

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

PROGRAM MANAGER- ONTARIO WORKS Permanent Full Time	
JOB ID: C40-24	LOCATION: Remote & 30 Centre St, Orangeville ON
JOB TYPE: Permanent Full Time (Non-Union)	DEADLINE TO APPLY: 4:30 p.m. on April 9, 2024

Reporting to the Director of Community Services, the Program Manager is responsible for the direct supervision of Program Supervisor(s). The Program Manager provides leadership and direction consistent with departmental goals to ensure that staff within their supervision provide services in a professional, facilitating, and cost-effective manner. The position oversees the administration and program functions of the department to meet service delivery mandated requirements and is responsible for regular reporting to provincial and federal funders. They also provide a range of support services to staff, applicants, clients, and tenants which support the delivery of Community Services programs, including but not limited to Children’s Services, Housing Services and Ontario Works.

What we can offer YOU!

- A competitive hourly wage ranging between \$54.70 - \$63.98
- Enrolment in our comprehensive health benefits program and defined benefit pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

What you’ll do

- Provide leadership and supervision to Community Services staff.
- Regular System/program planning to ensure service delivery requirements are met.
- Provide direction and approve program decisions.
- Approve Business Practices for staff to ensure consistency and quality of program delivery.
- Act as resource to resolve challenges and/or complaints that are escalated from the operational level in line with municipal, provincial, and federal business practices.
- Develop and monitor operating budgets (approved by Director) in line with municipal, provincial, and federal requirements.
- Monitor financials on an ongoing basis and confirm details with Finance staff and Community Services staff on a regular basis.
- Work with staff to gather details for annual and quarterly reporting for each of the provincial and/or federal programs as required to meet both financial and data reporting requirements.
- Develop, establish, and maintain effective relationships with the public, neighbouring municipalities, government officials, agencies, organizations, institutions, and others.
- Participate in ongoing training to ensure up to date working practices for compliance with municipal, provincial, and federal requirements.
- Attend/participate in provincial policy tables and OMSSA Service Manager meetings.
- Other duties as assigned

What you’ll bring

- Post-secondary diploma in Social Services, Human Services, Public and/or Business Administration, or a related field



- Minimum two (2) years experience in a leadership position
- Familiarity with programs, resources and services offered by the County of Dufferin, Community Services Department
- Familiarity with the Child Care and Early Years Act (CCEYA), Housing Services Act (HSA), Residential Tenancies Act (RTA) and Ontario Works Act (OWA)
- Knowledge of the local human services support providers/agencies in Dufferin
- Knowledge of Social Assistance Management System (SAMS), Ontario Child Care Management System (OCCMS), One Human Service Network (OneHSN), Child Care Licensing System (CCLS), Ontario Child Care and EarlyON Child and Family Centres Service Management and Funding Guidelines, Yardi, Homeless Individuals and Families Information System (HIFIS)
- Strong communication, organizational, analytical, problem solving, decision making and multi-tasking skills with the ability to meet deadlines and assess priorities.
- Knowledge of crisis intervention and conflict resolution techniques
- Ability to engage a wide variety of people with a high level of professionalism and courtesy including culturally, socially, and economically diverse populations, seniors, persons with disabilities and professional colleagues.
- Clear criminal reference check including vulnerable sector screening.

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

Ready to apply?

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: hr@dufferincounty.ca

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by May 7, 2024. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.