

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT **(ONTARIO WORKS DIVISION – ADMINISTRATION – LOCATION – 181 MAIN STREET WEST, 3rd FLOOR)**

SENIOR PROJECT MANAGER, ONTARIO WORKS

SUMMARY OF DUTIES

The Community & Emergency Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who possess a high level of personal integrity, technical competence, customer focus, and are an excellent communicator and have an interest in experiencing a challenging, rewarding, enjoyable and fulfilling career. In addition, the Senior Project Manager will have a responsibility for investigating, analysing, recommending and implementing new procedures for improving the division's technical and operational performance.

Reporting to the Director, Ontario Works, the Senior Project Manager, will provide leadership to multi-disciplinary teams in providing long range planning, improved effectiveness and efficiency in the delivery of social assistance (income and employment assistance). Coordinates, facilitates and manages projects, process improvements, studies, public consultation and communication aimed at advancing the work and the mandate of the Ontario Works Program. In addition, will aid in the preparation of reports identifying how the operation performed against established benchmarks related to services, financial, administration and staff performance.

RESPONSIBILITIES

Provides support to the Director, Ontario Works and management team with regards to the monitoring and assessing trends in the local Ontario Works caseload to provide advice on developing strategies and plans to guide operational needs, operational costs, partnership opportunities and the municipal role in delivery of the Ontario Works Program.

Working in a variety of staff resource configurations, or working as a sole contributor, manages specific projects related to the delivery of human service and investigates assignments such as business process reviews, process improvements or re-engineering, implementation of software to support re-designed business processes, or process improvements.

Responsible for defining project scope, goals and deliverables that support business goals in collaboration with management and stakeholders. Conducts cost-benefit analyses, benchmarking studies, assessment of service delivery compliance with legislated standards, results based performance measurement and monitoring frameworks in service areas that fall under Ontario Works.

Identifies and manages all aspects of assigned projects. Confirms funding and commitment from the project sponsor, stakeholders and project team members. Ensures the successful delivery of end-to-end projects for our divisional clients, providing them with business solutions which meet their goals and objectives.

Takes a leadership and advisory role in strategic projects and program reviews, business case development, quality assurance, business planning, client relationship management and mentoring of other team members.

Thinks creatively with a passion for and thorough knowledge of business process management and improvement.

Manages changes that impact the project and proposes strategies to the client for resolution.

Researches and assesses industry and government trends, best practices and impending legislation. Seeks opportunities to align with international standards.

Completes studies and reports related to the analysis of services and sub-services, environmental and economic impacts associated with long range planning for the Ontario Works caseload.

Develops and maintains relationships with divisional clients and supports the Director, Ontario Works to identify and develop new opportunities where appropriate.

Develops and promotes a continuous improvement culture.

Prepares reports and correspondence and makes presentations to management, Council standing committees and the general public.

Establishes, maintains and liaises with a network of municipal contacts, and continually liaises with other Divisions and Departments. Leads cross-divisional working groups for complex issues which cross divisional boundaries.

Facilitates public meetings, stakeholder consultation, focus groups, and/or internal project meeting/sessions.

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 normal functions of the job as defined.

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 or public administration would be considered an asset.
2. 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.
3. Extensive project management experience, preferably in the area of process improvement, organizational effectiveness, quality assurance and continuous improvement.
4. Proven track record in the successful development and implementation of large-scale and diverse business improvement projects.
5. Thorough knowledge of quality assurance and continuous improvement methodologies and practices.
6. An effective communicator, both orally and written, honed through practical experience.
7. Highly effective leadership, facilitation, communication, presentation, and interpersonal skills.
8. Excellent organizational, time management and multi-tasking skills.
9. Experience in and/or working knowledge of business continuity and contingency planning.
10. Strong working knowledge of process and performance measures and methodologies.
11. Strong computer skills. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word.