

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(CHILDREN'S SERVICES & NEIGHBOURHOOD DEVELOPMENT DIVISION – COMMUNITY STRATEGIES -

LOCATION – 28 JAMES ST. N., 6th FLOOR

MANAGER, COMMUNITY STRATEGIES

The Healthy & Safe Communities 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 provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction. Children's Services and Neighbourhood Development is responsible for providing leadership on strategic initiatives and the delivery of human services.

SUMMARY OF DUTIES

Reporting to the Director, Children's Services & Neighbourhood Development, the Manager, Community Strategies has responsibility for the successful planning and implementation of a number of community strategies. The Manager, Community Strategies provides leadership to a multi-disciplinary community based team that is responsible for the co-ordination of a broad range of activities and services related to the planning, development and management of human services in the City of Hamilton. This includes integration of services, enhanced access to services for residents, communication and education. Co-ordinates the development of local strategies and workplans that identify and confirm community needs and articulates strategies to meet identified service demands. Prepares business plans and performance measures in developing and evaluating immediate and long term service delivery strategies consistent with a community development approach. Provides leadership and support to community service providers and related system stakeholders and partners.

Participates in H&SC emergency preparedness planning, development and training. Responds to all municipal emergencies as requested.

GENERAL DUTIES

Provides leadership in the development of local community plans to identify, and confirm community needs and articulate a strategy to meet identified service demands.

Negotiates financial and service levels standards with community programs and agencies and administers contractual service agreements accordingly.

Develops and maintains quality assurance standards and policies and procedures as they relate to human services management.

Develops and implements strategies for building community consensus through collaborative partnerships.

Undertakes evaluation, information gathering and analysis to identify priority needs and social trends of the community.

Participates in the development of Divisional goals and objectives. Develops, implements, and monitors an operational plan for the organizational unit, and ensures alignment with Divisional, Departmental and corporate plans.

Provides leadership, mentoring and direction to a multidisciplinary staff team. Manages staff and staffing requirements including interviewing, hiring, orientation, and regular performance reviews. Evaluates needs and ensures adequate training and career development for staff. Provides opportunities for regular staff input and feedback to enhance management and team performance.

Participates in complex budgetary process by responsibly projecting and maintaining costs associated with the organizational unit. Develops mitigation strategies as required to meet future demands and demonstrated budgetary restraints.

Sets priorities for resources among multiple programs, service providers and projects and implements modifications to respond to changing circumstances. Reports regularly on the status of programs, projects and tasks, program evaluations and other team activities to the Division and Department Leadership Teams.

Consults, or undertakes liaison with municipal, provincial, and federal government agencies as well as other public or private sector groups relevant to current policy reviews, proposed changes to legislation and program delivery.

Establishes multi year plans in conjunction with community networks and committees through collaborative planning, implementation, monitoring and influencing policy.

Facilitates the preparation of divisional responses and prepares reports on issues that arise from Council, Senior Leadership Team, studies, proposals, provincial and federal legislative changes, policies and position papers, directives, etc.

Represents the Division and Department on corporate and community committees and project teams.

Negotiates the retainment of external consultants and/or the purchase of research support as required for specific projects.

Participates in H&SC emergency preparedness planning, development and training. Responds to all municipal emergencies as requested.

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

Works 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 responsibilities of the position.

QUALIFICATIONS

1. Baccalaureate degree in Social Sciences, Health, or Public Administration or a related discipline pertinent to job functions.
2. Progressively responsible management experience within a Human Services environment.
3. Experience in leading and implementing change and demonstrated competencies in community development in a collaborative multidisciplinary arena.
4. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.

5. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
6. Demonstrated ability to effectively manage a multi-disciplinary team in a results oriented environment.
7. Current and detailed understanding of the policy environment and government operations.
8. Knowledge of social policy frameworks, research methods and data analysis, consultation techniques and program planning and program evaluation models including the knowledge of best practices.
9. Knowledge of management theory, organizational behaviour, and program effectiveness.
10. Computer proficiency in Word, Excel, Internet, and Database applications.
11. Proven ability to contribute meaningfully to the strategic and business planning processes and direction of the organization.
12. Excellent written and verbal communication skills, facilitation skills, and presentation skills. Highly developed interpersonal skills with ability to interact effectively at all organizational levels.
13. Sound knowledge of community programs and services, relevant legislation, contractual obligations and applicable policies.
14. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
15. Must possess a valid Class "G" Driver's License.

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
