

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT
(CHILDREN'S & HOME MANAGEMENT SERVICES DIVISION – EARLY YEARS OPERATIONS & LEAP -
LOCATION – 4 HUGHSON ST. S., 2nd FLOOR)

SUPERVISOR, CHILD CARE FEE SUBSIDY - CUPE 1041

The Community & Emergency 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 Manager, Early Years Operations & LEAP, the Supervisor, Child Care Fee Subsidy provides leadership, direction, coordination and oversight to the staff team responsible for facilitating access to high quality child care services in the City of Hamilton through the determination and approval of eligibility for fee subsidies and the approval and management of referrals for child care service for children requiring special resources and/or for vulnerable families in high risk situations in accordance with the Day Nurseries Act and Regulations and the City of Hamilton Policies and Procedures.

GENERAL DUTIES

Ensures the provision of quality service delivery of the program by developing an annual program operational work plan ensuring alignment with divisional and departmental plans and the Child Care Services Management Plan.

Participates as a member of the Child Care Systems management team to ensure a coordinated system approach to service delivery and customer service.

Develops goals, objectives and work plans consistent with the priorities and strategies as detailed in the Child Care Services Management Plan, ensures they align with provincial, departmental and divisional plans.

Ensures compliance with legislative requirements and City of Hamilton policies and procedures in determination of eligibility for child care services.

Supervises and provides direction to staff such as Therapeutic Program Coordinator, Best Start Coordinator and Subsidy Eligibility Workers.

Prepares work schedules, assigns duties to staff, establishes priorities, participates in staff hiring, monitors and evaluates staff performance, recommends discipline and trains staff, as well as assisting in developing staff to their full potential.

Ensures the integration of City of Hamilton Child Care services into neighbourhood based Best Start Community Service Provider Teams by meeting regularly with program staff at neighbourhood sites and determining unique services needs of each neighbourhood.

Makes recommendations to Manager regarding adjustments to program service delivery provisions.

Ensures coordinated support or program services for children with special needs and/or vulnerable families in high risk situations by liaising with the five agencies that make up the community Integrated Resources Hub that ensures the planning and delivery of services across 180 plus child care programs in Hamilton for children with special needs.

Ensures fiscal management through responsible budget administration by reviewing and approving budgetary requirements, monitoring and analyzing variances throughout the budget year and taking corrective action when required.

Prepares reports and presentations to the Social Development and Early Childhood Services Management Team, Community Services staff, and/or other related Community Service Providers.

Participates in the development of Child Care Systems Management business processes, Child Care System Management policies and procedures, Council Reports and communication strategies to applicable audiences.

Maintains detailed knowledge of the Child Care System business processes, Child Care System policies and procedures and department policies and procedures.

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.

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

QUALIFICATIONS

1. Working knowledge and experience with clinical and/or social issues and crisis intervention normally acquired through the completion of a Bachelor's Degree and/or a College Diploma in Social Services, Social Work, Family Studies and/or Child Studies.
2. Experience in working with multi-need, high risk families, with knowledge of integrated therapeutic programs and services.
3. Knowledge of the Day Nursery Act, Child Care Service Management Guidelines, Best Start Guidelines, provincial legislation and guidelines, and local policies and procedures.
4. Proven organizational skills and demonstrated ability to work with very tight deadlines and competing priorities.
5. Demonstrated skills in analysis, planning, monitoring and evaluation.
6. Demonstrated ability to lead others in an environment that fosters innovative approaches to problem-resolution.
7. Demonstrated supervisory experience and/or skills and ability to provide leadership in a changing environment.

8. Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed conflict resolution skills.
9. Computer proficiency in Word, Excel, PowerPoint, PeopleSoft and Microsoft Project an asset.
10. Must possess a valid Class G Driver's Licence with provision of a vehicle.

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.
