

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (GENERAL MANAGER'S OFFICE – LOCATION – 28 JAMES ST. N, 4th FLOOR

GENERAL MANAGER, HEALTHY & SAFE COMMUNITIES

SUMMARY OF DUTIES

Reporting to the City Manager, you will assume direct responsibility for a multi-functional, team-oriented department that is dedicated to supporting the health and well-being of Hamiltonians. You are a strategic thinker who thrives in a demanding, results-oriented environment. You are a champion for the importance of the social determinants of health and can clearly communicate how the conditions of daily living (where and how we live, work, play and learn) have the greatest impact on our overall health and well-being.

You possess a demonstrated record of strong leadership skills, ability to be an innovative/creative thinker, with a strong commitment to results. You favour a style of management that believes in delegating and empowering staff while, at the same time, providing guidance and leadership when necessary. You possess a high level of personal integrity and are an excellent communicator.

RESPONSIBILITIES

Responsibilities will encompass the following jurisdictions:

- Human Services (including Ontario Works, Housing, Children's Services and Neighbourhood Development)
- Hamilton Fire Department
- Hamilton Paramedic Service
- Long Term Care (Lodges)
- Public Health Services
- Recreation

Goals and objectives include human service integration, delivering best in class care, timely access to services, improving efficiencies, internal and external customer service, administrative streamlining, establishing long term continuous improvement principles and ensuring program decisions are based on evidence and data.

GENERAL DUTIES

Work with the City Manager, the Mayor's Office and Council building and delivering the long-term strategy for the health and well-being of Hamiltonians.

Provide professional opinion, advice and guidance to Senior Leadership, Standing Committees and Council on policies, programs and services. Develop policy and new program directions for implementation as approved by Council.

Provide leadership in short and long-range planning activities for the Department by creating and applying a strategic vision consistent with corporate goals.

Responsible for ensuring internal controls in the form of policies, procedures and practices are developed and implemented in relation to the general and specific risks of the area and to achieve the objectives of safeguarding City assets.

Ensure compliance with applicable Provincial and Municipal statutes as required. Develop and administer policies, procedures and practices consistent with achievement-oriented goals.

Direct the preparation of the Department's business plan and defend the operating and capital budgets; ensure efficiency and effectiveness of operations; and ensure that the internal controls operate effectively and continuously.

Provide creative leadership through consultation with and development of designated Directors and Managers of the Department. Build and encourage staff commitment to strive for a consistently high level of performance in all areas of service delivery recognizing the underlying values and desired culture of the corporation.

Move the City towards an integrated system of human services capable of providing seamless access to supports for Hamiltonians.

Participate as a fully contributing member of the Senior Leadership Team. Act as Deputy City Manager on a rotating basis with other members of Senior Leadership Team.

Participate in emergency preparedness planning, development and training. Respond to all municipal emergencies as requested.

Ensure that employees are provided with and use the appropriate equipment, material and/or procedures required to perform their assigned duties. Ensure that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or procedures.

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

Core Leadership Competencies

Demonstrate strategic agility with a proven track record of setting direction, communicating clear vision which encourages alignment with the strategic plan, goals and objectives.

Develop and create an organizational culture that encourages change, drives innovation and is continuously learning. Able to encourage others to accept change and guide them to effectively and efficiently move through transition.

Ability to achieve results by taking ownership of all areas of responsibility and guides/coaches others on how to increase commitment and alignment to the organizational short term and longer objectives.

Demonstrated ability to develop a culture focused on the value of people which aligns with the City's values and genuinely fosters the long-term learning and development of others.

Proactively build and maintain professional relationships, networks and/or contacts (internally and externally) and effectively work and communicate across the organization. Ability to anticipate political issues and sensitivities and plan approaches accordingly even if unpopular or controversial.

Demonstrate ability to enhance performance and build public trust by understanding the impact of decisions, issues and outcomes to the City's business needs and strategic priorities in a manner which aligns business requirements and deliverables with the needs of customers and taxpayers.

Proven ability to think strategically and contributes leadership in assessing internal and external trends (political, inter-governmental and community of interest) and applies this knowledge to support the long-term vision and success to the City.

QUALIFICATIONS

1. Progressive management experience in the field of Public Health or Human Services administration normally acquired through a Degree in Health or Social Sciences from a recognized university or an equivalent

combination of education and relevant work experience integrating services related to the social determinants of health.

2. Municipal knowledge in the above identified areas of accountability with thorough working knowledge and understanding of statutes, regulations and by-laws affecting the business of the Department and Corporation.
3. Highly developed analytical and business planning skills with a proven track record for long term visioning and big-picture thinking. Demonstrated experience in translating the vision into the delivery of operational focused programs and services which position the city for success. Proficiency with metrics and continuous improvement best practices.
4. Ability to be a trusted advisor and/or advocate in sensitive and/or emotionally charged situations including media issues management.
5. Highly developed political acumen and demonstrated experience in working with elected officials.
6. Strong financial management and accountability with operating and capital budgeting, revenue and investment opportunities in a manner which supports economic growth and sustainable services.
7. Ability to skilfully communicate complex issues clearly and credibly to a wide and varied audience including facilitation and negotiation skills when dealing with contractors, developers, vendors and community interests.
8. Ability to establish relevant relationships and deal effectively with elected officials, representatives of other levels of government, management, peers, staff, business community and the public.
9. Computer literacy in electronic mail, Internet, word processing and spreadsheet applications. Ability to provide leadership to staff which encourages staff to utilize technologically up to date approaches to municipal administration and business practices.
10. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

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