

CITY OF HAMILTON

PUBLIC HEALTH SERVICES

(PLANNING & BUSINESS IMPROVEMENT DIVISION – BUSINESS OPERATIONS – LOCATION – ROBERT THOMSON BUILDING)

SUPERVISOR, DATA MANAGEMENT (PHS)

SUMMARY OF DUTIES

Reporting to the Manager, Business Operations, this position is responsible for functional and administrative supervision of various technical support positions that provide services to management and professional staff in support of public health programs and service delivery through the maintenance, development and administration of Public Health databases. As the process owner, this position is responsible for ensuring that administrative procedures and practices are continuously improved and that administrative support services meet established PHS and Corporate service level agreements and quality standards. This position is responsible for supporting information technology strategies to maximize the impact of service delivery for Public Health Services

GENERAL DUTIES

Provides direct functional and administrative supervision of staff in database administration and applications support teams.

Plans, supervises and co-ordinates daily activities by delegating and assigning work to staff ensuring maximum utilization of human resources.

Responsible for the performance management of staff including motivation, supervision, interviewing, hiring, orientation, training, scheduling, attendance management, disciplining, performance evaluations and confidential matters.

Coaches and mentors staff through support and guidance for staff development as required. Make recommendations to Management regarding the termination of any employee.

Analyzes changes occurring in the internal/external environment to determine what program, operational or policy action must be taken to ensure continued compliance with standards. Ensures the provision of quality service delivery of the program by assisting the Manager in the development of an annual program operational work plan ensuring alignment with divisional, departmental and the City's plans. Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Management and various specific by-laws. Provide input to the Manager on strategic and operations regarding the program.

Manages departmental technology supports for provincial business applications, and ensures effective collaboration with Corporate IT.

Provides advice and application support to the division in the area of technology by participating on project teams designed to review and analyze application solutions.

As required, leads and/or collaborates on business case development, planning, scheduling and purchasing of business applications technology; prepares Requests for Proposals, and evaluates bids for purchasing additional software and services.

Assists with monitoring, evaluating and refining the Division's technology strategy.

Researches and makes recommendations for hardware and software solutions to support the Divisions best practices in cooperation with IT. Maintains and enhances database structures, establishes system testing criteria for database structural changes and software upgrades.

Coordinates hardware and software upgrades in cooperation with IT Division.

Reviews and approves and/or recommends expenditures relating to IT room hardware, software, licenses and supplies to meet operational requirements.

Assists the IT Division on assessing network risks and developing risk management strategy and contingency plans.

Collaborates with program managers in the planning and development, implementation and evaluation of administrative support work plans and service level agreements, reporting on actual service levels and quality assurance results and taking corrective action to improve performance.

Clearly communicates service level and quality expectations for staff.

Responsible for continuously improving administrative processes and when required designing new processes to optimize changes in technology.

Responsible for the co-ordination, preparation and monitoring of annual budget for area of responsibility. Provides administration and effective cost control of the allocated budget through utilization of performance standards, work plans and procedures, monitoring of cost control reports and statistical data.

Respond to complaints and inquiries in a timely and professional manner by investigating, evaluating and implementing solutions

Responsible for attendance management through the reporting of administrative and assigned program staff absences, overtime and vacation.

Responsible for maintaining administrative and assigned program team schedules.

Represents respective areas in labour relations issues including participation in labour management meetings, providing input for Collect Agreements and grievance settlements

Thorough knowledge and ability to apply the Health Protection and Promotion Act, MFIPPA, PHIPA and all other statutes, regulations and by-laws. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position

Maintains working knowledge and ensures compliance with the Occupational Health and Safety Act, W.H.M.I.S., applicable provincial/federal Act /Standards and Union Agreements.

Ensures Occupational Health & Safety policies, programs and practices are implemented, maintained and integrated into all aspects of planning and decision-making within the business unit. Recommends appropriate action for employees who do not work in compliance with legislation, policies and procedures.

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.

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

QUALIFICATIONS

1. Baccalaureate degree in Business, Public, or Health Administration, Computer Science, Information Systems or a related discipline pertinent to job functions combined with relevant management training and supervisory experience.
2. Demonstrated knowledge of customer service delivery principles and ability to manage an administrative

support team.

3. Previous supervisory experience demonstrated through progressively responsible positions in the health or social services fields.
4. Competent administrative, reporting and budgeting ability.
5. Demonstrated ability to establish and maintain effective working relationships within a multi-disciplinary team.
6. Excellent written and verbal communication skills, facilitation and presentation skills.
7. A team leader and mentor possessing highly developed negotiation and conflict resolution skills.
8. Must possess excellent interpersonal skills with the ability to interact and communicate effectively at all organizational levels.
9. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
10. Experience in a computerized environment. Must possess excellent computer skills with above average knowledge of Microsoft Office Suite (Microsoft Outlook, Word, Excel, Access and PowerPoint).
11. Must possess a valid Class "G" Licence.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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

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