

Employment Opportunity Notice EX19-397

The City of Greater Sudbury

requires a

Social Services Program Manager

Reporting Location: 199 Larch Street

Permanent Position

Start Date to Follow Selection Process

P.O. Box 5000, STN A
200 Brady Street
Sudbury ON P3A 5P3

C.P. 5000, succ. A
200, rue Brady
Sudbury ON P3A 5P3

705.671.2489
705.673.3094 (Fax)

www.greatersudbury.ca
www.grandsudbury.ca

The Social Services Division, Community Development Department of the City of Greater Sudbury requires a Social Services Program Manager. The successful candidate must possess the qualifications and perform the duties, as set out below. The current range of pay for this position is \$3,403.40 to \$4,006.80 bi-weekly.

Main Function: The position is responsible to the Director of Social Services for the complete management, direction and operation of Social Services Programs, in support of quality customer service outcomes, and the Business Plan for the Section.

Duties: Under the general direction of the Director of Social Services.

1. Responsible for the management, development and monitoring of the Section and for the annual service plan covering all mandated sections of Ontario Works. The Plan will detail service goals, expected service, performance outputs, resources inputs required to achieve these outputs, and recommend the performance measures used to assess the Section's performance against the goals.
2. Manage and supervise the overall coordination of activities within a designated team. Responsible to:
 - Ensure that targets for employment assistance opportunities in relation to the Ontario Works Program are adhered to and for communicating with all Social Services staff with respect to the availability of these employment assistance opportunities;
 - Review and monitor the completion of applications for Ontario Works/Social Services programs and services;
 - Review and monitor, and authorize, where required, the issuance of financial and/or employment assistance, in accordance with legislation, regulations, directives, local business procedures and case management plans;
 - Negotiate, establish and monitor Purchase of Service Agreements with contractors;
 - Negotiate, establish and monitor contracts with Employers;
 - Negotiate, establish and monitor process for ODSP participant referrals for employment assistance support;
 - Develop program design and policies;
 - Prepare statistical data and reports, as required;
 - Liaise and interact with internal partners, educational institutions, Federal and Provincial government ministries and community organizations regarding the development and provision of employment and training programs for social assistance recipients.

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3. Supervise designated team and provide technical expertise. Delegate and distribute workload and other resources to staff.
4. Responsible to hire, train, promote or discharge staff. Evaluate and manage the performance of staff and dispense discipline as required.
5. Act as Management's Representative in the Grievance Procedure in accordance with the respective Collective Bargaining Agreement.
6. Manage the financial, human and physical resources of the team in alignment with CGS's vision and values, and in accordance with the annual Business Plan.
7. Develop and maintain a thorough working knowledge of CGS's Safety Manual and the applicable Provincial Legislation listed therein.
8. Perform other related duties as required.

Qualifications:

Education and Training:

University degree in a related discipline (e.g. Social Sciences, Business) from a recognized University with Canadian accreditation.
Additional education initiatives to update and expand competencies.

Experience:

Minimum of four (4) years of experience in a large, unionized, and highly diversified public or private sector organization, including two (2) years in a related field.
Supervisory experience an asset.

Knowledge of:

CGS's priorities.
Applicable legislation and related regulations.
Current and emerging management issues within CGS.
Best practices within areas of responsibility.
Horizontal linkages to other relevant governmental levels and services as well as the private sector.

Abilities to:

Understand and meet the needs of customers.
Assist in the preparation of operating and capital budgets for the Section.
Build the values of the organization into programs, services and policies.
Assist in the preparation of an effective Business Plan for the Section.
Link programs, services and policies of the Section to pursue CGS's targets.
Create enthusiasm and motivation for employees within the Section to pursue CGS's targets.
Balance conflicting demands from stakeholders.
Manage the financial, human and physical resources of the Section in a collaborative manner.
Manage conflict; mediate disputes; assist in reaching consensus.

Personal Suitability:

Mental and physical fitness to perform essential job functions.

Language:

Excellent use of English; verbally and in writing.
French verbal skills highly desirable; written skills an asset.

Other:

May require the use of a personal or CGS vehicle on CGS business. Must be physically capable of operating a vehicle safely, possess a valid driver's licence, have an acceptable driving record, and personal insurance coverage.

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Leadership Competencies:

Tactical Implementation (II)

Competency	Competency Definition	Level	Level Definition
Shaping the Future			
Innovation	Take a creative approach to problems or issues, "think outside the box", go beyond the conventional, and explore creative uses of resources.	4	Takes action to innovate
Judgment and Decision Making	Make sound decisions involving varied levels of complexity, ambiguity and risk.	3	Develops alternatives before making complex decisions
Delivering Business Results			
Collaboration	Work and communicate collaboratively within City of Greater Sudbury to create alignment within and across teams and groups.	3	Collaborates beyond one's area
Customer/Citizen Focus	The desire to work closely with internal and external customers to meet and exceed their expectations.	3	Monitors and improves quality of customer service
Organizational Awareness	Learn and understand the key relationships, diverse interest groups and power bases within one's own and other organizations.	3	Understands climate and culture
Planning, Coordination & Execution	Plan and coordinate work to achieve desired results on a consistent basis.	4	Plans and executes broad implementation efforts
Aligning People & Teams			
Developing Others	The genuine intent to foster the long-term learning or development of others by recognizing and supporting their developmental interests and needs, and encouraging opportunities for learning.	3	Provides feedback to encourage ongoing development
Holding Self & Others Accountable	Hold others accountable to execute to high standards of excellence and hold themselves accountable to the same or higher standard.	4	Acts to address performance issues
Leadership	Inspire others to work toward common goals by engaging and empowering them, and providing clarity and direction.	3	Obtains resources and takes care of the team
Enhancing Personal Effectiveness			
Flexibility/Adaptability	Adapt and work effectively within a variety of situations, and with various individuals or groups.	3	Adapts approach
Interpersonal Communication	Communicate effectively by reflecting on verbal and non-verbal behaviour, being attuned to the needs, perspectives and sensitivities of others and acting with them in mind.	4	Makes insightful assessments
Managerial Courage/Integrity	Acting with integrity, ensuring one's actions are consistent with City of Greater Sudbury's values and expectations.	3	Is honest and candid with managers, peers or external parties
Leadership Presence	Develop and maintain a sense of presence and emotional maturity and have an inner confidence that one can succeed and overcome obstacles.	4	Demonstrates resilience

For more information on leadership competencies, please refer to our website: www.greatersudbury.ca/jobs

Qualified candidates should submit their résumé in confidence by **Tuesday, May 28, 2019 at 4:30 PM to: Citizen Service Centre, The City of Greater Sudbury, PO Box 5000, Station A, 200 Brady Street, Sudbury, Ontario, P3A 5P3, Facsimile number: 705-673-7219 or by e-mail to: hrjobs@greatersudbury.ca** Any application received after this deadline will not be considered. Please reference the Employment Opportunity number **(EX19-397)** on your resume. The City of Greater Sudbury is dedicated to maintaining a fair and equitable work environment, and welcomes submissions from all qualified applicants.

Personal information submitted will be used for the purpose of determining suitability for this competition only in accordance with The Municipal Freedom of Information and Protection of Privacy Act.

All applicants are thanked for their interest in this position. Only those selected for an interview will be contacted. If contacted, and you require a disability related accommodation in order to participate in the recruitment process, you must advise the Hiring Manager.