



The Corporation of the City Of Brantford Community Strategies & Family Supports

requires

Supervisor, Client Navigation & Customer Service (Contract – Up to 6 Months)

Job ID #2081

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our hybrid work environment (within 200km of the City of Brantford city limits). The City is committed to the professional development of our staff and invite you to come, grow with us!

As Consolidated Municipal Service Manager, the City of Brantford is responsible for planning and managing the Ontario Works program programs throughout the City of Brantford and County of Brant. Reporting to the Manager, Family & Income Stability, the Supervisor, Client Navigation and Customer Service will provide supervision and oversight for Customer Service and Quality Assurance functions within the Ontario Works Programs, with a particular focus on the in-office functions at the Ontario Works Office.

Duties include but are not limited to:

- Supervise, coach and mentor a team of staff to achieve organizational objectives consistent with the Department's mission and values as well as relevant legislation and policies.
- Monitor and review business processes, legislation, regulations and guidelines, as well as broader trends within the local community, assess need for improvements and compile recommendations for policy changes/development with the Ontario Works Programs
- Review files, Analyze statistical data and reports, program outcomes, performance measures, local trends and suggest appropriate strategies for planning, gap analysis and to ensure achievement of departmental results.
- Provide subject matter expertise on projects with internal and external partners, participate on working groups/committees and liaise with other service managers, community and provincial partners as required
- Ensure effective communication, collaborating with community programs and local community partners and agencies to support transformation within the Ontario Works Program
- Effectively resolve customer complaints, monitor trends and make recommendations regarding changes in policies and practices to achieve customer service benchmarks
- Research and prepare reports, as required both written and oral as required.
- Act as a Departmental representative to educate and inform the public and community agencies about the range of services that are available and program policies, legislation and practices, and on such internal committees such as the Joint Health and Safety Committee
- Support the success of client navigation teams, including the development of community partnerships and client navigation tools
- Valid G class driver's license and access to a reliable vehicle
- Other duties as assigned

This is an in-person/on-site position, based out of the Ontario Works Office in Brantford.

QUALIFICATIONS

- Completion of a University Degree in a human services or a related field, such as child/family, social sciences, business/public administration
- Two to three years of previous experience in an administrative role is required
- Minimum of one (1) year experience in a supervisory role is required
- Must have demonstrated interpersonal, team leadership skills as well as verbal and written communication skills
- Must possess thorough knowledge of current relevant Legislation, Standards, Acts, and related Provincial frameworks (e.g. Ontario Works)
- Proficiency in Social Assistance Management System (SAMS), as well as all standard office productivity software
- Knowledge of budgeting, financial processes /management, and business planning

- Valid G class driver's license and access to a reliable vehicle

WAGE/SALARY RANGE: \$43.21 to \$54.01 per hour (35 hours per week) plus benefits.

To apply on-line, please visit the City of Brantford website at <https://www.brantford.ca/en/your-government/careers.aspx> and click on **Current Opportunities**.

Closing date for applications: **Thursday, May 16, 2024, at 4:30 p.m.**

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted. Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.