

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(CHILDREN'S SERVICES & NEIGHBOURHOOD DEVELOPMENT DIVISION – PERFORMANCE, PLANNING & EVALUATION - LOCATION - 1 HUGHSON ST. N. 3rd FLOOR)

MANAGER, PERFORMANCE, PLANNING & EVALUATION

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. 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 Director, Children's Services & Neighbourhood Development, provides leadership to a multi-disciplinary team that provides a broad range of services that support Departmental and Corporate program planning, policy development, evidence based decision making, evaluation, and community capacity building and development. Leads and facilitates the development of departmental work groups to ensure coordinated and integrated policy development and program planning and evaluation. Oversees the development of, and provides interim management to pilot projects and initiatives. Ensures departmental support to Council mandated advisory committees as required.

Participates in C&ES emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

GENERAL DUTIES

Undertakes a range of assignments from the Department's Directors and General Manager, as well as the Corporate Senior Management Team that require unbiased analyses, evaluations of programs and service delivery (including customer satisfaction evaluation), in order to improve program effectiveness and/or efficiencies. Carries out environmental scans and demographic data production to support strategic planning activities.

Ensures the generation and management of data required to support Departmental decision making.

Plans and implements a knowledge dissemination strategy for the Department.

Provides leadership to the planning and development of major departmental and/or corporate initiatives or programs such as the City of Hamilton Human Services Plan.

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

Provides over-sight to the social services stream of the City of Hamilton's Community Partnership Program which provides annual grants to community agencies by ensuring the decision making process regarding grant recommendations is open and transparent and is aligned with Departmental policy direction.

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 in the development of high level policy directions that serve as the 'sign posts' for Departmental policy development such as City of Hamilton's Social Vision and the social inclusion policy directions, which in turn guide other Departmental program policies such as the Child Care Fee Subsidy Waitlist Management Strategy.

Provides leadership in the development of an integrated approach to a Departmental policy and advocacy agenda.

Provides leadership in the development and on-going support of the Youth Advisory Committee to City Council to ensure the Committee meets its mandated purpose.

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 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 projects and implements modifications to respond to changing circumstances. Reports regularly on the status of projects, tasks, program evaluations and other team activities to the Division and Department Management Teams.

Manages special policy studies and policy development such as the Social Development Framework. Ensures the necessary data analysis, research and investigation to support such policy development.

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 and proposed changes to legislation.

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

Represents the 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.

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. Master's Degree in social sciences or health with emphasis on policy, program planning and evaluation.

2. Progressive management experience within a Human Services environment with experience in policy, program planning and evaluation, and community development in a collaborative multi-disciplinary area.
3. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
4. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
5. Demonstrated ability to effectively manage a multi-disciplinary team in a results oriented environment.
6. Current and detailed understanding of the policy environment and government operations.
7. 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.
8. Knowledge of management theory, organizational behaviour, and program effectiveness.
9. Computer proficiency in Word, Excel, Internet, and Database applications.
10. Proven ability to contribute meaningfully to the strategic and business planning processes and direction of the organization.
11. Recognized Project Management training/certification an asset.
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 Services programs, relevant legislation such as Day Nurseries Act and Ontario Works, contractual obligations and applicable policies such as Place To Grow and procedures.
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 Licence.

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
