

CITY OF HAMILTON

PUBLIC HEALTH SERVICES **(PLANNING & CONTINUOUS IMPROVEMENT DIVISION – STRATEGIC PROJECTS & SERVICES - LOCATION** **- 1 HUGHSON ST. N., 3rd FLOOR)**

MANAGER, STRATEGIC PROJECTS & SERVICES

SUMMARY OF DUTIES

Reporting to Director of Planning and Continuous Improvement, provides leadership to a multi-functional workforce engaged in development, implementation, monitoring and rollout of Department's strategic & operational plans. Responsible for developing and implementing management tools, and supports continuous improvement strategies and information technology strategies to maximize the impact of service delivery for Public Health Services. Leads a team of staff who manage a variety of departmental projects including public health accreditation, management studies, business process reviews, policy and procedure development, volunteer services, and change management strategies in support of Public Health Services' mission, values, strategic goals and mandated services.

GENERAL DUTIES

Participates in development of divisional goals, objectives, strategic and annual work plans in alignment with departmental and corporate plans.

Manages staffing requirements for organizational unit. Interviews, hires and mentors staff. Supports staff performance objectives, learning needs and career development. Provides opportunities for regular staff input and feedback to enhance management and team performance.

Develops, implements, and monitors an operational plan that includes goals, objectives and performance indicators for organizational unit, and prepares reports as required.

Participates in budgetary process by projecting and maintaining costs associated with organizational unit responsibility areas.

Establishes and coordinates processes that support development of department's strategic and operational plan, and the rollout and monitoring of these planning processes throughout the department.

Establishes, supports, and monitors quality assurance and continuous improvement programs across the department, including leadership and coordination of public health accreditation process and documentation.

Identifies information requirements to monitor departmental performance indicators and leads development and maintenance of management information systems and databases to monitor implementation of Division and department annual plans.

Facilitates development of departmental work teams to implement continuous improvement strategies, business process reviews, change management strategies and strategic innovations that support department's strategic goals and annual plan.

Participates in development of divisional goals, objectives, strategic and annual work plans in alignment with departmental and corporate plans.

Establishes, supports, and monitors quality assurance and continuous improvement programs across the department, including leadership and coordination of public health accreditation process and documentation.

Identifies information requirements to monitor departmental performance indicators and lead development and maintenance of management information systems and databases to monitor implementation of Division and Department annual plans.

Facilitates development of departmental work teams to implement continuous improvement strategies, business process reviews, change management strategies and strategic innovations that support department's strategic goals and annual plan.

Manages planning, prioritization and implementation of information technology strategies for department, oversees departmental technology supports for provincial business applications, and ensures effective collaboration with Corporate IT.

Oversees the development, implementation and ongoing management of the department's volunteer program.

Leads research and development of departmental policies and procedures and business practice tools and templates. Ensures accurate and timely documentation and coordination of changes, additions and deletions to departmental policy & procedure manuals and other administrative processes.

Provides leadership and support in development of business plans for new and evolving services for the department, including partnership initiatives. Advises Public Health Services' Management Team on innovations in municipal business practices.

Oversees management of projects undertaken by staff within organizational unit. Sets priorities for resources among multiple projects and implement modifications as required. Reports on status of projects to Division and Public Health Services Management Teams.

Facilitates preparation of departmental responses and prepares reports on issues that arise from Council, Corporate Management Team, provincial and federal policy directives.

Represents the department on corporate committees and project teams.

Monitors and examines emerging trends and best practice literature that has potential impact on effective and efficient management of public health & community services. Ensures documentation of external scan for strategic planning process.

Contributes to advancement of public health and social well-being by initiating, facilitating and participating in education, research and grantsmanship activities; and participating on relevant provincial advisory committees.

Serves as the Public Health Services Privacy Officer by monitoring privacy issues and coordinating with the Clerk's Division.

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. Baccalaureate degree in Business, Public, or Health Administration or a related discipline pertinent to job functions combined with relevant management training and management experience. Postgraduate degree in Business, Public or Health Administration an asset.
2. Progressively responsible management experience, preferably in public health or municipal services sector.
3. Demonstrated skills and experience in strategic and operational planning, organizational management, implementing change, business planning and analysis, project management, and managing a multi-disciplinary staff.
4. Proven ability to work with a team of management professionals from cross disciplines; directing management studies and stakeholders meetings.
5. Excellent written and verbal communication skills, facilitation skills, presentation and negotiation skills. Highly developed interpersonal skills with ability to interact effectively at all organizational levels. Excellent organizational and problem solving skills.
6. Computer proficiency in Word, Excel, Internet, and database applications.
7. Previous experience in the preparation of documents and technical reports and previous experience preparing reports to Council.
8. Highly developed ability to articulate a vision to lead and inspire others.
9. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
10. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
11. Sound knowledge of Public Health Services programs, relevant legislation, contractual obligations and applicable policies and procedures.
12. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

NOTE:

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure