

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(GENERAL MANAGER'S OFFICE – LOCATION – 28 JAMES ST. N.)

MANAGER, HUMAN SERVICES INTEGRATION, STRATEGY & QUALITY IMPROVEMENT

SUMMARY OF DUTIES

Reporting to the General Manager, Healthy & Safe Communities, the Manager, Human Services Integration, Strategy & Quality Improvement will assume lead accountability for Human Services Integration (including alignment to Ontario Provincial Government pathway to the Social Assistant Life Stabilization Framework) of Children Services & Neighbourhood Development, Housing Services and Ontario Works divisions, and other prioritized needs and opportunities within the department. Responsible for developing and managing programs and processes at the departmental level including: business planning and associated processes, continuous improvement, performance measurement, quality management as well as a robust department wide operational planning.

Provide leadership and direction to the team of continuous quality improvement senior project managers and ensure a focus on continuous improvement initiatives. Assume overall responsibility for the strategic management, planning, development, and evaluation of the team.

RESPONSIBILITIES

Works with the GM of Healthy & Safe Communities to provide strategic leadership and direction on an integrated system of Human Services ensuring alignment of the division with departmental goals, targets and the Corporate mission, vision, values and strategic plan.

Maintains accountability for establishing and achieving divisional goals that are delivered, consistent with the approved approach to Integrated Human Services and objectives through the effective and efficient use of financial and staff resources. Uses a "best practice" approach in developing and delivering quality services in a timely and cost-effective manner.

Works with the Directors in Children Services & Neighbourhood Development, Housing Services and Ontario Works to identify and manage human resource requirements necessary to plan and implement the programs and services within the divisions to ensure they are delivered consistently with the approved approach to Integrated Human Services.

Works collaboratively across Divisions to anticipate and respond to needs with the goal of providing exceptional service, achieving administrative excellence and efficiency, effective financial stewardship and to support an empowered and engaged work force.

Leads the development, implementation and management of business and operational planning processes within Healthy and Safe Communities through the Directors and divisional leadership teams.

Facilitates policy and program development decisions in community services mandates, legislative requirements, identifies community needs and the department's and Corporation's Strategic Plans.

Identifies requirements necessary to plan and implement mandated programs and services, including policy interpretation and analysis, research, program and policy development and pilot projects as deemed appropriate.

Recommends broad policies and long-range strategies in the delivery of services to meet provincially mandated goals and objectives for the Divisions.

Makes recommendations to the General Manager on services, policies and programs while striving to continuously improve processes and identify opportunities for cost-reduction.

Provides leadership and takes an advisory role to the team of continuous quality improvement senior projects managers in strategic projects and continuous improvement initiatives, business case development and departmental business planning.

Leads the development, implementation and management of a department wide continuous improvement program by providing support and guidance to process owners and departmental management through the identification of improvement-oriented initiatives and undertaking projects.

Provides leadership and facilitates staff development in the utilization of problem solving and priority setting tools.

Establishes justification for continuous improvement efforts and link to Divisional Operational Plan objectives, Departmental Business Plan objectives, and the City's Strategic Plan.

Prepares and presents reports on efficiency and effectiveness activities and plans to Council and senior levels of staff.

Maintains appropriate documentation which clearly illustrates project progress and success at completion.

Participates in medium to large-sized strategic projects. Analyzes, re-engineers and implements streamlined business processes.

Coordinates and manages projects effectively and ensures they are delivered on time, on budget, and to agreed quality standards.

Identifies and mitigates project delivery, schedule, and operational risks.

Regularly communicates/interfaces and builds strong relationships with all appropriate stakeholders and project team members.

Makes recommendations to the General Manager respecting key performance indicators important to the department with an emphasis on dashboard style reporting.

Develops and deploys key performance indicator (KPI) metrics and ensures ongoing tracking, and implementation of corrective actions.

Leads the development of a framework for annual operational planning throughout Healthy and Safe Communities.

Works with Senior Leadership within of Healthy and Safe Communities to ensure operational planning achieves identified outcomes.

Develops reporting mechanisms to ensure operational planning is easily monitored and managed.

Mentors junior staff involved in the above initiatives to instill a culture of performance measurement, continuous improvement with open and transparent communication.

Participates in status meetings, reports on status, and communicates status as appropriate.

Assists in the preparation and monitoring of the operating budget for the Department in accordance with established procedures.

Ensures compliance with Corporate/Division/Departmental rules, regulations, procedures, policies and safe working practices.

Participates in Emergency Social Services emergency preparedness planning, development and training.

Responds to all municipal emergencies as requested.

Performs such other duties as may be assigned, which are directly related to the normal job function.

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 social services would be considered an asset.
2. Experience in service integration in a human services environment with an understanding of the Children's Services and Neighbourhood Development, Ontario Works and Housing Services' business environments.
3. Strong leadership, coaching, and performance management skills with the ability to lead teams.
4. Highly developed analytical and business planning skills with a proven track record for long-term visioning and strategic planning.
5. Demonstrated skill in business planning and analysis, business case development, project management, data analysis and financial management. Experience in organizational management and/or operational management would be considered an asset.
6. Experience in business change processes in a unionized environment.
7. Previous project management experience in the public sector.
8. Ability to apply project management principal, theories and methodology. Demonstrated ability to manage multiple projects
9. Demonstrated ability to develop and implement new and innovative business initiatives and partnerships including with other levels of government.
10. Ability to implement and lead continuous quality improvement initiatives.
11. Demonstrated experience leading in an operational environment.
12. Demonstrated experience with quality management systems preferably in a leadership role.
13. Practical experience in process improvement using Lean Six Sigma or similar methodology required.
14. Solid project management change management skills with strong ability to design appropriate strategies to achieve desired results
15. Excellent customer service and interpersonal skills, able to respect and deal with highly confidential and sensitive issues.
16. Excellent communication skills (both oral and written), with the ability to communicate with all levels of staff, stakeholders, and the general public.
17. Excellent presentation and facilitation skills.
18. Intermediate to Advanced skills in Microsoft Applications (Word, Excel, PowerPoint, Visio, and Project).
19. Ability to prepare complex statistical reports and efficiency calculations.

20. Ability to analyze problems/opportunities for efficiencies and make recommendations for improvements.

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