



A diversified and active community with a population of approximately 81,000 people, offers excellent opportunities for growth, as well as higher learning at Trent University and Fleming College. The City of Peterborough is currently seeking:

**Manager, Quality Assurance, Innovation & Staff Development
Community Services/Social Services
File #18-P-41**

Job Details:

Reporting to the Division Manager, this position is responsible for developing, managing and providing support for business improvements; developing and evaluating key outcomes and performance management strategies; managing division wide staff training and development and innovation, it's budget and is responsible for the direct human resource management of associated team members; providing leadership on quality assurance methodology; assisting with preparation of annual and quarterly reports; working with designated functional area Program Managers in conducting service/program audits and making recommendations to meet provincial, regional and local program integrity and accountability requirements and implementing corrective action, providing support for business continuity planning and promoting a cohesive division mandate and an innovative culture of continuous improvement.

Qualifications:

This position requires a University Degree in Business Administration, Public or Health Administration or approved equivalent combination of education and experience. An Honours degree would be considered an asset. A minimum of three (3) years previous related experience in project management planning, business process development, change management, including supervisory or leadership experience, administrative or operational background in a human services setting. Knowledge of and demonstrated ability in corporate core competencies including customer service and continuous improvement technologies. Good written and verbal communication skills, team work, performance management, change management and conflict resolution using diplomacy and sound judgement. Is creative/innovative, ability to work independently, self-management and accountability and is flexible and adaptable. Computer literacy utilizing MS Office software with a good working knowledge of word processing, spreadsheet and presentation software applications. Certification and experience applying Lean principles and Six Sigma disciplined problem solving within a Social Service environment would be considered an asset.

Salary: \$74,392-\$91,301

Qualified applicants are invited to submit a résumé and cover letter, quoting file number no later than 12:00 p.m. on **Friday, September 14, 2018**, to:

City of Peterborough, Human Resources Division, City Hall, 500 George Street North, Peterborough, Ontario K9H 3R9. Fax: (705) 742-7021 hr@peterborough.ca

The City of Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access to the City's goods, services and facilities. If contacted for an employment opportunity, please advise Human Resources if you require an accommodation.

The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application, but advise that only those selected for an interview will be contacted.

www.peterborough.ca/jobs