

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT

(PUBLIC HEALTH SERVICES - COMMUNICABLE DISEASE CONTROL DIVISION – LOCATION - 110 KING ST. W., 2<sup>nd</sup> FLOOR)

### MANAGER, VACCINE PROGRAM (COMMUNITY VACCINATION & SCHOOL CLINICS)

#### SUMMARY OF DUTIES

Reporting to Director, Communicable Disease Control, the Manager, Vaccine Program (Community Vaccination & School Clinics), is responsible for coordinating provision of vaccination programs and operational oversight for Public Health Services vaccination clinics in accordance with the Ontario Public Health Standards, Protocols and Guidelines. Responsibility includes recruitment, supervision and evaluation of staff and participating in division manager communicable disease after-hours on-call coverage.

The candidate must be innovative, flexible, motivated and able to inspire others. The candidate must be able to work in and foster a collaborative work environment, carefully listening to understand the perspectives of others, and excel in learning from experience, fostering relationships and creating synergistic linkages.

#### RESPONSIBILITIES:

1. **Strategy & Planning** - Participate as an innovative and motivated member of the Communicable Disease Control Divisional Management Team, contributing to overall strategic leadership, planning, coordination, policy development, decision-making and responsible administration of human, financial and material resources.
  - a. **Divisional Plan** – participate in development of division plans as required, incorporate objectives into annual Program Operational plans, working collaboratively across programs, divisions and departments as required. Also contribute to development of PHS Strategic Business Plan.
  - b. **Program Operational Plan** – lead development of annual Program Operational Plan in collaboration with other programs, divisions and departments as required. Set objectives aligned with the division operational plan, City and Public Health Services Strategic and Priority Plans. Develop and execute action plans to accomplish objectives. Present Program Operational Plan to Director, Communicable Disease Control and Associate Medical Officer of Health for approval. Monitor implementation of Program Operational Plan regularly, and inform Director, Communicable Disease Control, of progress.
  - c. **Budget** - Develop annual budget for the Program according to Council budget guidelines and direction from City Manager, Medical Officer of Health, Director of Communicable Disease Control and provincial agencies overseeing the Division's Programs. Submit budgets to Director for decision as coordinated by the PHS Manager of Finance and Administration, and subsequent submission to Council and funders.
2. **Program Delivery, Resource Management & Continuous Improvement**
  - a. **Policies and Procedures**
    - i. Develop Quality Assurance Standards, Program policies and procedures.
    - ii. Ensure compliance with all corporate, departmental, divisional and Program administrative and operational policies within the Program.
  - b. Provide **fiscal management and control** through responsible administration of budget allocations.
    - i. Purchase services and supplies for the Program in keeping with the Purchasing Policy.
    - ii. Regularly monitor implementation of annual budget plan and Program expenditures to ensure implemented in accordance with the Council approved budget and policies and procedures.
    - iii. Identify any variances in a timely manner and inform Director, Communicable Disease Control. Prepare budget exception report as required by Director.
  - c. **Program Performance Monitoring** – monitor implementation of program plans and compliance with provincial and other standards on a regular basis. This includes tracking key performance indicators, conducting field audits and other quality improvement initiatives. Inform Director, Communicable Disease Control of program implementation progress regularly.

- d. **Program Evaluation and Continuous Improvement** – Evaluate programs regularly to ensure implementation in accordance with identified Program plans, objectives, and outcomes.
  - e. **Board of Health and other Committees of Council** – Prepare reports as required for Programs and services within the Program. Arrange for delegations related to the reports as agreed to by the Director and prepare presentation of reports with any necessary visual aids, in accordance with good practices. Attend meetings of the Board of Health, Council and other committees that are deemed appropriate and/or where attendance is requested by the Director.
  - f. **Reputation & Risk Issues** (financial, legal, political) – provide solution-oriented and strategic consultation to staff on areas of work relevant to the Program. Inform the Director, Communicable Disease Control of all controversial issues, and seek Director approval/direction for unusual cases, including all unusual or high profile issues, all significant human resources, health and safety and risk management issues, any budget or policy infractions and other areas in keeping with corporate policies and procedures.
  - g. **Communication**
    - i. Contribute to a positive corporate image by working with staff to develop and implement strategic communication plans for the Program, including print, web, media and other channels as required, collaborating with other Programs and Divisions as appropriate. Act as spokesperson on issues as delegated by the Director and Associate Medical Officer of Health and ensure compliance with the relevant media policies for staff within the Program.
    - ii. Ensure respectful and timely communication to resolving complaints from Council and the community.
    - iii. Ensure communication of decisions, corporate and departmental information and initiatives, and other relevant information to members of the Program.
  - h. **Partnership Development & Management**
    - i. Foster relationships with local agencies, local businesses, federal and provincial authorities, consultants, the public and others to advance the goals of the City and the Program.
    - ii. Establish and maintain effective relationships with City Departments and engage technical support, from consistent individuals wherever possible, as required from across the City to support neighbourhood work
    - iii. Serve on provincial committees and planning bodies and participate in relevant activities of professional and public health associations to advance the business of the Program or the City.
  - i. **Accommodations** –Manage accommodations for the Program. Provide recommendations for changes to Director for approval.
  - j. Ensure **accessibility** of Programs and services in accordance provincial, Council or other mandates.
  - k. Provide for on-call service, emergency public health service coverage and leadership as required by the needs and standards of the Program, Department and City.
3. **People Management and Development** – Direct, recruit, train, motivate and evaluate a team of trained professionals to accomplish Program responsibilities. Identify and manage human resource requirements necessary to plan, implement and monitor the services of the Program. Measure staff performance, determine staff strengths and needs and identify goals to achieve and maintain optimal performance.
- a. **Hiring** – Make recommendations to the Director, Communicable Disease Control, on number and nature of positions necessary to plan, implement and monitor the services of the Program. Recruit high performing individuals to fill the approved number and type of positions.
  - b. **Collective Agreements** (negotiation) – Participate in preparations for negotiations with collective bargaining agents and participate in negotiations as required. Make recommendations for proposals to be considered by bargaining teams, MOH and BOH/Council.
  - c. **Grievance Management** – Work with Director, other Managers and Labour Relations to resolve grievances. Inform Director, Communicable Disease Control of significant issues arising from grievances, such as those requiring arbitration, or where resolution will impact interpretation of the collective bargaining agreement.
  - d. **Staff Performance Management**
    - i. Work plans and Assignment of Work – Assign work to direct reports. Approve reports' work plans and adjust reports' work plans as necessary during the year in keeping with emerging issues.

- ii. Supervision, Mentorship and Support – Work with direct reports to acquire the core competencies of public health and the specific competencies relevant to the work of the Program. Provide coaching and mentorship to direct reports and staff in the Program. Identify staff strengths and training/development needs and support development activities to achieve and maintain optimal performance. Recommend learning plan for direct reports as part of annual PA process. Submit learning plans for direct reports to Manager, Communicable Disease Control.
- iii. Performance Management – Measure and monitor performance of direct reports and complete Performance Accountability and Development (PAD) assessments annually. Recommend overall PAD to Director, Communicable Disease Control annually for direct reports. Identify performance issues and work with employee to restore optimal performance. Provide recognition, correction where necessary, with progressive discipline as required, in consultation with the Director, Communicable Disease Control.
- iv. Terminations – Make recommendations to the Director, Communicable Disease Control for approval regarding the termination or lay-off of any employee.
- e. **Occupational Health and Safety** – Work in accordance with the provisions of applicable Health and Safety Legislation and all corporate and departmental policies and procedures related to Occupational Health and Safety.
- f. **Education of Learners** – contribute to the education of health sciences students by facilitating educational opportunities between the Program and academic partners.

#### 4. Organizational Development

- a. **Organizational Structure** – Participate in the identification of optimal organizational structure for the Program and Division in order to most efficiently and effectively provide the services of the Program and Division.
  - b. **Change Management** – Proactively manage change within the Program, using evidence based practices, to optimize implementation of changes at the Program, Division, Department or City levels.
  - c. **Leadership Development** – Participate in leadership development activities to maintain up to date leadership skills. Encourage and mentor development of future leaders.
  - d. **Team Development** – Ensure the development of a cohesive Program team, and participate in team development at the Departmental and City levels.
5. **Research** – Contribute to the advancement of PHS work by facilitating and participating in research activities relevant to the work of the program, in collaboration with partner agencies
6. **Perform other duties as may be assigned by the Director, Communicable Disease Control, as relevant to the position.**

#### QUALIFICATIONS

1. Demonstrated knowledge and skills in public health services such as budget management, program planning, implementation and evaluation, health promotion strategies and theoretical models normally acquired through completion of Baccalaureate Degree in Health or related discipline from a recognized university or through a combination of education and related work experience.
2. Relevant postgraduate degree is an asset.
3. Current registration/certification with the appropriate professional body as applicable.
4. Previous progressive leadership experience, preferably in public health or municipal services sector. Ability to motivate and develop staff and teams to meet organizational objectives and service delivery.
5. Demonstrated knowledge and skills in public health and vaccine program delivery including working knowledge of applicable Ontario Public Health Standards, Protocols, and Guidelines.

6. Demonstrated knowledge and skills in program planning, implementation and evaluation, financial management and continuous quality improvement.
7. Demonstrated record of strong leadership and guidance, innovation/creativity, empowerment and results orientation.
8. Excellent communication skills (both verbal and written), and experience in preparation of technical reports, facilitation, public relations, and presentation skills. Ability to build relationships with elected officials, government departments, management, front-line staff, community agencies, businesses and the general public.
9. Maintenance of up-to-date knowledge of all relevant federal and provincial legislation and regulations, including:
  - a. Thorough knowledge and ability to apply the Health Protection and Promotion Act, MFIPPA, PHIPA.
  - b. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position

**WORKING CONDITIONS:**

**Environmental Demands:**

- Typical office environment
- Occasional work in a variety of settings, at times with no other City staff present
- Visual and mental concentration
- Business travel
- At times traveling with Public Health staff into the community to oversee delivery of public health services
- Flexibility of work hours as well as overtime/ standby requirements, with occasional work on weeknights and weekends

**Physical Demands:**

- Typical office conditions
- Occasional work in a variety of settings, at times with no other City staff present
- Business travel
- Intense auditory and visual concentration
- Prolonged periods of sitting

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

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

**The above description reflects the general duties considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.**

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