

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT
(CHILDREN'S & COMMUNITY SERVICES DIVISION – BUSINESS SUPPORT – CHILDREN'S SERVICES
SECTION - LOCATION – 28 JAMES ST. N., 6th FLOOR)

PROJECT MANAGER, EARLY LEARNING & CHILD CARE - CUPE 1041

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. The Children's & Community Services Division is responsible to 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 of Business Support – Children's Services, the Project Manager is responsible for the implementation of projects associated with the Early Years Community Plan and the Children's & Community Services divisional workplans. Duties include developing and monitoring plans with provincial and local frameworks, creating and monitoring implementation schedules, managing implementation, communications, risk management and contingency planning and evaluating project outcomes. This position provides leadership, direction, coordination and oversight to the staff team responsible for facilitating payments to contracted Service Providers in accordance with the Child Care & Early Years Act and Regulations and the City of Hamilton Policies and Procedures.

GENERAL DUTIES

Supervise and provide direction to staff such as Child Care Program Analysts.

Prepare work schedules, assign duties to staff, establish priorities, participate in staff hiring, monitor and evaluate staff performance, recommend discipline and train staff, as well as assisting in developing staff to their full potential.

Analyze, implement and evaluate applicable business processes for determining payments to Service Providers within the defined 12 month time frame and ensure that service agreements with Service Providers are developed and updated as required.

Manage the planning, development and implementation of increased funding levels to contracted Service Providers in accordance with, local policies and procedures and provincial legislation, directives and guidelines.

Oversee the implementation of communication strategies to program staff and key stakeholders concerning the detailed implementation of the priorities and strategies of the Early Years Community Plan including policy and procedural changes. Oversee progress within the various projects.

Develop methods for community consultation with various child care agency staff and key stakeholders.

Work collaboratively with the Department's Evaluation and Research Unit in the evaluation of the service delivery from both staff and customer perspective.

Prepare reports to the Children's & Community Services Division, Healthy & Safe Communities staff, City Council and the Ministry of Education on results and recommendations.

Establish, maintain and monitor quality assurance aspects of the project.

Maintain detailed knowledge of the division's business processes, policies and procedures and department policies and procedures including detailed knowledge of the Ontario Child Care Management System (OCCMS) business processes. Monitor OCCMS updates and ensure appropriate business processes are adjusted or put in place in response to provincial system changes.

Develop project goals, objectives and work plan consistent with the priorities and strategies as detailed in the Early Years Community Plan, ensure they align with provincial, departmental and divisional plans.

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

QUALIFICATIONS

1. Demonstrated competence in project management, business planning, business analysis, fiscal management, performance measurement and evaluation, normally acquired through a degree in business, or public administration, or related experience or related discipline pertinent to the job functions combined with experience in the Social Services field.
2. Knowledge of the Child Care and Early Years Act, Child Care Service Management Guidelines, provincial legislation and guidelines, and local policies and procedures.
3. Proven organizational skills and demonstrated ability to work with very tight deadlines and competing priorities.
4. Demonstrated skills in analysis, planning, monitoring and evaluation, including financial analysis.
5. Demonstrated ability to lead others in an environment that fosters innovative approaches to problem-solving and conflict resolution.
6. Demonstrated progressive supervisory experience and/or skills and ability to provide leadership in a changing environment.
7. Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed conflict resolution skills.
8. Demonstrated computer proficiency in Microsoft Word, Excel, and PowerPoint. Experience in OCCMS, EFIS and Microsoft Project would be an asset.

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