

# CITY OF HAMILTON

## CITY MANAGER'S OFFICE

(LOCATION – CITY HALL, 71 MAIN STREET WEST)

### MANAGER, COMMUNITY INITIATIVES

The Community and Emergency Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to engage a variety of stakeholders (both internal and external) to help develop and implement a variety of human services initiatives. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

### SUMMARY OF DUTIES

Reporting to the Director, Neighbourhood and Community Initiatives, the Manager, Community Initiatives will be a champion for engagement both internally and externally. With the goal of building staff and community capacity, the Manager, Community Initiatives will lead the implementation of the City's framework for citizen engagement and continue to monitor the quality and consistency of the City's engagement activities. Within their own team, the Manager, Community Initiatives will oversee the development of policies, strategies and programs that meet the diverse needs of Hamiltonians. Current and previous examples of initiatives include Citizen Engagement & Community Visioning, Social Policy (Seniors & Youth) and the Local Immigration Partnership. The initiatives assigned to the team through the Department or Council will be developed along-side the residents and other stakeholders who stand to benefit through the use of collaborative models. In these collaborative models the Manager, Community Initiatives will provide expertise in the development and implementation of a wide range of techniques to support capacity building, organizational development and leadership development for a diverse range of stakeholders.

Participates in C&ES emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

### GENERAL DUTIES

#### **LEADERSHIP & MANAGEMENT**

Lead, oversee and be accountable for the day to day operations of the Community Initiatives team including maximizing utilization of human resources through prioritization and delegation of workload, coaching, monitoring and evaluating individual performance as well as the effectiveness of the section's goals to maintain and improve service.

Support capacity building, organizational development and leadership development through a wide range of techniques that include training, mentorship and expert advice.

Provide direction, leadership and co-ordination of teamwork; motivate and encourage Community Initiatives staff to achieve high levels of performance and productivity; foster a work environment which supports collaboration, innovation and quality.

Manage and develop responses to public, media, staff and elected officials' inquiries, issues, concerns and complaints, resolving matters, including participation in decisions or actions taken.

Prepare, manage, monitor annual operating budgets; prepare variance and forecast reports; direct frontline staff in budget planning, training, and monitoring of operating budgets based on division, department and corporate policies and guidelines.

Prepare corporate reports, briefing documents and correspondence for Director, City Council and Committees ensuring effective briefing, strategic advice, options and recommendations. Perform public relation activities and presentations on behalf of the division as required.

Assume the role of Acting Director on a rotating basis with other members of the Divisional Management Team.

Responsible for the hiring, orientation and supervision of staff, and will ensure that all staff activities are carried out in accordance with applicable legislation and policies.

Represent Division on cross-departmental committees and initiatives related to engagement or those that impact the development of policies, strategies or programs of the Community Initiatives team.

## **COMMUNITY INITIATIVES**

Develop, manage and oversee the implementation of the Citizen Engagement & Community Visioning framework for the City of Hamilton.

Implements a Social Policy (Senior's & Youth Strategies) for Hamilton. Implements Age-Friendly Plan for Hamilton and create opportunities to engage youth on important city issues.

Implements a strategic immigration framework and partners with community organizations in Hamilton that provide direct services to immigrants and newcomers in the areas of health, housing, employment, language and settlement.

Develop processes to support the development of policies, strategies and programs assigned to the Community Initiatives team.

Ensure that when appropriate the principles of Human Services Planning and Collaboration are embedded in any solutions developed by the Community Initiatives team.

Build relationships with key stakeholders in the community who can support the development and implementation of the policies, strategies and programs assigned to the Community Initiatives team and where necessary complete joint applications for funding or other resources.

Work proactively to identify key Human Services issues that can further advance the desire of the City to build strong healthy neighbourhoods and communities.

Develop processes to work with other divisional, departmental and corporate staff to support the work of the Community Initiatives team.

Lead the development of a communication and public education plan to support the policies, strategies and programs developed by the Community Initiatives team.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensure that all employees perform work in accordance with applicable Health and Safety legislation and City of Hamilton policies and procedures. Ensure that appropriate action is followed for those employees who do not work in compliance with legislation, policies and procedures.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

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

**QUALIFICATIONS**

1. Education that would support the development of community based policies, strategies and programs normally acquired through a Bachelor's Degree in humanities, social sciences, health, public administration, business administration or a combination of relevant education and related work experience.
2. Demonstrated experience in a role that has responsibility for the development and implementation of community based policies, strategies and/or programs.
3. Certification from the International Association for Public Participation (IAP2) is an asset.
4. Demonstrated expertise in leading public engagement on a variety of issues or activities.
5. Demonstrated experience in facilitating conversations using a variety of tools and techniques.
6. Experience in motivating, training and supervising staff in a service oriented, politically sensitive environment.
7. Previous experience working with residents, community organizations, non-profit agencies, businesses, volunteers and other key stakeholders on community initiatives.
8. Excellent research, planning and report writing skills.
9. Excellent financial, administration, supervisory, project management and facilitation skills.
10. Excellent communication skills with ability to communicate to all levels of staff, stakeholders and the general public.
11. Ability to build and manage partnerships in complex, changing environments with stakeholders from various sectors.
12. Strong interpersonal skills including an ability to establish and build effective relationships with staff, cross functional corporate teams, partner organizations and voluntary groups; ability to liaise effectively with the public and elected officials.
13. Ability to plan, prioritize and manage workloads of personal work and various teams.
14. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem solving skills dealing with challenging situations.
15. Extensive computer experience in a Windows environment utilizing MS Office software.
16. Thorough knowledge of the Occupational Health and Safety Act and its regulations as it relates to the position.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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