

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES DEPARTMENT (HUMAN SERVICES - ONTARIO WORKS DIVISION – LOCATION – 250 MAIN ST. E.)

DIRECTOR, ONTARIO WORKS

The Healthy & Safe Communities Department is committed to its people and is dedicated to building strong and healthy communities. We embrace the social determinants of health as underpinnings to ensuring excellence in service delivery goes beyond a singular focus. We seek to understand the citizen within the community as a whole person whose needs are multi-faceted and may require services beyond a particular division and/or department. Passionate about making a difference within our communities, we prioritize teamwork not only across the divisions but also with other departments across the corporation, along with community partners. Our focus is on high-impact work, monitored and measured to enable us to understand how we can continuously improve to ensure that we are recognized for our excellence in service delivery. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence. This commitment underscores our understanding that a positive work environment contributes significantly to the overall success of the department's mission.

SUMMARY OF DUTIES

Reporting to the General Manager of the Healthy and Safe Communities Department provides leadership and direction to a multi-disciplinary team engaged in the delivery of Ontario Works. Assumes responsibility for strategic management, planning, development, evaluation and the delivery of services and programs in a transforming social service delivery environment. The incumbent will also ensure that the municipality meets its legislated obligations for social assistance in the capacity of Ontario Works Administrator as set out in the Ontario Works Act, Regulations and Directives.

Possesses a demonstrated record of strong people leadership and guidance, customer focus, innovation / creativity, team advocacy, staff delegation, empowerment and staff development, and are results oriented.

As a leader, you will work collaboratively across Divisions and with community partners to anticipate and respond to community needs with the goal of providing exceptional service, achieving administrative excellence and efficiency, effective financial stewardship and to support an empowered and engaged work force.

GENERAL DUTIES

Recommends broad policies and long range strategies in the delivery of services to meet provincially mandated goals and objectives for the Ontario Works Program.

Accountable for establishing and achieving Divisional goals and objectives through the effective and efficient use of financial and staff resources. Uses a "best practice" approach in developing and delivering quality services in a timely and cost effective manner.

Works closely and in coordination with peer Directors in Housing Services and Children's and Community Services Divisions to jointly manage the delivery the Ontario Works Program and work towards integrated services.

Participates in the overall planning, co-ordination, policy development, decision making and budget preparation for the Department including the Departmental Strategic Plan as a member of the Departmental Management Team.

Leads an effective Division management team, providing coaching, mentoring and advice to managers and supervisors to optimize performance. Provides solution oriented/strategic consultation on areas of managerial experience to peers and staff. Promotes teamwork and involvement from all staff levels. Be a champion of the City's Our People and Performance Plan.

Develops goals and objectives, initiates projects dealing with all the components of the Ontario Works program and its delivery services.

Fulfills the role of Ontario Works Administrator for the Ontario Works program including finance, compliance and performance measurement as specified by the Ministry of Community and Social Services.

Provides fiscal management and control through responsible administration of budget allocations and the completion of business plans, by consolidating, interpreting and submitting the annual operating budget for the Ontario Works Division.

Identifies and manages human resource requirements necessary to plan and implement the programs and services within the Ontario Works Division.

Ensures Divisional compliance with Provincial and Federal statutes and regulations, Municipal by-laws and policies, applicable program and professional standards.

Responds to various Corporate, Community, Provincial and Federal proposals for service initiatives, changes or enhancements.

Provides solution oriented/strategic consultation on areas of experience and managerial experience to peers and staff, including reports to Advisory Committees and Committees of Council.

Liaises and consults with government offices, community agencies and associations to develop services based on identified needs that anticipate and respond to the needs of our community.

Represents the Division and develops effective relations with Community groups, organizations and agencies/ministries.

Evaluates and reports on the Division's service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Develops appropriate evaluation tools to measure staff performance and establish monitoring and reviewing devices to determine strengths and needs of staff and identifying goal setting measures to maintain optimal performance levels.

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.

Contributes to the advancement of human/social services for Hamilton's residents by initiating, facilitating and participating in education and research activities, serving on provincial committees and planning bodies, advising government officials and participating in relevant activities of professional and human services associations.

Participates in Healthy & Safe Communities emergency preparedness planning, development and training. Responds to all municipal emergencies as requested.

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

QUALIFICATIONS

1. Proven knowledge of management principles, practices and theories in the direct delivery of human/social service programs normally acquired by obtaining a Degree in Social Sciences from a recognized university or an equivalent combination of education and work experience.
2. Extensive senior management experience in a variety of human/social services program areas. Highly developed strategic thinking skills.

3. Proven ability to foster staff and organizational development towards excellence in the delivery of financial and employment assistance programs. Demonstrated ability to look for creative solutions based on best practice.
4. Experience in service integration in a human service environment.
5. Proven ability to function as a member of a leadership team.
6. Progressively responsible experience in the human/social service field including program planning, evaluation, policy development and promotion.
7. Demonstrated competency to manage a large multi-disciplinary staff, preferable in a unionized environment, utilizing pro-active management skills. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development and results orientation.
8. Demonstrated financial skills in developing, implementing and monitoring budgets both internal to the Division and with third party agencies.
9. Highly developed analytical and business planning skills with a proven track record for long-term visioning and strategic planning.
10. Excellent communication skills, both verbal and written. Strong political acuity with ability to deal with elected officials, government departments, all levels of management, staff and the general public. The ability to negotiate and resolve complex issues in collaboration with peer Directors.
11. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
12. Excellent analytical and problem-solving skills.
13. Highly effective facilitation and presentation skills with the ability to lead transformational change in service delivery and related infrastructure.
14. Demonstrated ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
15. Possess a high level of personal integrity and sound judgement.
16. Thorough proven knowledge and understanding of social services programs such as the *Ontario Works Act*, *Ontario Disability Support Program Act* and all other statutes, regulations and by-laws affecting the division/section. In-depth knowledge of government and community partnerships.
17. Sound understanding of community development principles and demonstrated ability to work collaboratively to engage the community in system planning.
18. A demonstrated understanding of the role financial and employment assistance plays in economic and social development.
19. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.

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.
