

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(PUBLIC HEALTH SERVICES, COMMUNICABLE DISEASE CONTROL – VACCINE INVENTORY & ADMINISTRATION – LOCATION – 110 KING ST. W., 2nd FLOOR)

PROGRAM MANAGER, VACCINE INVENTORY & ADMINISTRATION

SUMMARY OF DUTIES

Reporting to the Director, Communicable Disease Control, will assume lead accountability for all City of Hamilton vaccine storage, handling and inventory management. Responsible for developing and managing programs to ensure effective management of vaccine within Public Health Services as well as supporting community partners in management of vaccine inventory. The Program Manager also provides management and direction to programs, operationalizing components of the Immunization of School Pupils Act. In addition, the Program Manager, Vaccine Inventory & Administration is responsible to set performance measurement metrics and ensure quality assurance of programs under oversight. Assume overall responsibility for the strategic management, planning, development, and evaluation of the teams working in the programs., The Program Manager, Vaccine Inventory & Administration is responsible for operational planning, budget development, management and monitoring, labour relations, recruitment, supervision and evaluation of staff. Participate in manager communicable disease after-hours on-call coverage.

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

GENERAL DUTIES

Responsible for planning and delivery of vaccine programs including storage and handling of vaccines, immunization of school pupils vaccine program. Works with both the Director, Communicable Disease Control as well as the Program Manager, Community Vaccination & School Clinics, in the collaborative and strategic management of vaccine programs within Public Health Services.

Assists in developing section goals, workplans and objectives by participating in strategic planning sessions. Participates in medium to sometimes large-sized strategic projects. Analyzes, re-engineers and implements streamlined business processes.

Able to effectively manage multiple program areas and projects collaboratively to ensure effective program delivery and evaluation.

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

Responsible for the hiring, orientation and supervision of staff, and ensuring that all staff activities are carried out in accordance with legislation and City of Hamilton, Public Health Services policies.

Responsible for overall direction, leadership and coordination of teamwork. Motivates and encourages staff to achieve high levels of performance and productivity. Fosters 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.

Provides direct supervision to supervisors within the programs.

Develops, monitors and implements operational plans for all programs within portfolio. Uses key performance indicators to monitor programs' performance including metric development, dashboards and analysis. Initiates

program evaluation and continuous quality improvement throughout all program work. Prepares reports and presentations as required.

Uses evidence such as population health data and takes an equity approach in delivering programs.

Works collaboratively with community stakeholders including but not limited to hospital leadership, primary care leaders, community pharmacy and Ministry colleagues in the delivery of programs. Co-ordinates and liaises with other community agencies and individuals to plan efforts to manage any collaborative programs.

Uses strategic partnerships in program delivery.

Responsibility to ensure professional staff practice according to their professional standards. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Ensures programs operate in accordance with the Ministry of Health Public Health Standards and Protocols.

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

Maintains current knowledge regarding immunization and other related clinical activities and health trends. Participates in ongoing professional development.

Assesses and interprets legislative changes; recommends and implements new and/or updated work methods. Prepares and implements 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.

Participates in research and promotes the utilization of appropriate research.

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.

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.

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. Previous progressive experience in a Public Health field is preferred, including thorough knowledge of communicable disease control in the area of vaccine preventable diseases.
3. 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.

4. Excellent communication (both verbal and written), facilitation, public relation, presentation and conflict resolution skills.
5. Ability to manage, prioritize and balance a number of projects simultaneously and to meet deadlines.
6. Health promotion and community development experience is preferred.
7. Demonstrated ability to motivate staff and foster co-operative and harmonious team environment.
8. Demonstrated record of strong leadership and guidance, customer focus, team advocacy, staff delegation, empowerment and staff development, and is result oriented.
9. Strong organization and time management skills.
10. General understanding of Labour Relations with respect to the Progressive Discipline Process.
11. Demonstrated ability to provide leadership in a multi-union environment.
12. Working knowledge of computer software applications (Microsoft Office XP, Word, Excel, Access and Power Point).
13. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
14. Working knowledge and understanding of applicable Collective Agreement(s).
15. Must have a valid Class 'G' driver's licence valid in the Province of Ontario and be able to maintain same.
16. Provision of a car by individual for use on the job.
17. 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.