximize use of local community resources, to encourage tenant participation in the broader community and facilitate the on-site delivery of externally-provided programming
- Working one-on-one and through group programming to identify and develop effective strategies that meet the emotional, practical and social needs of tenants and the community as a whole
- Organize and lead regular resident-related meetings
- Use effective eviction prevention measures to assist tenants to assume and maintain their tenancy obligations; assist tenants to resolve issues of outstanding arrears
- Oversee resident honorarium program, where applicable

Program and administrative oversight:

- Support front-line staff with any/all day-to-day concerns that arise in operational programs in your area and continue to coach and mentor front-line staff
- Provide on-call support as required
- Assist with and promote the implementation of policies and procedures
- Support crisis intervention, staff training, coaching and critical incident de-briefing
- Contribute to budget development and manage budgets related to social initiative, resident recreation, resident transportation, and events

QUALIFICATIONS

- Undergraduate degree in Social Sciences, Human Services, Business Management, or related field
- Minimum of 3 years' experience working in not-for-profit housing or shelter environment
- Minimum of 3 years' experience in a supervisory position
- Experience building positive working relationships with a wide variety of stakeholders; demonstrated ability to interact with stakeholders professionally, with poise, and with an orientation toward identifying and building on common ground
- Excellent public speaking abilities; ability to serve as a compelling ambassador within one-on-one engagements, media interviews, etc.
- Excellent crisis intervention and conflict mediation skills, with ability to remain calm in crisis
- Proven experience working independently, developing and facilitating groups
- Experience working in a social services environment and a good understanding of homelessness, poverty, mental health and addiction, as well as the local/municipal political climate and context
- Ability to meet deadlines, as well as the ability to work on their own initiative, without ongoing supervision
- Must be legally entitled to work in Canada
- Must be at least 18 years of age
- Able to read text and communicate orally in English. The ability to communicate in other languages is considered an asset
- A valid Class G, Ontario driver's license and clean driving record is preferred

Shepherds of Good Hope is committed to being responsive to the diverse needs of our clients, residents, employees and volunteers, including those with disabilities. Please inform if you require accommodation through the hiring process and we will work with you to meet your needs.

We thank all applicants for their interest in Shepherds of Good Hope, however only those selected for an interview will be contacted.