

CITY OF HAMILTON

CITY MANAGER'S OFFICE

(HUMAN RESOURCES DIVISION – TALENT AND DIVERSITY - LOCATION - 100 KING ST. W., 10th FLOOR)

SENIOR PROGRAM MANAGER, INCLUSION, DIVERSITY, EQUITY AND ACCESSIBILITY

SUMMARY OF DUTIES

Reporting to the Director, Talent and Diversity, the Senior Program Manager, Inclusion, Diversity, Equity and Accessibility (SPM IDEA) leads the implementation of the City of Hamilton's IDEA Strategic Plan and the IDEA Training and Education Strategy.

The SPM IDEA has an in-depth knowledge of the history, institutions, policies, and culture that have shaped and impacted the lives and experiences of equity deserving individuals and groups. The SPM IDEA functions as a subject matter expert, providing expertise and advice and assists People Leaders to support accountabilities for measurable outcomes to attract, develop, retain and promote employees from diverse backgrounds and foster a corporate culture that embeds inclusion, diversity, equity and accessibility in our workplace.

Key deliverables include:

- Employment Equity Annual Report
- Employee, New Hire and Applicant Voluntary Demographic Data Analysis
- Retention and Promotion Data Analysis

GENERAL DUTIES

Manages the IDEA Strategic Plan and the IDEA Employment Equity, Training and Education Programs.

Leads key program management functions such as coordinating, organizing, monitoring, and controlling program components, project planning, activity planning, risk management, stakeholder engagement, progress reporting and program evaluation components.

Collect and analyze workforce demographic information to track progress for designated groups and identify areas for improvement. Generate regular reports and present findings as required to senior leadership, highlighting key metrics related to IDEA goals.

Identify and develop strategies and programs to address systemic barriers and create key performance indicators to measure such programs.

Work alongside People Leaders and staff to embed IDEA across the organization to further a sense of belonging and advance inclusive and accessible workplace culture; and evaluate existing structures to ensure systemic barriers impeding employee and organizational development are mitigated.

Manages the City's Accessibility for Ontarians with Disabilities Act compliance program.

Provides advice and guidance on AODA related inquiry and concerns.

Provides staff support for the City's internal IDEA Employee Committees including Employee Resource Groups.

Provides leadership and supervision to the IDEA Business Partner.

Promote employee engagement and participation in IDEA initiatives.

Foster and maintain relationships with internal and external stakeholders throughout the City.

Track and maintain all Council recommendations and motions relating to the City of Hamilton's IDEA and

Implementation Plan and the IDEA Training and Education Strategy

Prepare staff reports to Council and Senior Management Team on the IDEA Strategic Plan Implementation and progress.

Contribute research and policy contents to bolster staff reports, and be comfortable to provide feedback, answer questions or expand on any research findings as required to support staff presentations at Council.

Work collaboratively with all HR functional teams, and other departments as required, to identify and support process improvement activities including IDEA initiatives and implementation.

Establishes relationships and collaborates with City departments in relation to the strategy and keeps senior management team and staff informed about project development and process.

Monitor and document key program issues, challenges and opportunities, and escalates issues and recommendations to the Director, Talent and Diversity and Senior Leadership as required.

Work independently on multiple priorities and ensure deadlines are adhered to and established procedures are followed.

Establish and maintain relationships with counterparts from other municipal and provincial governments and participate regularly in information sharing exercises to maintain up to date information on IDEA best practices.

Develops and manages all aspects of Procurement related to the IDEA Strategy, including the submission of Requests for Proposal and Evaluation Criteria, collaborating with the successful consultants, and ensure the key deliverable milestones are achieved in a timely and cost-effective manner.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. A University degree or College Diploma in social sciences, project management, public policy, human services, Business administration, or a related discipline with equivalent combination of education and related work experience.
2. Minimum five (5) years of demonstrated relevant work experience.
3. Demonstrated experience in leading, influencing and implementing strategic IDEA initiatives and programs for an organization in the public, private, or not-for-profit sector, including group process and meeting facilitation experience.
4. Experience in program management, project management, and policy analysis, including proven research and program evaluation skills. This includes demonstrated ability in data compilation and analysis.
5. Demonstrated understanding of the systemic barriers that prevent equitable participation in the workplace for equity deserving groups including but not limited to Indigenous and racialized people, persons with disabilities, members of the 2SLBTQI+ communities, and women.
6. Demonstrated understanding and ability to work with various stakeholders including equity deserving groups.
7. Strong understanding of inclusion, diversity, equity and accessibility principles, best practices, and applicable legislation such as: the Ontario Human Rights Code, Occupational Health and Safety Act, Employment Standards Act and Accessibility for Ontarians with Disabilities Act.

8. Demonstrated political acuity, diplomacy and ability to work with elected and senior government officials.
9. Demonstrated problem-solving capacity related to the complexities of working with multiple stakeholders and the ability to relate well to a culturally diverse population.
10. Must possess excellent interpersonal skills to relate respectfully and thoughtfully with staff, community stakeholders and the general public with a high degree of professionalism.
11. Excellent verbal and written communication skills including the coordination and preparation of reports and presentations, with a proven ability to write professionally as a researcher or program manager on key research or program initiatives.
12. Proven organizational and time management skills including the ability to work with tight deadlines and competing priorities.
13. Must be proficient in the use of Microsoft Office Suite products such as Outlook, Word, PowerPoint and Excel. Working knowledge of relevant software and computer programs such as Microsoft productivity tools, MS Visio and other related programs.
14. All qualified applicants will be considered. Lived experience as a member of an equity deserving group is an asset.
15. Professional training or designation in disciplines such as project management, business analysis, process improvement, program evaluation and public engagement is an asset.