

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (PUBLIC HEALTH SERVICES - EPIDEMIOLOGY, WELLNESS & COMMUNICABLE DISEASE CONTROL DIVISION – LOCATION – ROBERT THOMPSON BUILDING)

SUPERVISOR, CONTACT MANAGEMENT COVID

SUMMARY OF DUTIES

Reporting to the Program Manager, Case & Contact Management, the Supervisor, Contact Management is responsible for functional and administrative supervision of staff and the coordination and service delivery of the Contact Management COVID-19 team including coordination of all tasks associated with case management. Responsibilities include recruitment, supervision and evaluation of staff and participating in division manager communicable disease after-hours on-call coverage.

GENERAL DUTIES

Provides day-to-day supervision of 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 Long-Term Care 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 Manager, COVID-19 Case & Contact Management to identify emerging program and service trends for operational planning purposes.

Provides input to the Manager, COVID-19 Case & Contact Management for the purposes of budget planning.

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

Participates in public health emergency situations and outbreaks as required.

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 communicable disease control, infection prevention and control 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, and nursing practices.

Assists in developing program goals, workplans and objectives by participating in strategic and operational planning sessions. Considers alignment with provincial mandate, City of Hamilton and Public Health Services strategic directions and priorities.

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

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

Participate in evidence-informed decision-making and promote the utilization of appropriate evidence in decision-making.

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 a health or a related discipline pertinent to job functions.
2. Registration with the appropriate professional college is preferred.
3. Previous progressive experience in a Public Health field is preferred, including thorough knowledge of communicable disease control and infection prevention and control.
4. Demonstrated knowledge and skill in public health practice including working knowledge of applicable Public Health, Ontario Public Health Standards and relevant 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. Continuous quality improvement processes, quality assurance experience is preferred.
8. Experience with management of client records, privacy and personal health information.

9. Demonstrated ability to motivate staff and foster co-operative and harmonious team environment.
10. Demonstrated record of strong leadership and guidance, customer focus, team advocacy, staff delegation, empowerment and staff development, and is result oriented.
11. Strong organization and time management skills.
12. General understanding of Labour Relations with respect to the Progressive Discipline Process.
13. Demonstrated ability to provide leadership in a multi-union environment.
14. Working knowledge of computer software applications (Microsoft Office XP, Word, Excel, Access and Power Point).
15. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
16. Working knowledge and understanding of applicable Collective Agreement(s).
17. Must have a valid Class 'G' driver's licence valid in the Province of Ontario and be able to maintain same.
18. Provision of a car by individual for use on the job.
19. 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.

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
