



LONDON & MIDDLESEX
COMMUNITY HOUSING

JOB POSTING

JOB TITLE: Chief Operating Officer
REPORTS TO: Chief Executive Officer
COMPETITION NUMBER: 2025 - 09
SALARY RANGE: \$111,581.42 - \$166,405.75 PER ANNUM
HIRING RANGE: \$111,581.42 – \$155,440.88 PER ANNUM
POSTING DATE: MARCH 17TH, 2025
CLOSING DATE: MARCH 31ST, 2025

THIS IS A FULL-TIME PERMANENT NON-BARGAINING UNIT POSITION.

London & Middlesex Community Housing (LMCH) is seeking a passionate and hardworking **Chief Operating Officer**. Reporting to the Chief Executive Officer (CEO) and as a member of the Senior Leadership Team (SLT), the Chief Operating Officer (COO) provides leadership and oversight to all aspects of our Tenant lifecycle, maintenance and repair, community support services and community safety.

As a strategic planner and thinker, the COO is directly responsible for planning and directing all aspects of the organization's operational objectives and initiatives. The COO leads all aspects of LMCH's operations departments to ensure that the organization is working towards its vision and to support successful tenancies within LMCH. The COO is a strong leader, who delegates tasks effectively and tracks performance to LMCH's strategic plans, corporate objectives and key performance indicators. The COO is an effective communicator, both internal and external to the organization, driving messaging to key stakeholders and ensuring understanding and commitment to the vision and values of LMCH.

The ideal candidate is an experienced leader who is familiar with housing as a public infrastructure asset, has excellent political acuity, and who can inspire confidence by establishing credibility and respect through strong relationships with both internal and external stakeholders. The COO will be a results-focused leader who has a passion for resident satisfaction, quality service, and innovative thinking.

The difference you can make is real. Your commitment to serving the public sector will be evident in your experience, character, and future goals.



Who We Are: London & Middlesex Community Housing (LMCH) provides 3,282 housing units across 32 properties to more than 5,000 people. Those who call LMCH home are a diverse cross-section of individuals including families, seniors, adults, and new Canadians, all of whom are living with limited income. At LMCH, we believe that housing is the foundation of a better tomorrow.

Mission: To provide clean, safe and well-maintained homes, to meet the needs of the people we serve in our communities.

Vision: To build inclusive communities where safe, affordable, and accessible housing is the foundation for positive change.

Why you should apply to LMCH.

- Ontario Municipal Employees Retirement System (OMERS) Pension
- Group benefits, including health and dental, for full-time employees
- Employee, Dependent and Optional Life Insurance
- Employee and Family Assistance Program
- Wellness, & Wellbeing Program

LMCH Values:

To	Collaborate
To be	Accountable
To be	Responsive
To promote	Equity

1. OVERVIEW

Reporting to the Chief Executive Officer (CEO) and as a member of the Senior Leadership Team (SLT), the Chief Operating Officer (COO) provides leadership in managing all aspects of the tenant lifecycle, maintenance and repair, community support services and community safety. The COO will work towards incorporating the CARE values of the organization into the operational team and leading the organization towards its mission of providing clean, safe, and well-maintained homes to our Tenants. The COO contributes to executive level decisions and oversees the operational performance of LMCH to set and drive goals to achieve our mission and vision. The COO will work closely with the CEO and the SLT in ensuring financial planning, costs, and reporting support internal and external requirements, including budgeting, forecasting, and analysis. We require a self-starter who can adjust to changing corporate priorities and will



explore a full range of options when implementing and articulating strategies for LMCH. The successful candidate must be able to work independently, provide effective support to the CEO and lead by example through hard work, dedication and perseverance. This leader should have a deep passion and belief that employee performance and tenant experience outcomes are driven by the sense of belonging they feel within their work or home environment. The COO is leader who leads with compassion empathy, humility, courage, and a high degree of emotional intelligence.

Key Accountabilities:

- Lead the Operations Team to deliver on LMCH's strategic plan, while optimizing resources and building strong relationships with our residents, communities and stakeholders.
- Work Collaboratively with the SLT with the planning and implementation of corporate strategies, including fiscal management.
- Create work plans to effectively execute short-term to long-term goals in collaboration with the CEO and SLT to drive operational and strategic goals.
- Develop program and departmental budgets, advocate for effective funding that supports organizational priorities and provide value to the organization.
- Coach and mentor staff, monitor staff performance and provide regular feedback and guidance on performance. Provide learning, training and networking opportunities as appropriate.
- Continuously improve processes, including cost efficiencies, revenue optimization and tenant satisfaction.
- Ensure compliance with legislative requirements related to the delivery of Social Housing, as well as LMCH policies and procedures.
- Develop and implement risk management strategies for LMCH's Operations Team, in collaboration with other SLT members, managers and employees.
- Develop and implement key performance indicators and other benchmarks to assess the progress of strategic plans.
- Address complex operational problems and recommend alternatives to improve policy and program delivery; work with the SLT to resolve operational problems that cross departmental lines.
- Oversee LMCH's Operations Team in meeting corporate targets with regards to service quality, cost efficiency, and adherence to budget.
- Facilitate collaboration within the Operations team and throughout the Corporation to create consistent and efficient processes for employees and increase accountability in delivering exceptional customer service.
- Represent, in an appropriate manner, the Operations team to external



stakeholders, including LMCH's Board of Directors, Shareholder and Service Manager.

- Develop and maintain effective relationships within the community and represent LMCH positively at tenant, community, or public meetings.
- Lead and support community and stakeholder engagement projects in a positive manner.
- Act in a fiduciary manner as an executive of LMCH and be responsible for those actions under the applicable Laws of Ontario, Canada and any professional accreditation/licensing body, as appropriate.
- Effectively communicate key operational messaging to internal and external stakeholders, ensuring understanding and commitment to key operational initiatives.
- Provide leadership to ensure that Safety and Wellbeing of Tenants and Employees are supported, in a complex social environment, while focussing on successful tenancies and customer service.
- Provide leadership and support to the Tenant Experience Team to ensure that successful tenancies are maintained with a high level of customer service. Revitalize the Tenant Experience through collaboration and relationship-building with tenants, staff, external stakeholders and partner agencies.
- Oversee and support the administration and improvement of the Organization's Rent-Geared-to-Income (RGI) program, driving results and efficiencies while ensuring that focus is maintained on successful tenancies and customer service.
- Ability to effectively Lead and Support a Multi-functional team (Building Operations Community Safety, Tenancy Support and RGI Administration). Working with specialist leaders and supporting success while achieving operational results
- Other duties as assigned.

3. EDUCATION, EXPERIENCE, & QUALIFICATIONS:

- University degree in Business, Public Administration, Social Services or a related discipline. Master's Degree preferred.
- Ten (10) years or greater of progressive experience in an executive or senior management capacity with demonstrated strength in financial and operational leadership.
- Managing complicated and/or complex operations with multiple stakeholder interests, with preference for public sector or large non-profit experience.



- Creating and managing budgets and key performance indicators for a large organization with a demonstrated knowledge of fiscal management.
- Implementing innovative long-term business strategies while simultaneously managing and optimizing day-to-day operations.
- Process design, continuous process improvement and streamlining of operations for efficiencies and results.
- Coaching and managing teams of staff, with evidence of leading high-functioning teams and the ability to resolve conflicts between employees in a positive and respectful manner.
- Proven track record of strategically developing and leading change initiatives

Additional Experience would be considered an asset:

- Social housing, public infrastructure, building systems or real estate operations.
- Landlord-tenant issues, operational/audit reviews and health and safety legislation.
- Preparing and/or delivering reports to a Board of Directors, external stakeholders and/or political representatives.
- Evidenced ability to write, present and articulate complex issues and ideas to a variety of stakeholders, to obtain results.
- Negotiating contracts, managing risk, and legal compliance.
- Customer service, or a public-facing role with the belief that the customer experience is paramount.
- Effectively supporting and influencing employees in a unionized working environment.
- Demonstrated experience with ERP systems, Office 365 and other productivity tools and software to effectively execute work and projects.
- Thorough Knowledge of financial management and budgeting, including oversight and management of operational budget.
- Thorough Knowledge of development, implementation and evaluation of Key Performance Indicators ensuring that corporate performance targets are achieved.
- Working knowledge of coaching, management, performance management and leadership in large staffing group in a unionized environment.



4. WE CARE PHILOSOPHY:

The incumbent contributes and supports the overall culture and working environment of the agency by:

- Having a working knowledge of cultural, social, and demographic patterns relating to vulnerable priority populations.
- Committing to harm reduction and low-barrier service, as well as non-violent crisis intervention, de-escalation, and supporting citizens.
- Committing to work in a diverse, interdisciplinary setting.
- Understanding and being sensitive towards the belief systems of other groups, the complexity of those facing poverty, and their individual unique strengths and needs.
- Setting an example of a strong work ethic and positive team attitude.
- Working with diverse communities with sensitivity, creativity, innovation, language, and cultural understanding in a non-judgmental manner.

5. POLICE RECORDS CHECK:

This position requires the successful candidate submit a current Police Records check from their local police service. A current LMCH employee who is the successful candidate for this position must also provide this document *unless* it is already on file and *not* more than one year old.

6. SALARY & BENEFITS:

Target salary range of \$111,581.42 to \$155,440.88 per annum; we also offer comprehensive health benefits and a defined benefit pension plan.

WHAT'S NEXT:

Once you apply, we will review your resume and cover letter to determine if your skills and experience match the qualifications for the role.

Only qualified candidates will be contacted for next steps.

If you move forward, the process may include an interview, written/practical test, and reference check.



Here is your chance to bring your knowledge and expertise to our team and contribute to providing improved LMCH communities. When submitting your cover letter and resume, be sure to tell us about your skills and qualifications that are a match to those specified in the job posting.

A cover letter and resume must be received by 4:30 PM, March 31st, 2025.
Late applications will not be considered.

Please send your cover letter and resume to the attention of:

Dirk Volschenk
Manager of Human Resources
London & Middlesex Community Housing
1299 Oxford Street East, Unit 5C5 London, ON, N5Y 4W5
E-mail: employment@lmch.ca

London & Middlesex Community Housing (LMCH) is committed to equity in employment. Our goal is a diverse, inclusive, and barrier-free workplace that reflects the communities we serve.

We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. Please advise if you require an accommodation during the selection process.

Thank you for your interest in London & Middlesex Community Housing!