

County Administration Buildings, Belleville, Ontario

MANAGER, Client Access and Program Support Services

The Community and Human Services Department has an opening for one (1) permanent full time Manager, Client Access and Program Support Services. This is a non-union position and reports to the Director of Community and Human Services. This position is responsible to develop, implement and initiate ongoing improvement of integrated client access and program support services for the clients and staff of Community and Human Services

Duties:

- Ensure the development, implementation, and ongoing maintenance and enhancement of strategies to provide integrated client access, information system user support, and program support services in financial administration and records management for the clients and staff of Community and Human Services.
- Collaborate with other divisions in Community and Human Services and other County departments to ensure that client, staff and corporate needs in terms of access and program support are effectively met.
- Design and manage customer service strategies for the front counter reception and interview/waiting room areas consistent with departmental operating principles.
- Manage and advance client, tenant, and third-party payable and receivable solutions in collaboration with the Treasury Department.
- Develop annual goals and business plans for integrated client access and program support.
- Provide statistical reporting on applications and intake data, and client access at the integrated reception centre and switchboard for the department.
- Establish and manage financial records and budgetary responsibilities.
- Contribute to Community and Human Services Department's planning, organizational development and operational success as a member of the departmental management team.
- Provide managerial guidance and support to supervisory staff including developing performance goals, coaching and feedback..
- Develop, monitor and report on the division's budget, key performance indicators, and client service standards.
- Coordinate the development and delivery of training, materials and events throughout the Community and Human Services department.
- Facilitate staff orientation including privacy and confidentiality training, customer service training, and basic corporate and departmental policy training. Co-facilitate supportive approaches through innovative learning (SAIL) training.
- Oversee the development and maintenance of the Community and Human Services Department's content on the web within the training portfolio.
- Support the development and implementation of business continuity/contingency plans for the department.
- Attend meetings of County Council and Committees as required by the Director of Community and Human Services.
- Provide advice and support to the Director of Community and Human Services.

Qualifications:

The successful candidate will have a University Degree or College Diploma in Human Services or a related field that is deemed equivalent with a minimum five years of related progressive experience. Candidates must possess a strong working knowledge of the Ontario Works, Children's Services, and Housing Services programs. Education and experience related to finance and business administration would be considered an asset. The position will oversee an effective team of over twenty-four (24) employees addressing the needs of the community while ensuring the consistent application and effective delivery of provincial and municipal social service programs within the scope of an approved budget and relevant provincial and municipal legislation, regulations, and policies. The position includes the direct supervision and ongoing performance management of four (4) Supervisors within the Client Access and Program Support Services unit.

Candidates must possess excellent interpersonal and leadership skills, strong planning and coordination skills, effective written and oral communications skills, solid organizational and time management skills, have the ability to maintain a high degree of confidentiality at all times, work well under pressure and apply discretion and sound judgment in the areas of problem-solving and decision-making.

Salary Range: \$82,008 to 95,914 per annum, with excellent fringe benefits

Applications for this position will be received in the Human Resources Department until **4:00 p.m. on Friday, June 2, 2017**.

Please forward applications to: careers@hastingscounty.com

County of Hastings, 235 Pinnacle Street, Belleville, Ontario K8N 3A9

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected will be used only for the purposes of this employment opportunity.

We thank all applicants for their interest in this position; however, only those applicants selected for an interview will be contacted.

The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.