

## CITY OF HAMILTON

### HEALTHY & SAFE COMMUNITIES DEPARTMENT (CHILDREN'S & COMMUNITY SERVICES DIVISION – LOCATION - 28 JAMES ST. N.)

#### MANAGER, BUSINESS SUPPORT - CHILDREN'S & COMMUNITY SERVICES

The Healthy & Safe Communities 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 are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction. The Division leads plans and manages the city wide early years and child care systems and provides comprehensive evidence based support services to children, families, youth and the community.

#### SUMMARY OF DUTIES

Reporting to the Director, Children's & Community Services, the Manager, Business Support – Children's & Community Services provides leadership to a multi disciplinary team and has primary responsibility for the development, co-ordination, and integration of division-wide strategies, system analysis and decision support, business procedures and processes and data base management to support long range planning, consultation and service delivery. Provides oversight to Provincial transfer payment agreement and related funding contracts. Responsible for the overall performance of the Business Support section and is accountable for coordination of early year's data production, analysis and information technology.

#### GENERAL DUTIES

In addition to direct task involvement, administers, coordinates and directs the operation and work activities within the Business Support section through effective work delegation, and performance management.

Provides leadership, management and accountability for the sectional duties described above including the provision of the following:

- Development of current business plans for section activities in alignment with Corporate, Departmental and Divisional strategic plans.
- Operating plans, procedures and business protocols required to ensure timely, effective, and efficient delivery of service and compliance with legislative requirements.
- Operating Budget development, implementation and performance management.
- Oversight of the Ministry transfer payment agreement, and ancillary funding agreements
- Direct supervision and leadership of the section's staff resources including recruitment, performance development and management, deployment, co-ordination of team work, fostering a work environment which supports customer service, innovation and quality of service, and succession planning.
- Quality assurance and financial performance using appropriate measures and systems.
- Representation, promotion and advocacy for the section's services mandate as required.
- Ensures operational compliance with all applicable legislation, policies, contracts, agreements, regulations and guidelines.
- Consultation with client groups to cultivate, support, coordinates and maximize the benefits of Section's services.

#### **Administrative Support to Divisional Programs**

Leads and provides management accountability for the centralized administration and clerical team that supports all Divisional programs.

Develops and administers all Divisional service level and contractual agreements with funders, service providers and suppliers.

Provides leadership and over-sight for the development of Division's operating procedures and business protocols required to ensure timely, effective, and efficient delivery of service and compliance with legislative requirements.

### **Early Years System Analysis and Decision Supports**

Oversees a range of both quantitative and qualitative data collection and analysis activities to support planning and budget decisions within the Children's & Community Services Division.

Contributes to the development of reports for dissemination to internal and external stakeholders, as well as the development of reports to the Senior Leadership Team and City Council.

Monitors program utilization to inform service level decisions, program intake management, budget development, and expenditure forecasts.

Investigates the development of new, emerging, and/or alternative approaches to program and system funding models and provides benefit/cost analysis on a variety of initiatives and develop recommendations for Division's consideration.

Consults with appropriate internal and external stakeholders.

Designs and implements strategies to ensure continuous feedback loops across the Division and with other stakeholders to ensure appropriate data input is considered and addressed in Divisional and broader Early Years planning initiatives and projects and that the best outcomes for the City are attained.

Represents the Division and provides decision support advice on various projects with other City departments, other levels of government, and external stakeholders.

### **Information Technology & Data Base Management**

Manages and monitors Divisional information technology/data base programs, ensuring production of accurate routine and customized reports to support system wide planning, budget management, and service delivery.

Conducts business needs analysis and provides input and makes recommendations into long term planning for Children's & Community Services Information Technology needs in conjunction with the departmental and corporate standards and requirements.

Participates on various corporate, departmental, community, and provincial committees for information technology projects and initiatives to represent the section, or the division, as required.

Ensures that employees are provided with and use the appropriate equipment, material 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 and Divisional policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton Corporate, Departmental and Divisional policies and procedures related to Occupational Health and Safety.

Participates in H&SC emergency preparedness planning, development and training. Respond to all municipal emergencies as required

Performs other duties as assigned which are directly related to the responsibilities of the position.

**QUALIFICATIONS**

1. Post secondary education in Business Administration or in a professional discipline pertinent to the job function plus relevant experience, or an equivalent combination of education and related work experience.
2. Extensive professional level experience in business planning, public administration, financial analysis and management practices in a public or private organization.
3. Highly developed analytical and business planning skills with a proven track record for visioning and big picture thinking.
4. Extensive supervisory and/or management experience preferably in a unionized environment.
5. Demonstrated ability to develop and support new and innovative business initiatives and partnerships including other levels of government.
6. Demonstrated ability to manage multiple projects concurrently.
7. Demonstrated financial management skills developing, implementing and monitoring operational budgets.
8. Demonstrated ability to lead, motivate, coach and coordinate related activities of staff and client groups.
9. Highly developed conflict resolution and problem solving skills.
10. Extensive computer experience in a Windows environment utilizing MS Office software with a strong focus on financial analysis and economic justification.
11. Excellent verbal and written communication skills to interact effectively with staff, political representatives and community groups.
12. Thorough knowledge of the Occupational Health and Safety Act and its regulations as it relates to the position.
13. Knowledge of relevant legislation related to program areas, including the Child Care and Early Years Act
14. Must possess a Class "G" Driver's Licence valid in the Province of Ontario and be able to maintain same.
15. Provision of a vehicle for use on the job.

**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.**

\*\*\*\*\*