

## CITY OF HAMILTON

### **HEALTHY & SAFE COMMUNITIES DEPARTMENT (EPIDEMIOLOGY, WELLNESS & COMMUNICABLE DISEASE CONTROL DIVISION – LOCATION – 100 MAIN ST. W.)**

#### **MANAGER, COVID-19 RESPONSE**

The Healthy & Safe Communities 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 COVID-19 response within Public Health Services (PHS) and Epidemiology, Wellness and Communicable Disease Control Division (EWDCD) is critical to ensuring timely response to cases, outbreaks and investigations related to COVID-19 in the City.

Participates in Public Health Services emergency preparedness planning, development and training. Respond to all municipal and public health emergencies as requested.

#### **SUMMARY OF DUTIES:**

Reporting to the Director, Epidemiology, Wellness & Communicable Disease Control Division, the Manager, COVID-19 Response, works collaboratively with other leaders to provide strategic leadership, through subordinate management, to a multi-functional workforce engaged in delivering, supporting and responding to all facets of COVID-19 response within PHS. The Manager will ensure that the program is compliant with Ontario Public Health Standards and is effectively administered and delivered within the standards, allocations and mandates of all pertinent legislation, policies and procedures.

The Manager, COVID-19 Response will lead and mentor staff, share responsibility for strategic and program planning, development and evaluation of a systems wide approach for the COVID-19 response and related programs. The incumbent will help lead staff through the ongoing and frequent changes directed by the Province with respect to PHS' response to COVID-19. This includes but is not limited to establishing and achieving service section goals, ensuring case and contact management is carried out in accordance with provincial guidance, providing strategic leadership to community issues of infection prevention and control, records management while carrying out tasks such as budget preparation and monitoring. The Manager will work collaboratively with colleagues within PHS and across the province in addressing COVID-19 related issues. In addition, the Manager, COVID-19 Response will support the corporate culture, Corporate and Departmental Priorities.

The Manager, COVID-19 Response will participate in H&SC and PHS emergency preparedness planning, development and training and respond to all municipal emergencies as requested.

#### **GENERAL DUTIES**

Leads an effective COVID-19 response through a number of COVID-19 response teams. Provides coaching and advice to subordinate Program Managers to optimize performance in a changing COVID-19 environment. Directly manages a team of Program Managers and Supervisors with accountability for COVID-19 case and contact management, outbreak response staff, infection prevention and control staff; other specialized and clerical staff. Ensures COVID-19 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 provincial and local guidance and best practices, has knowledge of the measures and standards set for the program delivery, uses provincial case management electronic platforms effectively and effectively uses evidence to inform decision making in day to day and strategic decisions. Considers, evaluates and coaches program managers and supervisory staff towards professional development activities through the performance accountability and development process. Assists program managers and supervisors to develop to their full potential. Hires, dismisses, manages the performance of and disciplines program managers and 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 EWDC Division 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.

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.

Provides professional consultation, including reports to Advisory Committees, Committees of Council and stakeholders.

Comfortable with uncertainty and able to be flexible with change. Follows a structured change management approach, and provides active and visible sponsorship to change, ensuring consistency in communication and effective implementation.

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.

Works effectively in a rapidly changing environment through application of change management strategies on a sustained basis supporting staff awareness and adherence to consistently changing guidance and practice evidence.

Accountable for ensuring that staff maintain the confidentiality of client and program records and ensures compliance with privacy requirements related to electronic databases. Demonstrates knowledge of Personal Health and Information Protection Act (PHIPA) and is able to coach and lead others in a way that ensures adherence to this legislation through all COVID-19 work. Develops and monitors policies and standards for the protection of confidential program and client records,

Analyzes and interprets regulatory and guidance changes on an ongoing basis. Strategically analyses changes and quickly implements changes in local practice while establishing 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.

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.

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.

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 H&SC and PHS emergency preparedness planning, development and training. Responds to all municipal and PHS 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. Proven knowledge of management principles, practices and theories in the direct delivery of public health and communicable disease control management, with emphasis on program planning, development and evaluation normally acquired by obtaining a Degree in Health or Social Sciences from a recognized university or through a combination of education and related work experience. Masters degree an asset.
2. Demonstrated experience in progressively responsible positions in Public Health.
3. Significant experience in public health practice, particularly in the areas of Infectious Disease Control, Outbreak Management and Epidemiology is an asset.
4. Previous supervisory/management experience in a unionized environment.
5. 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.
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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