

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT **(ONTARIO WORKS DIVISION – LOCATION – TBA)**

MANAGER, BUSINESS & SYSTEM SUPPORT

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 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 Ontario Works Director, the Manager, Business & System Support working collaboratively with other leaders provides 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 of programs and operations in a transforming Social Assistance Service Delivery environment. . The Manager, Business & System Support will ensure that the business and system (SAMS & other technology) is effectively supported to meet the standards, allocations and mandates of all pertinent legislation, policies and procedures. The Manager will lead and mentor staff, share responsibility for planning, development and evaluation of a systems wide approach to service integration 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 including Lean Six Sigma projects, budget preparation and monitoring. In addition, the Manager, Business & System Support would support the corporate culture and Corporate and Departmental Priorities, preparing reports for City Council, stakeholders and the community. The Manager, Business & System Support will participate in C&ES emergency preparedness planning, development and training and respond to all municipal emergencies as requested.

GENERAL DUTIES

Provide 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 effective Ontario Works service and business support teams, 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 technical, specialized and clerical staff. Ensures Ontario Works related programs and work sites are technically supported and effectively administered and delivered within the standards, allocations and mandates of all pertinent Federal, Provincial and Municipal legislation, policies and procedures.

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

Manages the daily operations of the Ontario Works Data Center which is responsible for daily production of client cheques, direct bank deposits and cheques to vendors as well as the printing and mailing of client letters and downloading, storing and archiving of provincial reports for Ontario Works.

Analyses current departmental technology needs, participates in operational reviews and provides options for consideration regarding current and future enhancements.

Investigates, evaluates and makes recommendations to division heads on the purchase of appropriate hardware and software to meet their needs.

Analyze and interpret 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, have knowledge of the measures and standards set for the program delivery and funding, and uses provincial technology effectively. Considers, evaluates and coaches supervisory staff towards professional development activities through the performance accountability and development process, assisting supervisors 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.

Leads and directs the overall design and development, framework, architecture and content of the City of Hamilton's Ontario Works intranet site.

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 and is reflected in PADs. Administers, co-ordinates and directs activities by delegating and assigning work to staff; ensuring maximum utilization of human resources; monitoring and evaluating individual staff performance; coaching, mentoring and supporting staff development.

Conduct regular staff meetings to ensure effective and efficient program operations and ongoing dialogues about City/Department/Division issues, strategic planning, corporate culture and values.. Promotes teamwork within inter-departmental groups and within cross-functional and cross-program initiatives.

Manages the Service Delivery Technology disaster recovery procedures and contingency plans to recover client data and payment history to minimize disruption to client services, maintain financial integrity and ensuring accuracy of cost sharing agreements.

Provides leadership, direction and oversight to the management group on the design, development and evaluation of business processes, policies and operational procedures directing the delivery of the Ontario Works programs. Responsible to research, develop, implement and evaluate highly effective and interactive business solutions to improve access and increase efficiency.

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 client communications such as forms, letters and pamphlets related to services and programs, including operational and legislative changes.

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 coordinates a broad range of value for money and program compliance audits conducted by Municipal, Provincial and external authorities, ensuring validation of findings, directing management teams to take corrective action where appropriate, developing and monitoring an action plan, developing and communicating changes to procedures and policies as required.

Makes recommendations for allocation of resources, program corrections or enhancements and identifies areas of risk that impact client service delivery and program integrity.

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.

Manages and directs the training and development of staff through the design of comprehensive training programs that address the core competencies (skills, knowledge and supportive behaviours) required in the human services field.

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.

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 the position.

QUALIFICATIONS

1. Must be able to demonstrate a level of expertise related to the duties described normally acquired through a Baccalaureate Degree in Health or Social Sciences, Computer Science or a combination of education and relevant work-related experience.
2. Demonstrated experience in progressively responsible positions in the social services field.

3. Working knowledge of Social Services and community resources with a good understanding of computerized systems and working knowledge of a variety of business applications.
4. Demonstrated supervisory/management experience combined with the ability to motivate staff and foster a co-operative and harmonious team environment.
5. 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.
6. Highly developed interpersonal skills with the ability to interact and communicate effectively at all organizational levels. Excellent verbal and written communication skills, presentation and facilitation skills, possessing highly developed negotiation and conflict resolution skills.
7. Demonstrated ability to work effectively with colleagues, direct service staff in identifying and meeting the needs of the division.
8. Demonstrated skills in analysis, planning, monitoring and evaluation and an understanding of quality assurance practices. Promotes the utilization of evidence based service delivery models.
9. Ability to manage a budget effectively.
10. 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.
11. Experience in a computerized environment. Working knowledge of Microsoft Office XP (Microsoft Outlook, Word and Excel). Working knowledge of database software. Knowledge of SDMT would be considered an asset.
12. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.