

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (CHILDREN'S SERVICES & NEIGHBOURHOOD DEVELOPMENT DIVISION – HOME MANAGEMENT SERVICES – 25 MOUNT ALBION RD.)

PROJECT MANAGER, HOME MANAGEMENT SERVICES

SUMMARY OF DUTIES

Reporting to the Program Manager, Children's & Home Management Services, the Project Manager, Home Management Services is responsible for researching, developing and implementing projects based on referrals received to program and requests from local community agencies. As an integral member of the Children's Services & Neighbourhood Development, home management program that addresses the Social Determinants of Health, community engagement, planning and project management, the coordinator will take a leadership role in working collaboratively with staff and management from across City of Hamilton departments and programs, as well as external key community stakeholders, community members to develop and coordinate case management projects that address the client needs identified by local agencies in the community. The Project Manager will represent the Home Management / Vulnerable Support Team at decision-making tables across the city, engaging with community agencies and resources to support the cross-departmental and cross-sector projects of the program.

GENERAL DUTIES

Demonstrated leadership, collaboration and negotiation skills required to work with professionals, elected officials, community members and funding bodies to develop and implement clear and concrete projects to improve neighbourhood health and well-being.

Proven knowledge and experience in project management; including ability to develop project scope, project charters, work plans, tracking tools and final reports. Ability to identify, secure and manage resources to ensure project success.

Ability to research best practices, conduct environmental scans, critically analyze data and information and provide advice to the Division on effective community engagement strategies, community-based projects and funding sources.

Proven customer service skills required to oversee effective communication with elected officials, various departmental staff, management, community stakeholders and residents. Demonstrated ability to resolve conflicts and concerns using good judgement to meet the needs and desires of interested parties while ensuring projects are completed.

Must have proven superior communication skills, verbally, written and visual forms, ensuring the message is clear. Must have experience in writing both detailed reports and summaries for a wide variety of audiences. Must have excellent presentation skills across diverse audiences.

A demonstrated ability to work within a developing program; both independently, showing good judgement and initiative, and as part of a team. Effective organizational skills with a proven ability to provide top quality results with short notice in an ever changing environment.

Ability to participate fully in strategic planning discussions on the continued evolution of the programs and its components, based on knowledge acquired through research, best practices and case studies.

Develop, launch and manage a resource and navigation supports, including the development of tools that will serve

as a resource for all client referrals by ensuring that all high needs clients are engaging their supports in the community.

Oversee the development and implementation of an evaluation framework and monitoring tools for the Home Management Program / Vulnerable Supports team, including methodology, analysis and report writing.

Performs other duties as assigned.

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.

QUALIFICATIONS

1. Post-secondary degree or diploma in the field of health, human services or project management or equivalent combination of education/experience.
2. Demonstrated excellent inter-personal and facilitation skills with a citizen centered focus. Ability to work with a wide variety of people of diverse backgrounds and skill sets.
3. Comprehensive understanding of project management methodology.
4. Demonstrated ability to develop and manage budgets, following all City of Hamilton policies and procedures.
5. Demonstrated effective supervisory skills providing work direction related to project delivery.
6. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
7. Experienced in a computer environment. Working knowledge of Microsoft applications (Word, Excel, Outlook, Power-Point).
8. Demonstrated written, verbal and visual communication and negotiation skills.
9. Demonstrated success in the management of project charters, workplans, budgets, confidential land acquisition, personnel issues.
10. Knowledge and/or experience with City of Hamilton departments and programs is considered an asset.
11. Flexible work hours as many activities or meetings happen outside of normal working hours. Must be able to manage own transportation for attending meetings and events.

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