

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (PUBLIC HEALTH SERVICES - HEALTHY FAMILIES DIVISION - PLANNING & COMPETENCY DEVELOPMENT - LOCATION - 100 MAIN ST. W.)

MANAGER, PLANNING & COMPETENCY DEVELOPMENT

SUMMARY OF DUTIES

Reporting to the Director, Healthy Families Division, the Manager, Planning & Competency Development provides leadership to a multi-disciplinary project team aimed at improving effectiveness and efficiency of Public Health Services. Responsible for the overall performance of the Planning & Competency Development Portfolio and is accountable for development and implementation of strategic leadership, coordination and identification of potential future response objectives or needs and ensures plans are developed to address them. In addition, works collaboratively with Public Health Services' Senior Management to ensure the recommendation and development of the annual departmental business planning. Leads staff to develop, recommend and provide professional advice with respect to process management, quality assurance and business improvement. Manages, facilitates and coordinates implementation and maintenance of organizational compliance and accountability processes within Public Health Services

GENERAL DUTIES

In addition to direct task involvement, administers, coordinates and directs the operation and work activities within the Planning & Competency Development section through effective work delegation, and performance management.

Provides leadership, management and accountability for the sectional duties described above including the provision of the following:

- Business plans for Divisional activities in alignment with Corporate, Departmental and Divisional strategic plans.
- Overarching responsibility for operating plans, policy, procedure and protocols required to ensure timely, effective, and efficient delivery of service.
- Operating and Capital Budget coordination, implementation, forecasting and performance management.
- Direct and indirect supervision of the section's staff resources including recruitment, performance development, deployment and succession planning.
- Quality assurance and financial management using appropriate measures and systems.
- Representation, promotion and advocacy for the section's services mandate as required.
- Ensures operational compliance with all applicable legislation, policies, contracts, agreements, regulations and guidelines.
- Consultation with client groups to cultivate, support, coordinate and maximize the benefits of Section's services.

Administrative HR Support

Provides management accountability for recruitment and hiring procedures and practices in the Planning & Competency Development section that will result in attracting and retaining the highest qualified candidates for all positions in conjunction with Human Resources.

Works collaboratively with Human Resources to ensure corporate policies and practices are adhered to.

Ensures the development and implementation of PHS learning plan to ensure compliance and adherence to relevant mandates, provincial/municipal direction and legislation.

Oversees research activities to support COVID-19 Planning.

Oversees the development of appropriate research design and methodology to conduct program evaluation/research.

Facilities program evaluation/research activities including developing reports for dissemination to internal and external stakeholders.

Oversees the development of both quantitative and qualitative analysis of data.

Conducts business needs analysis and community status of COVID-19 to provide input and recommendations into advanced planning for COVID-19 and PHS strategic planning needs in conjunction with the COVID-19 Planning section.

Analyzes and interprets performance indicators– implements changes to the strategic direction based on analysis.

Continuously monitors and evaluates the efficiency and effectiveness of planning processes. Reviews and identifies opportunities for improvement; implements improvements in partnership IMS response and PHLT leadership.

Coaches staff on the design, implementation and evaluation of planning activities.

Aligns strategic initiatives with future service demands, manages collaborations, across PHS and City Departments.

Provides direction, expertise advice, and training in advanced planning to staff including research measurement, program standards, program evaluation, performance measures, and budget management.

Responds to public, media, staff and elected officials' inquiries and complaints, resolving matters including participation in decisions or actions taken.

Prepares, manages, monitors annual operating budgets; prepares variance and forecast reports; directs supervisors and frontline staff in budget planning, training, and monitoring of operating budgets based on division, department and corporate policies and guidelines.

Prepares corporate reports, briefing documents and correspondence for Director, City Council and Committees; performs public relations activities and presentations on behalf of the division as required.

Administers, co-ordinates and directs the ongoing activities within the unit by delegating and assigning work to staff ensuring maximum utilization of human resources; monitoring and evaluating individual staff performance; coach, mentor and support staff development.

Provides consistent performance management for subordinate staff including motivation, supervision, interviewing, hiring, disciplining, guidance and counselling, attend to management and confidential personnel matters.

Provides direction, leadership and co-ordination of teamwork; motivate and encourage unit staff to achieve high levels of performance and productivity; foster a work environment which supports the corporate cultural pillars and values.

Represents respective area in labour relations issues including participating in labour management meetings, providing input for Collective Agreements and grievance settlements.

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 department and corporate policies and procedures. Ensures that appropriate action is followed 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 business, public administration or related discipline pertinent to job functions combined with relevant business or government experience. Postgraduate degree in business, public administration or other relevant would be considered an asset.
2. Extensive professional level experience in business planning, public administration, financial analysis and management practices in a public or private organization.
3. Highly developed analytical and business planning skills with a proven track record for visioning and big picture thinking.
4. Extensive supervisory and/or management experience preferably in a unionized environment.
5. Demonstrated ability to develop and support new and innovative business initiatives and partnerships including other levels of government.
6. Demonstrated ability to manage multiple projects concurrently.
7. Demonstrated financial management skills developing, implementing and monitoring operational and capital budgets.
8. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
9. Highly developed conflict resolution and problem-solving skills.
10. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
11. Excellent verbal and written communication skills to interact effectively with staff, political representatives and community groups.
12. Sound knowledge of legislation, by-laws, and regulations governing relating to municipal IMS and PHS mandates.
13. Thorough knowledge of the Occupational Health and Safety Act and its regulations as it relates to the position.

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