

CITY OF HAMILTON

PUBLIC HEALTH SERVICES

(FAMILY HEALTH DIVISION – HEALTHY BABIES/HEALTHY CHILDREN - LOCATION – 2255 BARTON ST. E)

PROGRAM MANAGER FAMILY HEALTH

SUMMARY OF DUTIES

Reports to the Director, Family Health Division, providing leadership and direction to a team of public health nurses. Assumes overall responsibility and accountability for the management of his/her team of public health nurses and specific program areas, working collaboratively with the other Healthy Babies Healthy Children (HBHC) Managers. Uses organizational knowledge and vision to provide leadership and direction to all staff within the Program, ensuring alignment of the Program with the City, Public Health Services and Board of Health/Council mission, vision, values and objectives. Ensures provision of services within the framework of the relevant provincial guidelines, legislation and policies and procedures of the Board of Health and the Ministry of Children and Youth Services. Provides coverage as the Acting Director as necessary. Provides leadership in assigned area under the IMS model and coordinates with other City, community and provincial responders, agencies and the public during emergencies

The candidate must be innovative, flexible, motivated and able to inspire others. The candidate must be able to work in and foster a collaborative work environment, and excel in learning from experience, fostering relationships and creating linkages.

GENERAL DUTIES

Planning - Participate as an innovative and motivated member of the Family Health Division Management Team, contributing to overall planning, coordination, policy development, decision-making and responsible administration of human, financial and material resources.

- a. **Divisional Operational Plan** – participate in development of Family Health divisional operational plan as required, incorporate objectives into annual Program plans, working collaboratively across programs, divisions and departments as required. Also contribute to development of PHS Strategic Business Plan and PHS Priority Plan as required.
- b. **Program Operational Plan** – co-lead development of annual Divisional Operational Plan with the other HBHC Program Managers, and in collaboration with other programs, divisions and departments as required. Set objectives aligned with the Family Health Division operational plan, City and Public Health Services Strategic and Priority Plans. Develop and execute action plans to accomplish objectives. Present Program Operational Plan to Director and AMOH for approval. Review and comment on other Program's operational plans. Monitor implementation of Program Operational Plan regularly, and inform Director and AMOH of progress.
- c. **Budget** - Develop annual budget for the Program according to Council budget guidelines and direction from City Manager, MOH, Director and provincial agencies overseeing the Division's Programs. Submit budgets to Director for decision by AMOH as coordinated by the PHS Manager of Finance and Administration, and subsequent submission to Council and funders.

Program Delivery, Resource Management and Continuous Improvement

- a. **Policies and Procedures**
 - i. Participate in development and review of divisional and corporate policies and procedures as member of Family Health DMT.
 - ii. Develop and Program policies and procedures.
 - iii. Ensure compliance with all corporate, departmental, divisional and program administrative and operational policies within the Program.
- b. Provide **fiscal management and control** through responsible administration of budget allocations.
 - i. Purchase services and supplies for the Program in keeping with the Purchasing Policy.

- ii. Regularly monitor implementation of annual budget plan and Program expenditures to ensure implemented in accordance with the Council approved budget and policies and procedures.
- iii. Identify any variances in a timely manner and inform Director. Prepare divisional budget exception report as required by Council and the MOH.
- c. **Program Performance Monitoring** – monitor implementation of Program plans and compliance with provincial and other standards on a regular basis. Inform Director and AMOH of Program implementation progress regularly.
- d. **Program Evaluation and Continuous Improvement** – With the assigned AMOH, evaluate Programs regularly to ensure implementation in accordance with identified Program plans, objectives, and outcomes.
 - i. Priorize Program review needs for the Program with the Director and AMOH.
 - ii. Monitor chronic disease and related risk factor incidence, issues and impact within Hamilton, in collaboration with government, community partners and others, to provide evidence and needs assessment for Program development and evaluation and to support mandated reporting on community health status.
 - iii. Develop, with Director and AMOH, evaluation process/plan and minor changes to Programs based on results of the evaluation.
 - iv. Participate in corporate audits. Ensure implementation of recommendations.
- e. **Board of Health and other Committees of Council** – Prepare reports as required for programs and services within the Program and Division. Arrange for delegations related to the reports as agreed to by the MOH, and prepare presentation of reports with any necessary visual aids, in accordance with good practices. Attend meetings of the Board of Health, Council and other committees that are deemed appropriate and/or where attendance is requested by the MOH.
- f. **Policy Analysis** - Undertake policy analysis and develop policy options relevant to the programs of the Division and/or Public Health Services, for the consideration of the Director and AMOH.
- g. **Case Consultation; Difficult/Controversial Issues; Reputation and Risk Issues** (financial, legal, political) – working with the Director and AMOH, provide solution-oriented and strategic consultation to staff on areas of work relevant to the Program. Inform the Director and AMOH of all controversial issues, including all unusual or high profile health issues, all significant HR, health and safety and risk management issues, any budget or policy infractions and other areas in keeping with corporate policies and procedures.
- h. **Communication**
 - i. Contribute to a positive corporate image by working with staff to develop and implement strategic communication plans for the Program, including print, web, media and other channels as required, collaborating with other Programs and Divisions as appropriate. Act as spokesperson on issues as delegated by the Director and AMOH, and ensure compliance with the PHS Media policy for staff within the Program.
 - ii. Ensure communication of decisions, corporate and departmental information and initiatives, and other relevant information to members of the Program.
- i. **Research** – contribute to the advancement of public health practice by initiating, facilitating and participating in research activities relevant to the work of the Program and Division, in collaboration with partner agencies.
- j. **Partnership Development and Management** – Foster relationships with local agencies, federal and provincial authorities, consultants, the public and others to advance the goals of the City, PHS, the Division and the Program. Serve on provincial committees and planning bodies and participate in relevant activities of professional and public health associations to advance the business of the Program, Division, Department or City.
- k. **Advocacy** – Undertake advocacy relevant to the services of the Program, Division and Department in keeping with PHS policy on advocacy.
- l. **Accommodations** – Participate in development and execution of PHS accommodation strategy. Manage existing accommodations for the Program. Provide recommendations for changes to Director for approval.
- m. Ensure **accessibility** of services in accordance provincial, Council or other mandates.
- n. Provide for **emergency public health service coverage and leadership** as required by the needs and standards of the Program, Department and City.

People Management and Development – Direct, recruit, train, motivate and evaluate a team of trained professionals to accomplish Program responsibilities. Identify and manage human resource requirements necessary to plan, implement and monitor the services of the Program. Measure staff performance, determine staff strengths and needs and identify goals to achieve and maintain optimal performance.

- a. **Hiring** – Make recommendations to the Director and AMOH on number and nature of positions necessary to plan, implement and monitor the services of the Program. Recruit high performing individuals to fill the approved number and type of positions.
- b. **Collective Agreements** (negotiation) – Participate in preparations for negotiations with collective bargaining agents, and participate in negotiations as required. Make recommendations for proposals to be considered by bargaining teams, MOH and BOH/Council.
- c. **Grievance Management** – Work with Director, other Managers and Labour Relations to resolve grievances. Inform Director of significant issues arising from grievances, such as those requiring arbitration, or where resolution will impact interpretation of the CBA.
- d. **Staff Performance Management**
 - i. Workplans and Assignment of Work – Assign work to direct reports. Approve report's workplans and adjust reports' workplans as necessary during the year in keeping with emerging issues.
 - ii. Supervision, Mentorship and Support – Work with direct reports to acquire the core competencies of public health and the specific competencies relevant to the work of the Program. Provide coaching and mentorship to direct reports and staff in the Program. Identify staff strengths and training/development needs and support development activities to achieve and maintain optimal performance. Recommend learning plan for direct reports as part of annual PA process. Submit learning plans for direct reports to Director.
 - iii. Discipline and Appraisals – Measure and monitor performance of direct reports and complete Performance Appraisals annually. Recommend overall PA to Director annually for direct reports. Identify performance issues and work with employee to restore optimal performance. Provide correction where necessary, with progressive discipline as required, in consultation with the Director.
 - iv. Terminations – Make recommendations to the Director for approval regarding the termination or lay-off of any employee.
- e. **Occupational Health and Safety** – Work in accordance with the provisions of applicable Health and Safety Legislation and all corporate and departmental policies and procedures related to Occupational Health and Safety.
- f. **Education of Learners** – contribute to the education of health sciences students by facilitating educational opportunities between the Program and academic partners.

Organizational Development

- a. **Organizational Structure** – Participate in the identification of optimal organizational structure for the Program and Division in order to most efficiently and effectively provide the services of the Program and Division.
- b. **Change Management** – Proactively manage change within the Program, using evidence based practices, to optimize implementation of changes at the Program, Division, Department or City levels.
- c. **Leadership Development** – Participate in leadership development activities to maintain up to date leadership skills. Encourage and mentor development of future leaders.
- d. **Team Development** – Ensure the development of a cohesive Program team, and participate in team development at the Departmental and City levels.

Participate in the Family Health Division Management team and assists the Director in a supporting or acting capacity as may be requested.

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 all City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended 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.

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

QUALIFICATIONS

1. Registered Nurse with the College of Nurses of Ontario; Baccalaureate degree in nursing; Masters degree is an asset.
2. Community Health Nursing Certification or willingness to obtain with 12 months is an asset.
3. Extensive knowledge and experience in all or the majority of areas of organizational and staff development; planning; functioning as a member of an effective leadership team; continuous improvement; social marketing; communications; policy analysis; information management; safety and wellness programs, preferably in a public health setting; and public health nursing practice roles, standards, and competencies; normally acquired through a combination of degree-certified health professional training and a graduate degree from a recognized university.
4. Experience with one or more areas of public health or health care (preferably family health), and preferably in a municipal or public health environment.
5. Management experience preferred, with progressive responsibility, preferably in a municipal or public health environment, including strategic and program planning, policy development, and evaluation.
6. Proven ability to foster staff, work teams and organizational development towards excellence in service delivery. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development and results orientation.
7. Knowledge of strategies and risk factors in the areas of early child development, reproductive health, maternal-child health, healthy parenting, healthy infant nutrition and breastfeeding, injury prevention, maternal-infant attachment, healthy growth and development, particularly with respect to the population 0-6 years.
8. Knowledge and experience with home visiting models/research evidence.
9. Ability to facilitate the application of standards, best practice guidelines, evidenced-based assessment tools, legislation, regulations, competencies and trends of public health nursing practice (e.g., Ontario Public Health Standards, College of Nurses of Ontario and Canadian Community Health Nursing Standards of Practice, Public Health and Public Health Nursing Core Competencies) towards quality public health practice.
10. Ability to promote a shared vision and purpose to drive action, linking today's work with long range plans. Ability to provide leadership to a multidisciplinary staff, including in a unionized environment, utilizing proactive management skills. Ability to undertake long-term visioning and strategic planning.
11. Skills in financial management and policies, including analytical, problem-solving and business planning skills. Skills in developing, implementing and monitoring division budgets.
12. Ability to develop, recommend and implement public policies in support of improved health, including the planning, delivery and evaluation of public health programs and services based on evidence and community needs. Ability to balance and integrate multiple mandates from multiple funders and oversight bodies

(Ministries, Council, Agencies) into program plans and policy recommendations for areas of Program responsibility.

13. Competencies to assess the health of the public to inform priority setting, program planning, delivery and evaluation. Ability to apply quantitative and qualitative methods to generate evidence from needs assessment, program development and/or evaluation activities within the scope of public health programming.
14. Ability to make decisions in critical situations in the absence of complete information, with support from Director and/or Associate Medical Officer of Health. Ability to assess potential risks to the health of the public and recommend steps necessary to reduce or eliminate that risk, including under tight timelines and in emergency conditions.
15. Ability to provide information on public health matters to a range of audiences. Ability to utilize their knowledge of communities to develop and shape strategies with partners to mobilize action. Ability to identify inequities in health and recommend healthy public policy to reduce them.
16. Excellent interpersonal and facilitation skills and ability to build relationships with elected officials, government departments, management, front-line staff, community agencies and the general public. Excellent verbal, written communication skills and ability to present ideas to governing bodies, public gatherings and through the media.
17. Competency as educator, developer and translator of public health knowledge, the maintenance and improvement of their own expertise in public health practice, and ethical conduct. Possess a high level of personal integrity and sound judgment.
18. Effective organizational skills.
19. Thorough knowledge and ability to apply the Health Protection and Promotion Act, MFIPPA, PHIPA, Child & Family Services Act, and all other statutes, regulations and by-laws affecting the Program's services.
20. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
21. Working knowledge of common computer software applications including Outlook, Excel, Word, Powerpoint.
22. Eligibility for an academic appointment with the Faculty of Health Sciences, McMaster University or other academic partner relevant to the work of Public Health Services is an asset.

NOTE:

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure