

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT

(CHILDREN'S & HOME MANAGEMENT SERVICES DIVISION – CHILD CARE SYSTEM SUPPORT - LOCATION – 28 JAMES STREET NORTH, 6TH FLOOR

SUPERVISOR, CHILD CARE SYSTEM SUPPORT - CUPE 1041

The Community & 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 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. Social Development and Early Childhood Services lead, plan and manage city wide early years and child care systems and provide comprehensive evidence based support services to children, families and the community. The division provides leadership, expertise and support for broad based departmental program development, program evaluation and social policy initiatives.

SUMMARY OF DUTIES

Reporting to the Manager, Early Years Operations & LEAP, the Supervisor, Child Care System Support provides leadership, direction, coordination and oversight to the staff team responsible for approving referrals for access to licensed child care. This includes referrals for children with special needs and children in high risk situations. This position is responsible for ensuring operator compliance in accordance to the City's Funding Agreement in the areas of quality, inclusion and funding. This position also supports operators with their legal obligations under the Child Care and Early Years Act.

GENERAL DUTIES

Ensures the provision of quality service delivery of the program by developing an annual program operational work plan ensuring alignment with divisional and departmental plans and the Early Years Community Plan. .

Participates as a member of the Children's and Home Management team to ensure a coordinated system approach to service delivery and customer service.

Leads others in an environment that fosters innovative approaches to problem-resolution. Ensures the integration of City of Hamilton Child Care services into neighbourhoods by meeting regularly with program staff and community partners to support the City's planning obligations for the early years system.

Ensures compliance with legislative requirements and City of Hamilton policies and procedures in determination of eligibility for contracted service provider agreements..

Develop methods to identify and respond to current and future needs of internal and external customers. Seek out information about the underlying needs of these customers in order to develop plans for improvement. .

Prepares work schedules, assigns duties to staff, establishes priorities, participates in staff hiring, monitors and evaluates staff performance, recommends discipline and trains staff, as well as assisting in developing staff to their full potential.

Represent the Division through participation on various community initiatives and committees. .

Makes recommendations to Manager regarding adjustments to program service delivery provisions.

Ensures fiscal management through responsible budget administration by reviewing and approving budgetary requirements, monitoring and analyzing variances throughout the budget year and taking corrective action when required.

Prepares reports and presentations to the Divisional Management Team, Community Services staff, and/or other related Community Service Providers..

Maintains detailed knowledge of the Child Care and Early Years Act, Child and Family Program Service Management and Funding Guidelines, How Does Learning Happen, College of Early Childhood Educators, Divisional business processes and procedures.

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.

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

QUALIFICATIONS

1. Working knowledge and experience with clinical and/or social issues and crisis intervention normally acquired through the completion of a Bachelor's Degree and/or a College Diploma in Social Services, Social Work, Family Studies and/or Child Studies.
2. In-Depth knowledge of the community agencies and related resources that support children and families.
3. Knowledge of the Day Nursery Act, Child Care Service Management Guidelines, Best Start Guidelines, provincial legislation and guidelines, and local policies and procedures.
4. Proven organizational skills and demonstrated ability to work with very tight deadlines and competing priorities.
5. Demonstrated skills in analysis, planning, monitoring and evaluation.
6. Demonstrated ability to lead others in an environment that fosters innovative approaches to problem-resolution.
7. Demonstrated Supervisory experience and/or skills and ability to provide leadership in a changing environment.
8. Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed conflict resolution skills.
9. Computer proficiency in Word, Excel, PowerPoint, PeopleSoft and Microsoft Project an asset.
10. Must possess a valid Class G Driver's Licence with provision of a vehicle.

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

AFTER HIRE.