

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HEALTHY FAMILIES DIVISION – DENTAL PROGRAM - LOCATION – 1447 UPPER OTTAWA ST.)

MANAGER, DENTAL SERVICES

SUMMARY OF DUTIES

Reporting to the Director, Healthy Families Division. Under general direction, manages Supervisory staff providing leadership and direction to a multidisciplinary team of professional service providers engaged in the planning, implementation and evaluation of Dental Programs. Assumes overall responsibility and accountability for the management of his/her team and specific program areas, working collaboratively with the other Healthy Families Program Managers. Uses organizational knowledge and vision to provide leadership and direction to all staff within the Program, ensuring alignment of the Program with the City, Public Health Services and Board of Health/Council mission, vision, values and objectives.

Participates in Public Health Services emergency preparedness planning, development and training. Responds to all municipal and public health emergencies as requested.

GENERAL DUTIES

Manages Supervisory staff that oversee the day-to-day activities of program staff to ensure that all routine assignments and special projects are completed.

Ensures that Dental Program activities are conducted in accordance to all relevant legislation including the Health Protection and Promotion Act and the Regulated Health Professional Act, applicable protocols and evidence-informed practices.

Identifies the information requirements to monitor program indicators and collaborates in the development and maintenance of management information systems.

Provides administrative leadership in the development of new and evolving services.

Monitors and interprets local data relevant to program responsibilities to assist with priority setting, program implementation and evaluation.

Develops, monitors and implements annual and multi-year business and budget plans and prepares reports as required.

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

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

Manages inventory effectively, working within corporate policies to purchase and maintain dental equipment and supplies.

Plans and manages program resource requirements to ensure adequate availability of trained staff, appropriate equipment and necessary materials to support program delivery objectives.

Promotes teamwork and workforce integration within the department and externally through cooperative program planning, delegation of responsibilities and accountabilities, and regular monitoring and feedback.

Conducts regular staff meetings to ensure effective and efficient program operations and ongoing dialogue about Corporate/Departmental/Division issues.

Participates as member of the Division Management Team to facilitate co-ordination of inter-division programs and provide backup as required to other Division Managers.

Participates in Public Health Services/Corporate Management Team and Board of Health meetings when topics related to dental administrative issues are being addressed.

Serves on and liaises with other community agency and interagency committees in order to co-ordinate planning efforts to meet the needs of the community related to dental administrative issues.

Demonstrates interest in ongoing professional growth and education, and carries out self-evaluation of performance on an ongoing basis.

Participates in research and promotes the utilization of appropriate research.

Facilitates and contributes to the education of students.

Participates in the Healthy Families Division Management Team and assists the Director in a supporting or acting capacity as may be requested.

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 public health, health promotion, epidemiology, health services, behavioural sciences or a related field preferred.
2. Extensive knowledge and experience of administrative and management responsibilities in a public health setting, normally acquired through a combination of degree-certified health professional training and a graduate degree from a recognized university
3. Previous experience related to a health care/dentistry/health promotion environment is strongly preferred.
4. Registration/certification in good standing with a regulated health profession/appropriate professional college an asset.
5. Management experience preferred, with progressive responsibility, preferably in a municipal or public health environment, including strategic and program planning, policy development, and evaluation.
6. Demonstrated ability to undertake long-term visioning and strategic planning to promote a shared vision and purpose to drive action, linking today's work with long range plans.

7. Skills in financial management and policies, including analytical, problem-solving and business planning skills. Skills in developing, implementing and monitoring program budgets.
8. Demonstrated ability to develop, recommend and implement public policies in support of improved health, including the planning, delivery and evaluation of public health programs and services based on evidence and community needs. Ability to balance and integrate multiple mandates from multiple funders and oversight bodies (Ministries, Council, Agencies) into program plans and policy recommendations for areas of Program responsibility.
9. Competencies to assess the health of the public to inform priority setting, program planning, delivery and evaluation. Ability to apply quantitative and qualitative methods to generate evidence from needs assessment, program development and/or evaluation activities within the scope of public health programming.
10. Ability to utilize their knowledge of communities to develop and shape strategies with partners to mobilize action.
11. Proven ability to make decisions in critical situations in the absence of complete information, with support from Director and/or Associate Medical Officer of Health. Ability to assess potential risks to the health of the public and recommend steps necessary to reduce or eliminate that risk, including under tight timelines and in emergency conditions.
12. Ability to provide leadership to a multidisciplinary staff, including in a unionized environment, utilizing proactive management skills.
13. Proven ability to foster staff, work teams and organizational development towards excellence in service delivery. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development and results orientation.
14. Demonstrated ability to facilitate the application of standards, best practice guidelines, evidenced-based assessment tools, legislation, regulations, competencies and trends of public health dental practice (e.g., Ontario Public Health Standards, Royal College of Dental Surgeons of Ontario and College of Dental Hygienists of Ontario) towards quality public health practice.
15. Proven ability to provide information on public health matters to a range of audiences. Excellent interpersonal and facilitation skills and ability to build relationships with elected officials, government departments, management, front-line staff, community agencies and the general public. Excellent verbal, written communication skills and ability to present ideas to governing bodies, public gatherings and through the media.
16. Demonstrated competency as educator, developer and translator of public health knowledge, the maintenance and improvement of their own expertise in public health practice, and ethical conduct. Possess a high level of personal integrity and sound judgment.
17. Maintenance of up-to-date knowledge of all relevant federal and provincial legislation and regulations relevant to the Program, including:
 - Thorough knowledge and ability to apply the Health Protection and Promotion Act, MFIPPA, PHIPA, Child & Family Services Act, and all other statutes, regulations and by-laws affecting the Program's services.
 - Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
18. Eligibility for an academic appointment with relevant Faculty, McMaster University or other academic partner relevant to the work of Public Health Services is an asset.

19. Computer proficiency in Word, Excel, Internet, and Database applications.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

NOTE 1:

This position(s) currently requires the incumbent(s) to use their personal vehicle(s) 3 or more times per week for City business. In accordance with the City policy, parking is provided at this time. Should the job requirement change, parking will only be provided in accordance with the City policy in force at that time.

NOTE 2:

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

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