

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT **(SOCIAL DEVELOPMENT & EARLY CHILDHOOD SERVICES DIVISION – LOCATION – RED HILL FAMILY CENTRE, 25 MOUNT ALBION RD.)**

PROGRAM MANAGER, SOCIAL DEVELOPMENT & EARLY CHILDHOOD SERVICES

The Community Services 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, Social Development & Early Childhood Services, provides leadership to a multi-disciplinary team engaged in the provision of life skills, parenting, and early childhood services in collaboration with community agencies and the provision of a directly operated child care program within the standards, allocations and mandates of all pertinent legislation, policies and procedures. Share responsibility for planning, development and evaluation of Home Management, Learning, Earning, and Parenting Program and Red Hill Family Centre programs.

GENERAL DUTIES

Responsible for the hiring, orientation and supervision of staff, and ensure that all staff activities are carried out in accordance with legislation and City/Department/Branch policy.

Conduct regular staff meetings to ensure effective and efficient program operations and ongoing dialogues about Regional/Divisional/Branch issues.

Develop, monitor and implement an operational plan and prepare reports as required.

Participate in the budgetary process by projecting and maintaining costs associated within program responsibility.

Monitor and interpret local data relevant to program to assist with priority settings, program implementation and evaluation.

Identify the information requirements to monitor program indicators and collaborate in the development and maintenance of a management information system.

Develop and maintain quality assurance standards and policies and procedures for the effective delivery of programs in conjunction with other Branch/Department managers.

Serve as a liaison with other community agency and inter-agency committees in order to co-ordinate planning efforts to meet the needs of the community. Provide leadership in the development of new and evolving services.

Participate as member of the Branch Management team to facilitate co-ordination of inter-branch programs and provide backup as required to other Branch managers.

Participate in research and promote the utilization of appropriate research.

Facilitate and contribute to the education of students.

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

QUALIFICATIONS

1. Baccalaureate Degree in Health Sciences or Social Sciences or a combination of education and relevant work experience in the social services field.
2. Considerable experience in progressively responsible positions in the social services field would be an asset.
3. Possesses a demonstrated record of strong leadership and guidance, client service focus, team advocacy and the ability to effectively manage a multi-disciplinary workforce with the ability to motivate and develop a team of staff.
4. Thorough knowledge and understanding of statutes, regulations, codes and by-laws affecting the Public Health and Social Services area.
5. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
6. Highly developed interpersonal skills with the ability to interact and communicate effectively at all organizational levels.
7. Well developed planning 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, possessing highly developed negotiation and conflict resolution skills.
10. Demonstrated skills in program analysis, planning, monitoring and evaluation.
11. Ability to manage a budget effectively.