

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (HEALTHY FAMILIES DIVISION - LOCATION – 100 MAIN ST. W., 6th FLOOR)

SENIOR PROJECT MANAGER, BUSINESS & SUPPORT SERVICES (PHS)

SUMMARY OF DUTIES

Reporting to the Manager, Planning & Competency Development, the Senior Project Manager leads, co-ordinates and manages a broad range of project related activities and programs that will result in business improvement for our Department. Provides staff leadership on multi-disciplinary project teams aimed at improving effectiveness and efficiency of the department. Works collaboratively with Public Health Services' Senior Management in the recommendation and development of the annual departmental budget, multi-year plan and PHS priority setting. Develops, recommends and provides professional advice with respect to policy, process management, quality assurance and business improvement. Manages, facilitates and coordinates implementation and maintenance of organizational compliance and accountability processes within Public Health Services, in relation to Corporate processes and the Ministry of Health mandate.

The Senior Project Manager will have a demonstrated record of strong leadership and guidance, political acuity, strategic and technical competence, customer focus, project management, business planning, business process mapping, financial management, team building, change management, self-motivation and commitment to results and continuous improvement.

A high level of personal integrity and motivation, ability to be flexible and adjust to changing requirements, work with very tight deadlines and competing priorities, and excellent written and verbal communication skills are required.

GENERAL DUTIES

Provides leadership and takes an advisory role in strategic projects and program reviews, business case development, priority setting and departmental business planning.

Leads the PHS business planning, monitoring and reporting processes. Coordinates the preparation and updating of the department's business plan. Liaises with other City Departments through the strategic planning process. Makes recommendations to the Medical Officer of Health and PHLT on department priorities. Ensures current business plans are in alignment with corporate strategic plans and Ministry reporting requirements.

Supports change management related to departmental priority work.

Prepares oral and written presentations to senior management, Board of Health and community and report regularly on the status of projects, milestone achievement, resource status, change and risk management. Prepares recommendations and outlines preferred course of action.

Provides departmental leadership in new policy development. Maintains and monitors status of existing departmental policies and procedures.

Support the PHS budget planning process through annual development of budget planning strategies and presentation development. Recommends strategies to Medical Officer of Health, PHLT and Director, Healthy Families to carry out budget planning including strategies to mitigate budget shortfalls.

Supports workforce development in PHS through understanding of business planning, budget planning and staffing complement. Recommends strategies to align PHS staffing complement with PHS strategic direction. Works collaboratively with the PHS Competency Development Specialist in building workforce capacity.

Develops and implements performance measurement objectives to ensure departmental priorities meet current business plan objectives and legislative requirements.

Leads continuous quality improvement initiatives within PHS including operational process reviews. Makes recommendations and/or implements changes to improve internal business operations.

Leads the development of service level agreements with departments external to PHS.

Represents Public Health Services on relevant committees, agencies and/or community boards, and in joint initiatives with other governmental, non-governmental and private sector organizations.

Acts as a liaison with the appropriate Ministry with respect to Accountability Indicator reporting and monitoring. Coordinates and leads PHS initiatives and response to Accountability indicator reporting.

Oversees contractual obligations as part of the Business and Support Service Portfolio, including new internal and external contracts. Maintains inventory of PHS contracts and agreements.

Monitors departmental operating plans, policy, procedure and protocols required to ensure timely, effective, and efficient delivery of service.

Represents, promotes and advocates for the department's services mandate as required.

Ensures operational compliance with all applicable legislation, policies, contracts, agreements, regulations and guidelines as applicable.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate, Departmental and Divisional policies and procedures related to Occupational Health and Safety.

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

QUALIFICATIONS

1. Baccalaureate degree in business, public administration or related discipline pertinent to job functions combined with relevant business or government experience. Postgraduate degree in business or public administration would be considered an asset.
2. Demonstrated skill in business planning and analysis, business case development, project management, data analysis and financial management. Experience in organizational management and/or operational management would be considered an asset.
3. Experience in business change processes in a unionized environment.
4. Previous project management experience in the public sector.
5. Ability to apply project management principal, theories and methodology. Demonstrated ability to manage multiple projects.
6. Demonstrated ability to develop and implement new and innovative business initiatives and partnerships including with other levels of government.
7. Ability to implement and lead continuous quality improvement initiatives.
8. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
9. Highly developed conflict resolution and problem solving skills.

10. Proven ability to facilitate focus groups, discussions and meetings to achieve goals and objectives.
11. Thorough knowledge of legislation, by-laws, and regulations governing municipal infrastructure.
12. Strong knowledge of procurement practices and effective vendor management.
13. Demonstrated ability to flexible, quickly adjust to changing requirements and work with very tight deadlines and competing priorities.
14. Excellent organizational, time management and multi-tasking skills
15. Strong working knowledge of process and performance measures and methodologies.
16. Working knowledge of Word, Excel and PowerPoint, project management software.
17. Excellent verbal communication skills to interact effectively with staff, political representatives and community groups.
18. Excellent written communication skills.
19. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

NOTE:

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure.

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