



**Job Title: Senior Manager, Insurance & Risk**  
**Permanent, Full-time Position**  
**Location: Toronto, ON (travel throughout the province)**

The Housing Services Corporation (HSC) is on a mission to build a strong, financially sustainable, affordable social housing sector in Ontario. Created by the Province of Ontario in 2002, HSC works directly with municipalities and housing providers to deliver business services that help them achieve their goals. We are currently recruiting for a Senior Manager, Insurance & Risk Management to join our team.

Reporting to the Chief Operating Officer, the Senior Manager, Insurance & Risk Management is responsible for the overall management of HSC's core group property and casualty insurance program for 700 Ontario social housing providers with assets of more than \$28 billion.

This role is responsible for overseeing and coordinating all day-to-day operations and claims activity within the HSC Insurance Program. They will need to ensure a successful response to insured claim events, overseeing client communication, implementing policies and procedures, and managing Third Party Service Providers as required.

**Responsibilities:**

**Program & Risk Management**

- Leads the delivery of "best of class" insurance services to the sector guided by effective risk management practices
- Provides strategic input into business decisions as a trusted advisor and serves as a subject matter expert on relevant regulations and policies
- Makes recommendations to senior leaders on strategy, working with sector stakeholders to establish priorities
- Reviews the program/processes for effectiveness, considers industry trends and recommends program enhancements and new initiatives
- Develops strategies for the effective management of the Claims Trust Fund, ensuring best value expenditures against the Fund
- Serve as the key client spokesperson for the program and provides direct client support through email and telephone engagement
- Oversees the operational aspects of the annual insurance renewal process including analysis of group insurance structure and underwriting costs, support to senior leaders on domestic and international underwriter negotiations, direct responsibility for provider insurance applications (both new and renewals) and the issue and collection of insurance invoices

**Claims Management**

- Manages the HSC insurance claims relationship
- Implements, communicates and manages policies and procedures to ensure successful response to insured events
- Attend property claim locations throughout the province as required, and supports housing providers throughout the claim process



- Manage Third Party Service Providers by communicating expectations, overseeing performance and resolving issues
- Act in a claims oversight capacity and instruct independent adjusters as required
- Manage property claim subrogation and related service providers
- Provide regular reporting of Property and Liability claim activity

### **Desired Skills and Experience:**

The desired candidate will possess the following:

- Minimum 5 years of experience, with progressive management
- RIBO licensed broker
- Certified Risk Manager (CRM) or Chartered Insurance Professional (CIP) designation
- Excellent knowledge of property and casualty insurance, including current market trends
- Experience in insurance claims processing and management
- Strong interpersonal, verbal and written communication and customer service skills
- A high level of professionalism and diplomacy in day to day operations
- Ability to work well with colleagues, clients and vendors with minimal supervision
- Effective time management skills and the ability to multi-task
- Results-driven and possess strong organizational skills with a high attention to detail
- High degree of accountability and commitment, with a desire to strive for continuous improvement, both in professional development and improved business processes
- High level of computer literacy, including Microsoft Office, Outlook, Word, Excel, and PowerPoint

### **What We Offer:**

- HSC provides a stable and rewarding environment for its employees in today's challenging markets
- Competitive salary with a defined benefit OMERS pension plan
- Generous benefit package
- A modern, open concept office in downtown Toronto, with easy access to transit
- A culture of comradery, where coworkers and management want you to be successful

### **To Apply:**

Please send your cover letter and resume to [humanresources@hscorp.ca](mailto:humanresources@hscorp.ca).

Check out [www.hscorp.ca](http://www.hscorp.ca) for more information on HSC.

If you are a candidate with a disability and require documents in an alternative format or accommodation during the hiring process, please contact [humanresources@hscorp.ca](mailto:humanresources@hscorp.ca).

HSC thanks all those who apply. However, only candidates selected for an interview will be contacted.