

## CITY OF HAMILTON

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

#### **MANAGER, SPECIAL SERVICES**

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, Special Services works collaboratively with other leaders to provide strategic leadership, through subordinate management, to a multi-functional workforce engaged in delivering and transforming Social Assistance Service Delivery. The Manager, Special Services will ensure that the Family Support, Special Supports and Fraud programs are compliant with funders service plans, including MCSS, and are effectively administered and delivered within the standards, allocations and mandates of all pertinent legislation, policies and procedures. The Manager, Special Services will lead and mentor staff, share responsibility for strategic and program planning, development and evaluation of a systems wide approach for delivering integrated social services related programs such as special services, 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 such as eligibility, overpayment recovery, community outreach, contingency planning, business process reviews, budget preparation and monitoring. In addition, the Manager, Special Services would support the corporate culture and Corporate and Departmental Priorities, preparing reports for City Council, stakeholders and the community. The Manager, Special Services will participate in C&ES emergency preparedness planning, development and training and respond to all municipal emergencies as requested.

#### **GENERAL DUTIES**

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

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 develop to their full potential. Hires, dismisses, manages the performance of and disciplines supervisory staff as necessary. Maintains confidentiality as required.

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 and procedures and monitoring existing ones to maximize utilization of resources. Leads and/or participates in business process reviews to identify opportunities for continuous improvement. Promotes engagement and participation of all staff in business process reviews in the transformation of social service delivery.

Accountable for decisions regarding the provision of payments and benefits to people are made in accordance with provincial legislation and regulatory authority, policies, directives and business practices. Ensures all team members at the front-line deliver program benefits appropriately including decision making regarding eligibility, frequent communication with program participants, referrals 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 and program guidelines. Uses program discretion and discretionary decision-making to address crisis issues occasionally outside the scope of applicable legislation.

Provides advice and guidance to law enforcement officials, members of the courts, Ministry Officials, general public and City staff based on knowledge of the requirements and procedures under the Ontario Works Act.

Represents the City and responds to inquiries from the public, enforcement agencies, courts and municipal staff concerning prosecutions relating to social assistance abuse and misrepresentation.

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,

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, integrated human services, social policy frameworks, changing legislation, program cuts or enhancements while maintaining positive relationships with the community and stakeholders.

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 integrated social service delivery program.

Participates in the development of an annual operating program budget, monitoring and administering same. Forecasts recommendations and provides input on client benefit costs and anticipated pressures and cost savings.

Creates, designs and delivers verbal and written communications to various stakeholders on a range of complex issues that may lead to political and media involvement.

Creates, designs and publishes literature intended to educate, inform and market and promote an integrated social services program.

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 and 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.

Participates in research and promote the utilization of appropriate research.

Participates in C&ES 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 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. Thorough knowledge and understanding of statutes, regulations, codes and by-laws affecting the community services area such as the Ontario Works Act and Ontario Disability Support Program.
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.
12. Computer proficiency in Microsoft Office Suite of Products including Outlook, Word, Excel and Power Point.

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

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