

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (PUBLIC HEALTH SERVICES – EPIDEMIOLOGY, WELLNESS & COMMUNICABLE DISEASE CONTROL – COMMUNITY VACCINATION & SCHOOL PROGRAM – LOCATION – 110 KING ST. W., 2nd FLOOR)

SUPERVISOR, SCHOOL CLINICS

SUMMARY OF DUTIES

Reporting to the Manager, Community Vaccination & School Program, the Supervisor is responsible for functional and administrative supervision of staff and the coordination and service delivery of community immunization clinics as well as providing support and assistance in planning and implementation of program mandates and the COVID-19 vaccination program.

GENERAL DUTIES

Provides day-to-day supervision of Vaccine Program staff to ensure efficient and effective service to internal and external stakeholders.

Provides direction, leadership and coordination of teamwork; motivate and encourage staff to achieve high levels of performance and productivity; foster a work environment which supports customer service, innovation, and quality of service; applying all applicable regulations, standards, policies and in accordance with Corporate Vision, Mission and Values.

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 empowers staff through delegation of responsibilities and accountabilities, through regular feedback and by providing development opportunities.

Ensures professional staff practice according to their professional standards.

Monitors the operations within responsible program areas to ensure safety; service quality; and cost-effective and timely delivery of services, while adhering to the Ministry of Health and Public Health Services Guidelines and Protocols.

Provides guidance to staff for required Policies and Procedures and medical directives. Contributes to development and ongoing maintenance of these documents as they relate to the responsible program areas.

Provides support to the Program Manager to identify emerging program and service trends for operational planning purposes.

Provides input to the Program Manager for the purposes of budget planning.

Ensures the accuracy and timely processing of vaccine reimbursement invoices. Ensures adherence to the validation process through Finance and Administration.

Receives and resolves escalated complaints, and responds to inquiries from general public, service providers. Other stakeholders and other departments as required.

Participates in public health emergency situations and outbreaks.

Required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.

Maintains current knowledge regarding immunization and other related clinical activities and health trends.

Participates in ongoing professional development.

Assesses and interprets legislative changes and recommend and implement new and/or updated work methods. Prepare and implement new policies/procedures and update existing policies/procedures as required.

Develops and implements ongoing training to ensure staff maintains up to date knowledge of amendments to existing legislation and divisional policies and procedures.

Assists in developing section goals, workplans and objectives by participating in strategic planning sessions.

Prepares reports and presentations on activities and results relating to the Vaccine Program, includes metric development, dashboards and analysis.

Ensures operational expenditures are within approved budget; makes recommendations in terms of capital and operating budget requirements.

Participates in research and promotes the utilization of appropriate research.

Ensures that employees are provided with and use the appropriate equipment, materials 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.

Ensures that appropriate action is recommended for those 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 the position.

QUALIFICATIONS

1. Baccalaureate degree in nursing.
2. Current certificate of registration with the College of Nurses of Ontario.
3. Previous progressive experience in a Public Health field is preferred, including thorough knowledge of communicable disease control in the area of vaccine preventable diseases.
4. Demonstrated knowledge and skill in public health and vaccine program delivery practice including working knowledge of applicable Public Health and Vaccine protocols, policies and standards.
5. Excellent communication (both verbal and written), facilitation, public relation, presentation and conflict resolution skills.
6. Ability to manage, prioritize and balance a number of projects simultaneously and to meet deadlines.
7. Health promotion and community development experience is preferred.
8. Demonstrated ability to motivate staff and foster co-operative and harmonious team environment.

9. Demonstrated record of strong leadership and guidance, customer focus, team advocacy, staff delegation, empowerment and staff development, and is result oriented.
10. Strong organization and time management skills.
11. General understanding of Labour Relations with respect to the Progressive Discipline Process.
12. Demonstrated ability to provide leadership in a multi-union environment.
13. Working knowledge of computer software applications (Microsoft Office XP, Word, Excel, Access and Power Point).
14. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
15. Working knowledge and understanding of applicable Collective Agreement(s).
16. Must have a valid Class 'G' driver's licence valid in the Province of Ontario and be able to maintain same.
17. Provision of a car by individual for use on the job.
18. Must be flexible in work schedules and available to work evenings or weekends as needed.

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

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