

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (CHILDREN'S & COMMUNITY SERVICES DIVISION – LOCATION – 28 JAMES ST. N.)

DIRECTOR, CHILDREN'S & COMMUNITY SERVICES

The Healthy & Safe Communities Department is committed to its people and is dedicated to building strong and healthy communities. We embrace the social determinants of health as underpinnings to ensuring excellence in service delivery goes beyond a singular focus to understand the citizen within the community as a whole person whose needs are multi-faceted and may require services beyond a particular division and/or department. We are passionate about making a difference within our communities through teamwork, not only across the divisions but other departments across the corporation along with community partners, focusing on high impact that is monitored and measured to enable us to understand how we can continuously improve to ensure that we are recognized for our excellence in service delivery. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

SUMMARY OF DUTIES

Reports to the General Manager, Healthy & Safe Communities, with overall responsibility for strategic system management, development, evaluation and the delivery of services and programs which supports the delivery of children's and community services by (i) ensuring the availability of child care spaces to enhance access to services based upon demand across the municipality; and (ii) ensuring sustainability and quality of the child care operator system. Participate in development and implementation of key corporate strategies and mandated programs. Undertakes evaluation, information gathering and analysis to identify priority needs and social trends of the community. The incumbent ensures that the municipality meets its legislated obligations as set out in the statutes, regulations and by-laws appropriate to the division.

Works collaboratively with related divisions, other corporate departments and community partners to anticipate and respond to community needs with the goal of providing exceptional service. Sets objectives and establishes a business plan that focuses on achieving administrative excellence, effective financial stewardship and supports an empowered and engaged work force.

GENERAL DUTIES

Contributes, as a member of the Departmental Leadership Team, to the overall strategic leadership, planning, co-ordination, policy development, decision making and budget preparation for the Department including the Departmental Strategic Plan.

Provides strategic leadership and direction to all staff within the Division by ensuring alignment of the Division with Departmental goals and targets and the Corporate mission, vision, values and strategic plan.

Maintains accountability for establishing and achieving divisional goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practice" approach in developing and delivering quality services in a timely and cost effective manner.

Provides fiscal management and control through responsible administration of budget allocations and by consolidating, interpreting and submitting the annual operating budget for the division.

Leads an effective divisional management team, by providing coaching, mentoring and advice to managers and supervisors to optimize performance. Provides solution oriented / strategic consultation regarding areas of managerial experience. Acts as a champion for the People and Performance Plan.

Identifies and manages human resource requirements necessary to plan and implement the programs and services within the division. Measures staff performance and establishes monitoring and reviewing

devices to determine strengths and needs of staff and identifies goal setting measures to maintain optimal performance levels.

Facilitates policy and program development decisions in keeping with children's and community services mandates, legislative requirements, identified community needs and the Department's and Corporation's Strategic Plans.

Identifies requirements necessary to plan and implement mandated programs and services, including policy interpretation and analysis, research, program and policy development and pilot projects as deemed appropriate.

Recommends broad policies and long range strategies in the delivery of services to meet provincially mandated goals and objectives for the Division.

Liaises and consults with other Corporate and Department units, government, community agencies and associations to develop programs and services based on identified and/or anticipated needs of the community.

Provides consultation in program development and evaluation by identifying program objectives, activities, outcomes and indicators of each program, including accessibility.

Ensures compliance with Provincial and Federal legislation, statutes and regulations and Municipal by-laws, directives and policies, and applicable program and professional standards.

Evaluates and reports on the division's services, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Develops and implements continuous improvement initiatives, including a plan for maintenance of a high standard under the accreditation of programs and child care operators.

Leads the development and implementation of information technology strategies for the Division, in order to maximize the effectiveness and efficiency of program delivery.

Prepares responses to various corporate, community, provincial or federal proposals for services, changes or enhancements as they relate to the division.

Contributes to the advancement of children's services by serving on provincial committees and planning bodies, advising government officials and participating in relevant activities of professional associations.

Participates in Emergency Social Services emergency preparedness planning, development and training. Responds to all municipal emergencies as requested.

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

PORTFOLIO SPECIFIC DUTIES

Child Care System Management:

- Provides system leadership for child care and early years for the corporation with accountability for \$75 million budget, including but not limited to:
- Planning, funding and implementation;
- Financial support to qualifying families;
- Financial support to child care operators in the areas of H&S, wage enhancements and General Operating Grants; Distribution of Ministry of Education funding to ensure responsibility for affordability and accessibility to child care services in the community following legislation, statutes, regulation, directives and by-laws;

- Reporting of financial and outcome targets as required;
- Responsibility for planning, development and implementation of the Early On Child & Family Centres.
- Responsible for the capital planning for early learning.
- Oversees of the direct service delivery of child care and case management programming for vulnerable populations across the City of Hamilton.

QUALIFICATIONS

1. Extensive senior management experience, in community development and integrated service delivery of programs including program planning, evaluation, policy development and promotion and multi-stakeholder environment experience within a municipal environment.
2. Extensive knowledge of management principles, practices and theories in the planning, management and delivery of children's services in the early years and community development normally acquired by obtaining a Master's degree in a related field from a recognized university or through an equivalent combination of education and progressively responsible work experience.
3. Proven ability to function as a member of a leadership team.
4. Highly developed ability to foster staff and organizational development towards excellence in the delivery of programs. Demonstrated ability to find for creative solutions based on best practice.
5. Demonstrated ability to analyze, create, implement and evaluate social policies and programs.
6. Demonstrated experience to effectively manage a large multi-disciplinary team of professional staff, in a unionized environment, utilizing pro-active management skills.
7. Demonstrated financial management skills in developing, implementing and monitoring operational and capital budgets both internal to the division and with third party agencies.
8. Highly developed analytical, problem solving and business planning skills with a proven track record for long-term visioning, strategic planning and big-picture thinking.
9. Must possess excellent interpersonal and communication (both written and verbal) skills and demonstrated ability to deal effectively with elected officials, government departments, all levels of management, staff and the general public. The ability to negotiate and resolve complex issues in collaboration with peer Directors within the department and across the corporation and with superiors across the corporation.
10. Proven ability to effectively negotiate complex agreements and excellent facilitation and influence skills in order to build consensus within the department, across the corporation and within and across community partners.
11. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills to lead transformational change and inspire others.
12. Possess a demonstrated record of strong leadership and guidance, public service focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development, and results orientation.
13. Possess a high level of personal integrity and sound judgement.
14. Thorough proven knowledge and understanding of the applicable legislation, statutes, regulations and by-laws affecting the department/division/section.
15. Sound understanding of community development principles and demonstrated ability to work collaboratively to engage the community in system planning and building.

16. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
17. Working knowledge of computer software applications as required.

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
