

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (PUBLIC HEALTH SERVICES – EPIDEMIOLOGY & WELLBEING DIVISION – MENTAL WELLBEING & SUBSTANCE USE SECTION - LOCATION - 100 MAIN ST. W.)

SENIOR PROJECT MANAGER, MENTAL WELL-BEING & SUBSTANCE USE

SUMMARY OF DUTIES

Reporting to the Manager, Mental Well-Being & Substance Use, the Senior Project Manager, Mental Well-Being & Substance Use (SPM) will lead, coordinate and manage a broad range of project related activities and programs that will result in significant value for Public Health Services, internal and external clients, and the community. The SPM will be responsible for planning, implementing, monitoring, and evaluating mental well-being and substance use initiatives within Public Health Services.. The SPM will be expected to understand and develop responses to other drugs (such as opioids, cannabis, or alcohol) based upon current trends and anticipated challenges. The SPM will provide leadership on teams toward the development, delivery, and evaluation of projects related to substance use, harm reduction mental well-being, the Hamilton Drug Strategy and other assigned projects.

The SPM will have a demonstrated record of strong leadership and guidance, technical competence, customer focus, project management, business planning, quality assurance, financial management, strategic vision, team building, change management, self-motivation, and commitment to results.

The SPM investigates and recommends innovative/creative policies and business processes for improving organizational effectiveness and efficiency.

A high level of personal integrity and motivation, and excellent written and verbal communication skill are required.

GENERAL DUTIES

Ensures that assigned projects (e.g. a local mental well-being and substance use, Drug Strategy) are delivered with due consideration to the identification and control of project scope, schedule, cost and the management of associated risks.

Manages and leads a multidisciplinary team assigned to develop and implement action plans linked to the strategic goals of PHS related to harm reduction, mental well-being and substance use.

Accountable for ensuring that project management duties are delivered through the effective and efficient use of financial, and internal and external human resources.

Manages specific projects and investigative assignments such as business process reviews, process improvements or re-engineering, implementation of software to support re-designed business processes, cost-benefit analyses, benchmarking studies, assessment of service delivery compliance with legislated standards, accreditation, training and employee development program, department's performance measurement and monitoring frameworks.

Takes a leadership and advisory role in strategic projects and program reviews, business case development, quality assurance, business planning, client relationship management and mentoring of other team members.

Promotes teamwork and provides direction to cross-functional teams, provides clearly defined goals and objectives, provides advice to staff on project issues and problem resolution. The project team may involve external stakeholders.

Provides day-to-day supervision of program staff to ensure efficient and effective service to internal and external stakeholders. Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback and by providing development opportunities. Responsible for the performance management of

staff including motivation, supervision, interviewing, hiring, orientation, training, scheduling, progressive discipline, coaching, performance evaluations, attendance management and appropriate handling of confidential matters.

Develops and maintains relationships with division stakeholders and supports the Manager, Mental Well-Being & Substance Use to identify and develop new opportunities.

Develops and maintains a culture of continuous improvement.

Negotiates with vendors and contractors for supply of services.

Prepares oral and written presentations to management and Board of Health and reports regularly on the status of projects, milestone achievement, fiscal status, change, and risk management. Prepares recommendations and outlines preferred course of action. Prepares written reports to funders as required.

Facilitates public meetings, stakeholder consultation, and internal project meetings and/or sessions.

Administers and monitors the budget for projects in accordance with established Corporate and Public Health Services' procedures, ensuring that project expenditures are within budgeted levels.

Conducts project evaluations. Evaluates project success and submits process improvement recommendations to manager.

Identifies project assets and barriers and prepares background research.

Prepares Requests for Information (RFI) and Requests for Proposals (RFP) to access external expertise when required. Prepares letters of agreement with external consultants and manages contracted work.

Maintains professional competence in the discipline of project management.

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 normal functions of the job as defined.

QUALIFICATIONS

1. Baccalaureate degree in a health or a related discipline pertinent to job functions.
2. Previous progressive experience in a Public Health field is preferred, including thorough knowledge of harm reduction and substance misuse/use.
3. Demonstrated knowledge and skill in public health with working knowledge of applicable Public Health Standards and relevant protocol, policies and guidelines.
4. Must possess strong project management, time management and conflict resolution skills. Project Management designation an asset.
5. Demonstrated program planning, implementation and evaluation skills.
6. Demonstrated ability to effectively manage and motivate a multi-disciplinary staff in a results-oriented and unionized workforce. Ability to foster a co-operative and harmonious team environment.
7. Demonstrated record of strong leadership and guidance, technical competence, customer focus, innovation, team advocacy, staff delegation and empowerment, and be committed to excellence. Strong negotiation and problem solving skills.

8. Possess a high level of personal integrity and be an excellent communicator. Highly proficient facilitation, public relation and presentation skills.
9. Knowledge of budget process and budget control.
10. Health promotion and community development experience is preferred.
11. Continuous quality improvement processes, quality assurance experience is preferred.
12. Experience with management of client records, privacy and personal health information.
13. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
14. Working knowledge and understanding of applicable Collective Agreement(s).
15. Must be flexible in work schedules and available to work evenings or weekends as needed.
16. Competence with the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Familiarity with Visio, Microsoft Project, web-based and statistical software and applications an asset. Progressive work experience / knowledge with technology and databases.

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