



Manager, Program Support - Job ID #2576

| | | | |
|--------------------------|--------------------------------|-------------------------------|-------------------------------|
| Job Title | Manager, Program Support | Status / Job Type | Permanent Full Time |
| Commission | Comm Serv & Social Development | Department | Comm. Strate & Family Support |
| Union Affiliation | APAE/EXEMPT | Number of Openings | 1 |
| Rate of Pay | \$64.42 to \$80.52 | Benefits Entitlement | Yes |
| Hours of Work | 35 Hours Per Week | Posting Date (4:30 pm) | Feb 26, 2026 |
| Existing Vacancy | Replacement | Closing Date (4:30 pm) | Mar 5, 2026 |

Position Summary

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. The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the Director of Community Strategies and Family Supports, the Manager of Program Support is responsible for overseeing programs and staff within the Family and Income Stability Division. This includes financial and business supports, continuous quality improvement, administrative support, social services cost recovery, and records management. The Manager provides leadership in coordinating human and financial resources to meet departmental and corporate goals. They monitor program performance and outcomes, and develop strategies that support effective, client centred service delivery while ensuring all departmental targets are met.

Responsibilities:

- Lead the development of annual departmental strategies and operational plans to advance organizational priorities, achieve defined outcomes, and ensure the delivery of high quality public services.
- Oversee the effective operation of departmental programs and teams in alignment with applicable legislation, policies, and corporate standards, including continuous quality improvement, business/program support functions, client records management, and cost recovery initiatives.
- Provide comprehensive financial and business management oversight for the Family and Income Stability Division, including budget preparation, expenditure monitoring, and financial compliance for municipally, provincially, and federally administered services.

- Direct the management of data infrastructure and systems required for social services delivery, including oversight of technology platforms, information security, data governance, and advanced statistical analysis.
- Administer provincial and federal service contracts, ensuring accurate and timely reconciliation, reporting, and compliance to performance and outcome targets.
- Provide strategic leadership and oversight to a team of employees, fostering a high performing environment and administering applicable collective agreements.
- Build and maintain a constructive labour management environment, applying collective agreement provisions effectively and supporting positive employee relations and operational continuity.
- Research, prepare, and deliver high quality written materials, including statistical and performance reports, Council and Committee submissions, business cases, and funding applications.
- Present information and recommendations in a variety of internal and external forums, including staff meetings and Council sessions, and respond to inquiries from elected officials regarding services, reports, and constituent matters.
- Lead organizational change initiatives, providing strategic guidance on business process improvements, operational redesign, and implementation of evolving policy and legislative requirements.
- Resolve escalated customer issues unsuitable for frontline resolution, analyze complaint trends, and recommend service enhancements to improve client experience and operational effectiveness.
- Oversee workplace health and safety responsibilities, developing Standard Operating Procedures, ensuring compliance, and participating in the Occupational Health and Safety Committee as needed.
- Manage assigned programs and establish best practice service models, ensuring alignment with organizational goals and community needs.
- Perform additional responsibilities as required to support departmental and organizational objectives.

Qualifications

- Completion of a University degree in Business, Administration, or Finance or an equivalent combination of education and experience. Additional formal training in Program Evaluation, Statistical Analysis and Management/Leadership is considered an asset
- A minimum of five years experience in a municipal or government environment, preferably within the social services sector.
- Demonstrated proficiency in business and financial management, preferably within a municipal/government Social Services setting.
- Proven leadership abilities and project management experience
- Advanced proficiency in relevant software applications, including databases, spreadsheets, computerized accounting systems, and office productivity tools.
- Knowledge of provincial program service contracting processes and technology and financial information systems that support Social Services program delivery in Ontario
- Strong critical thinking capabilities, with the ability to analyze and evaluate data effectively.
- Excellent interpersonal, leadership, and communication skills, including experience with public speaking, presentations, and report writing.
- Demonstrated knowledge of applicable legislation and social services delivery systems.
- IMS 200 Certification or equivalent (ICS200) is considered an asset. Subject to course availability, certification must be obtained within the first year of employment.
- Ability to exercise a high level of independence, integrity and confidentiality.
- Ability to prioritize work and adhere to strict deadlines.
- Ability to periodically work overtime hours, evening and weekends, as required to meet deadlines.

- Valid Driver s License and access to a vehicle is required.

Qualified candidates please attach a detailed .pdf format resume & cover letter

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.