

## CITY OF HAMILTON

**HEALTHY & SAFE COMMUNITIES DEPARTMENT**  
**(EPIDEMIOLOGY, WELLNESS & COMMUNICABLE DISEASE DIVISION – DATA MANAGEMENT SECTION –**  
**LOCATION – ROBERT THOMSON BUILDING, 2<sup>nd</sup> FLOOR)**

**MANAGER, DATA MANAGEMENT - PHS**

**SUMMARY OF DUTIES**

Reporting to Director of Epidemiology, Wellness & Communicable Disease, the Manager, Data Management – PHS provides leadership to a team that drives initiatives that contribute to the long term operational excellence of PHS.

The Manager will lead the performance management and development of the data management team, building and developing existing skills and continuously improving the support service by driving through change and accountability and performance improvements. This position is responsible for delivering support services to Public Health Services including PHS records management. This position is responsible to provide functional and administrative supervision of various technical support positions that provide services to management and professional staff in support of public health programs and service delivery through the maintenance, development and administration of Public Health databases. As the process owner, this position is responsible for ensuring that administrative procedures and practices are continuously improved and that administrative support services meet established PHS and Corporate service level agreements and quality standards. This position is responsible for supporting information technology strategies to maximize the impact of service delivery for Public Health Services

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.

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

**RESPONSIBILITIES**

1. **Strategy & Planning** - Participate as an innovative and motivated member of the Epidemiology, Wellness & Communicable Disease 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 and AMOH for approval. Review and comment on other Program's operational plans. Monitor implementation of Program Operational Plan regularly and inform Director and AMOH of progress.
  - c. **Budget** - Develop annual budget for the Program according to Council budget guidelines and direction from City Manager, MOH, Director and provincial agencies overseeing the Division's Programs. Submit budgets to Director for decision by MOH 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. Plan and develop operational changes, policies, and procedures to increase organizational effectiveness
    - 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, Epidemiology, Wellness & Communicable Disease. 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. Inform Director of program implementation progress regularly. Implement best in class business processes, management KPIs, and provide insight on overall business performance
  - 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 of all controversial issues, and seek Director approval/direction for unusual cases, including all unusual or high profile issues, all significant HR, 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. 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 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 and AMOH 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 of significant issues arising from grievances, such as those requiring arbitration, or where resolution will impact interpretation of the CBA.
- 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 Director. Provide effective performance feedback through employee recognition and rewards.
  - iii. Discipline and Appraisals – Measure and monitor performance of direct reports and complete Performance Appraisals annually. Recommend overall PA to Director annually for direct reports. Identify performance issues and work with employee to restore optimal performance. Provide correction where necessary, with progressive discipline as required, in consultation with the Director.
  - iv. Terminations – Make recommendations to the Director 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. **Organizational Culture-** Consciously create a workplace culture that is consistent with the overall organization's and that emphasizes the identified mission, vision, cultural pillars and values of the organization.

- a. Foster a spirit of teamwork and unity among department members that allows for disagreement over ideas, conflict and expeditious conflict resolution, and the appreciation of diversity as well as cohesiveness, supportiveness, and working effectively together to enable each employee and the department to succeed.
- b. Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.

7. **Perform other duties as may be assigned by the Director, Epidemiology, Wellness & Communicable Disease as relevant to the position.**

**QUALIFICATIONS:****1. EDUCATION**

- a. Baccalaureate degree in Business, Public, or Health Administration or a related discipline pertinent to job functions combined with relevant management training and management experience. Postgraduate degree in Public Health, Public or Health Administration an asset.

**2. KNOWLEDGE/EXPERIENCE**

- a. Proven ability to foster staff, work teams and organizational development towards excellence in service delivery
- b. Progressively responsible business operations management experience, preferably in public health or municipal services sector
- c. Demonstrated knowledge and skills in lean management, business process review and improvement,
- d. Possess a demonstrated record of quality customer service, for both internal and external customers
- e. Possess a demonstrated record of strong leadership and guidance, innovation/creativity, empowerment and results orientation
- f. Previous experience in the preparation of documents and technical reports and previous experience preparing reports to Council
- g. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position

**3. COMPETENCIES**

- a. Ability to promote a shared vision and purpose to drive action, linking today's work with long range plans.
- b. Ability to foster staff, work teams and organizational development towards excellence in service delivery. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development and results orientation.
- c. Ability to successfully address ambiguous and somewhat unique problems by facilitating innovative thinking and collaboration among diverse partners.
- d. Ability to make decisions in critical situations in the absence of complete information. Ability to assess potential risks and recommend steps necessary to reduce or eliminate that risk.
- e. Excellent interpersonal and facilitation skills and ability to build relationships with elected officials, government departments, management, front-line staff, businesses and the general public.
- f. Excellent written and verbal communication skills, facilitation skills, presentation and negotiation skills. Highly developed interpersonal skills with ability to interact effectively at all organizational levels. Excellent organizational and problem solving skills.
- g. Ability to use a "best practices" approach in seeking new methods, systems, research and analysis to support continuous improvement in the delivery of service.
- h. Skills in financial management and policies, including analytical, problem-solving and business planning skills. Skills in developing, implementing and monitoring division budgets.
- i. Possess a high level of personal integrity and sound judgment.
- j. Effective organizational skills.
- k. Maintenance of up-to-date knowledge of all relevant federal and provincial legislation and regulations, including:
  - i. Thorough knowledge and ability to apply the Health Protection and Promotion Act, MFIPPA, PHIPA and all other statutes, regulations and by-laws.
  - ii. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
- l. Working knowledge of common computer software applications including Outlook, Excel, Word, Powerpoint.
- m. Eligibility for an academic appointment with the McMaster University or other academic partner relevant to the work of Public Health Services is an asset.

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

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