

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT **(ONTARIO WORKS DIVISION – LOCATION – VARIOUS)**

MANAGER, HUMAN SERVICES

The Healthy & Safe Communities 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 public 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. The goal of the Ontario Works Program is to support those in need so they may achieve self sufficiency and maximize their quality of life.

SUMMARY OF DUTIES

Reporting to the Director, Ontario Works, the Manager, Human Services works collaboratively with other leaders to provide strategic leadership, through subordinate management, to a multi-functional workforce engaged in planning, development, implementation, monitoring, analysis and auditing to measure efficiency and compliance in the delivery and transformation of Social Assistance Programs and Service Delivery. The Manager will ensure that the program is compliant with MCSS service plans and is effectively administered and delivered within the standards, allocations and mandates of all pertinent legislation, policies and procedures. The Manager, Human Services will lead and mentor staff, share responsibility for strategic and program planning, development and evaluation of a systems wide approach for the Ontario Works Program and related programs such as child care and housing. The incumbent will help lead staff through major changes in service delivery, improving processes to meet future needs and the provincial vision for reform. This includes but is not limited to establishing and achieving service section goals, program and data review and analysis, privacy issues, systems support, records management, contingency planning, business process reviews, case management, intake, eligibility verification, eligibility review, overpayment recovery, appeals, community outreach, budget preparation and monitoring. In addition, the Manager, Human Services would support the corporate culture and Corporate and Departmental Priorities, preparing reports for City Council, stakeholders and the community. The Manager, Human Services will participate in H&SC emergency preparedness planning, development and training and respond to all municipal emergencies as requested.

GENERAL DUTIES

Provides leadership to the Ontario Works management team in the planning and development of major initiatives that impact client service delivery of the Ontario Works program within the City of Hamilton such as Social Services Reform, integrated service delivery, the implementation of any provincial or federal benefits supporting poverty reduction such as the Ontario Child Benefit and Supportive Approach to Innovative Learning.

Leads an effective Ontario Works service delivery team, providing coaching and advice to subordinate supervisors to optimize performance in a changing social services environment. Directly manages a team of supervisors with accountability for case managers, technical specialized and clerical staff. Ensures Ontario Works related programs and work sites are technically supported, effectively administered and delivered within the standards, allocations and mandates of all pertinent Federal, Provincial and Municipal and Corporate legislation, policies and procedures.

Responsible for the oversight and successful planning, project management and implementation activities for major initiatives from the Ministry of Children, Community and Social Services that impact internal operations.

Analyzes and interprets regulatory changes and data such as provincial legislative changes, economic reports, environmental comparator data, on a multi-year basis to establish the impact on staffing levels, resources, priority setting, continuous improvement and required budget implications. Manages the planning, implementation and administration of associated changes to policies and programs. Leads and manages the change management process as it pertains to social assistance delivery reform, changing legislation, program cuts or enhancements while maintaining positive relationships with the community and stakeholders

Ensures staff are supported in a continuous learning and development environment, trained to understand and apply a complex system of acts and legislation, has knowledge of the measures and standards set for the program delivery and funding, has adequate knowledge of the local job market, labour market trends, community resources and uses provincial technology effectively. Considers, evaluates and coaches supervisory staff towards professional development activities through the performance accountability and development process, assisting supervisors to develop to their full potential. Hires, dismisses, manages the performance of and disciplines supervisory staff as necessary. Maintains confidentiality as required.

Consults and collaborates with a broad range of internal and external stakeholders, focus groups and consultants on a wide variety of initiatives that will move Ontario Works towards a service integration model with other municipal and community service providers.

Ensures high performance and staff engagement through leadership and guidance with a focus on client service, innovation, advocacy, delegation, empowerment and staff development. As part of the OW Management team, establishes clear lines of responsibility to articulate program expectations including program outcomes, performance measures and reporting. Utilizes innovative, analytical and solution-oriented problem solving skills for program planning, social services delivery modernization implementation and evaluation.

Conducts regular staff meetings to ensure effective and efficient program operations and ongoing dialogues about City/Department/Division issues. Promotes teamwork within inter-departmental groups and within cross-functional and cross-program initiatives.

Directs and manages the general administration of the work area under his/her jurisdiction by developing and recommending new policies, business processes and operational procedures and monitoring existing ones to maximize utilization of resources. Responsible to research, develop, implement and evaluate highly effective and interactive business solutions to improve access, increase efficiency and to identify opportunities for continuous improvement. Promotes engagement and participation of all staff in business process reviews in the transformation of OW service delivery.

Manages the daily financial operations of the section through daily production of client cheques, direct bank deposits and cheques to vendors.

Accountable for decisions regarding the provision of payments and benefits to clients are made in accordance with provincial legislation and regulatory authority, policies, directives and business practices. Ensures all Ontario Works staff at the front-line deliver social assistance appropriately including decision making regarding eligibility, frequent communication with OW participants, referrals to employment and to other services that best meet participants' individual needs and financial management within a case management technology.

Attempts to prevent the misuse of assistance and ensure payments and benefits are provided to those individuals in verifiable need within the legislation. Uses program discretion and discretionary decision-making to address crisis issues occasionally outside the scope of applicable legislation.

Accountable for ensuring that staff maintain the confidentiality of client and program records under the Ontario Works Act, MFIPPA and Third Party Federal and Provincial Acts. Develops and monitors policies and standards for the protection of confidential program and client records,

Develops, coordinates and provides oversight on verbal and written stakeholder and client communications such as forms, letters and pamphlets related to services and programs, operational and legislative changes including issues that may lead to political and media involvement.

Plans, coordinates, develops and implements activities, program services and initiatives consistent with corporate and departmental strategic direction and vision such as French Language Services and Accessibility for Ontarians with Disability Act.

Evaluates program effectiveness and quality assurance by measuring compliance to legislation, adherence to policy and procedures and business processes through the completion of audits.

Manages and directs the overall security and protection of Ontario Works client information. Conducts investigations and reports to the Ministry of Community and Social Services and the Privacy Commission on instances where privacy has been breached including making recommendations for disciplinary action and implements broad corrective action to ensure compliance.

Manages and directs the participant appeal process ensuring that all Ontario Works decisions are aligned with Ontario Works Act, Regulations and Directives and local policy.

Develops and implements strategic and operational planning objectives that align with corporate strategic plans and goals and monitors and evaluates the delivery of provincially mandated financial benefit program to ensure goals and objectives are met. Develops, implements and evaluates strategic recommendations for the Ontario Works service delivery program including the training and development of staff through the design of training programs that address the core competencies (skills, knowledge and supportive behaviours) required in the human services field.

Serves as a liaison with other community agencies and inter-agency committees in order to co-ordinate planning efforts to meet the needs of the community. Provides leadership in the development of new and evolving services. Undertakes on-going public relations activities, initiates community engagement and education that builds strong community relationships and partnerships that enhances the City's image and are the foundation of an integrated service model.

Represents the City of Hamilton on Provincial and Federal initiatives at public meetings, task forces, community and advisory boards, forums, special projects and benchmarking initiatives with other municipalities.

Develops and tenders contracts through the corporate procurement processes. Monitors contract compliance and evaluate performance of participating organizations.

Prepares, manages, monitors annual operating budgets; prepares variance and forecast reports based on division, department and corporate policies and guidelines.

Represents respective area in Labour Relations issues including participating in labour management meetings, providing input for Collective Agreements and grievance settlements.

Participates in H&SC emergency preparedness planning, development and training. Responds to all municipal emergencies as requested.

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. 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. Recommends appropriate action for employees who do not work in compliance with legislation, policies and procedures.

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

QUALIFICATIONS

1. Must be able to demonstrate a level of expertise related to the duties described, normally acquired through a Baccalaureate degree in Human Services, Health or Social Sciences or a combination of education and relevant work-related experience.
2. Demonstrated experience in progressively responsible positions in the social services field.
3. Previous supervisory/management experience in a unionized environment.
4. Possesses a demonstrated record of strong leadership and guidance, client service focus, team advocacy with the ability to effectively manage a multi-disciplinary workforce with the ability to motivate and develop a team of staff.
5. Knowledge of Ontario Works Act & Directives and Provincial Guidelines, Day Nurseries Act, Children Services Act, Homemakers & Nurses Services Act, Family Law Reform Act, Homes For The Aged and Rest Homes Act and Ontario Disability Support Act.
6. Highly developed interpersonal skills and political acuity with the ability to interact and communicate effectively at all organizational levels.
7. Well-developed planning, change management and organizational skills, with developed innovative and solution oriented problem solving skills.
8. Demonstrated ability to work effectively with colleagues, direct service staff in identifying and meeting the needs of the division.
9. Excellent verbal and written communication skills, presentation and facilitation skills, possessing highly developed negotiation and conflict resolution skills.
10. Demonstrated skills in analysis, planning, monitoring and evaluation and an understanding of quality assurance practices. Promotes the utilization of evidence based service delivery models.
11. Ability to manage a budget effectively. Experience in a computerized environment. Working knowledge of Microsoft Office (Microsoft Outlook, Word and Excel). Working knowledge of database software. Knowledge of SAMS would be considered an asset.
12. 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
