

## CITY OF HAMILTON

### **HEALTHY & SAFE COMMUNITIES DEPARTMENT** **(CHILDREN'S & COMMUNITY SERVICES DIVISION – LOCATION – VARIOUS)**

#### **MANAGER, EARLY YEARS**

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 public 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 and Community Services lead, plan and manage city wide early years system and provide comprehensive evidence based support services to children, families and the community. The division provides leadership, expertise and support for broad community strategies, program development, program evaluation and social policy initiatives.

#### **SUMMARY OF DUTIES**

Reporting to the Director, Children's and Community Services, the Manager, Early Years works collaboratively with other leaders to provide strategic leadership, through subordinate management, to a multi-functional workforce engaged in planning, development, implementation, monitoring, analysis and delivery of services under the authority of the Child Care and Early Years Act. The Manager will ensure that programs and services are compliant with Ministry of Education (MEDU) Annual Service Management and Funding Guidelines and is effectively administered and delivered within the standards, allocations and mandates of all pertinent legislation, policies, and procedures. The Manager, Early Years will lead and mentor staff, share responsibility for strategic and program planning, development, and evaluation of a systems wide approach for the Early Years System and related programs such as public health and education. The incumbent will help lead staff through major changes in service delivery, improving processes to meet future needs and the provincial vision for early years reform. This includes but is not limited to establishing and achieving service section goals, program and data review and analysis, privacy issues, systems support, records management, contingency planning, business process reviews, case management, intake, eligibility verification, eligibility review, appeals, community outreach, budget preparation and monitoring. In addition, the Manager, Early Years would support the Early Years Community plan, corporate culture and Corporate and Departmental Priorities, preparing reports for City Council, stakeholders, and the community. The Manager, Early Years will participate in H&SC emergency preparedness planning, development and training and respond to all municipal emergencies as requested.

#### **GENERAL DUTIES**

Provides leadership to the Children's and Community Services management team in the planning and development of major initiatives that impact client service delivery for access to Early Years programs and services within the City of Hamilton such as Fee Subsidy, Licensed child care, EarlyON Child and Family Centres, Therapeutic child care, Special Needs Resourcing, integrated service delivery ensuring alignment with provincial legislation and the Early Years Community Plan.

Leads an effective Early Years service delivery team, providing coaching and advice to subordinate supervisors to optimize performance in a changing human services environment. Directly manages a team of supervisors with accountability for Early Childhood Educators, Case Managers, technical specialized and clerical staff. Ensures early years related programs and work sites are technically supported, effectively administered, and delivered within the standards, allocations and mandates of all pertinent Federal, Provincial and Municipal and Corporate legislation, policies, and procedures.

Responsible for the oversight and successful planning, project management and implementation activities for major initiatives from the Ministry of Education that impact internal operations.

Analyses and interprets regulatory changes and data such as provincial legislative changes, economic reports, environmental comparator data, on a multi-year basis to establish the impact on staffing levels, resources, priority setting, continuous improvement and required budget implications. Manages the planning, implementation, and administration of associated changes to policies and programs. Leads and manages the change management process as it pertains to Ministry service planning and funding guidelines, the Early Years Community Plan, Divisional priorities, changing legislation, reduction or growth in service levels while maintaining positive relationships with the community and stakeholders.

Ensures staff are supported in a continuous learning and development environment, trained to understand and apply a complex system of acts and legislation, has knowledge of the measures and standards set for the program delivery and funding, has adequate knowledge of the local job market, labour market trends, social determinants of health, early development instrument, community resources and uses provincial technology effectively. Considers, evaluates, and coaches supervisory staff towards professional development activities through the performance accountability and development process, assisting supervisors to develop to their full potential. Hires, dismisses, manages the performance of and disciplines supervisory staff as necessary. Maintains confidentiality as required.

Consults and collaborates with a broad range of internal and external stakeholders, focus groups and consultants on a wide variety of initiatives that will strengthen integration, quality, inclusion, diversity, viability and sustainability in the Early Years system.

Actively participate and collaborate with provincial staff and municipal service system management staff across the province to share best practices using an evidence-based approach.

Ensures high performance and staff engagement through leadership and guidance with a focus on client service, innovation, advocacy, delegation, empowerment, and staff development. As part of the Children's and Community Services Management team, establishes clear lines of responsibility to articulate program expectations including program outcomes, performance measures and reporting. Utilizes innovative, analytical, and solution-oriented problem-solving skills for program planning, human services delivery modernization implementation and evaluation.

Conducts regular staff meetings to ensure effective and efficient program operations and ongoing dialogues about City/Department/Division issues. Promotes teamwork within inter-departmental groups and within cross-functional and cross-program initiatives.

Directs and manages the general administration of the work area under his/her jurisdiction by developing and recommending new policies, business processes and operational procedures and monitoring existing ones to maximize utilization of resources. Responsible to research, develop, implement, and evaluate highly effective and interactive business solutions to improve access, increase efficiency and to identify opportunities for continuous improvement. Promotes engagement and participation of all staff in business process reviews to ensure alignment with the Child Care and Early Years Act, Ministry's Annual Service Planning and Funding guidelines and Early Years Community plan.

Accountable for decisions regarding the provision of early years programs and services in accordance with provincial legislation and regulatory authority, policies, directives, and business practices. Ensures all front-line staff deliver early years programs and services appropriately including decision making regarding eligibility, frequent communication with families, access to licensed child care, EarlyON Child and Family services, referrals to community resources based on family need within a case management technology or framework.

Uses program discretion and discretionary decision-making to address crisis issues occasionally outside the scope of applicable legislation.

Accountable for ensuring that staff maintain the confidentiality of family and program records under the Child Care and Early Years Act, Ontario Works Act, MFIPPA and Third Party Federal and Provincial Acts. Develops and monitors policies and standards for the protection of confidential program and family records,

Develops, coordinates, and provides oversight on verbal and written stakeholder and family communications such as forms, letters and pamphlets related to services and programs, operational and legislative changes including issues that may lead to political and media involvement.

Plans, coordinates, develops, and implements activities, program services and initiatives consistent with corporate and departmental strategic direction and vision such as French Language Services and Accessibility for Ontarians with Disability Act.

Evaluates program effectiveness and quality assurance by measuring compliance to legislation, adherence to policy and procedures and business processes through the completion of audits.

Manages and directs the overall security and protection of family information. Conducts investigations and reports to the Ministry of Education on instances where privacy has been breached including making recommendations for disciplinary action and implements broad corrective action to ensure compliance.

Responds to Ministry audits and/or compliance reviews by developing action plans in a timely manner. Monitor progress and take corrective action as required.

Manages and directs the appeal process ensuring that all decisions are aligned with the Child Care and Early Years Act, Ministry of Education Service planning and funding guidelines, and Divisional policy.

Develops and implements strategic and operational planning objectives that align with corporate strategic plans and goals and monitors and evaluates the delivery of provincially mandated programs to ensure goals and objectives are met. Develops, implements, and evaluates strategic recommendations for Early Years programs and services including the training and development of staff through the design of training programs that address the required core competencies (skills, knowledge, and supportive behaviours).

Serves as a liaison with other community agencies and inter-agency committees to co-ordinate planning efforts to meet the needs of the community. Provides leadership in the development of new and evolving services. Undertakes on-going public relations activities, initiates community engagement and education that builds strong community relationships and partnerships that enhances the City's image and are the foundation of an integrated service model.

Represents the City of Hamilton on Provincial and Federal initiatives at public meetings, task forces, community and advisory boards, forums, special projects, and benchmarking initiatives with other municipalities.

Develops and tenders' contracts through the corporate procurement processes. Monitors contract compliance and evaluate performance of participating organizations.

Prepares, manages, monitors annual operating budgets; prepares variance and forecast reports based on division, department and corporate policies and guidelines.

Represents respective area in Labour Relations issues including participating in labour management meetings, providing input for Collective Agreements and grievance settlements.

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

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. 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. Recommends appropriate action for employees who do not work in compliance with legislation, policies, and procedures.

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

**QUALIFICATIONS**

1. Must be able to demonstrate a level of expertise related to the duties described, normally acquired through a Baccalaureate degree in Human Services, Health or Social Sciences or a combination of education and relevant work-related experience.
2. Demonstrated experience in progressively responsible positions in the early years or social services field.
3. Previous supervisory/management experience in a unionized environment.
4. Possesses a demonstrated record of strong leadership and guidance, client service focus, team advocacy with the ability to effectively manage a multi-disciplinary workforce with the ability to motivate and develop a team of staff.
5. Knowledge of Child Care and Early Years Act, Ministry of Education Service Management and Funding guidelines, Ontario Works Act, Homemakers & Nurses Services Act.
6. Highly developed interpersonal skills and political acuity with the ability to interact and communicate effectively at all organizational levels.
7. Well-developed planning change management and organizational skills, with developed innovative and solution-oriented problem-solving skills.
8. Demonstrated ability to work effectively with colleagues, direct service staff in identifying and meeting the needs of the division.
9. Excellent verbal and written communication skills, presentation, and facilitation skills, possessing highly developed negotiation and conflict resolution skills.
10. Demonstrated skills in analysis, planning, monitoring and evaluation and an understanding of quality assurance practices. Promotes the utilization of evidence-based service delivery models.
11. Ability to manage a budget effectively. Experience in a computerized environment. Working knowledge of Microsoft Office (Microsoft Outlook, Word, and Excel). Working knowledge of database software. Knowledge of OCCMS and SAMS would be considered an asset.
12. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

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

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