

	ORIGINAL DATE	SUPERSEDES	LAST REVISION
	Unknown	February 2021	May 2023

DIRECTOR OF COMMUNITY AND HUMAN SERVICES

DEPARTMENT	Community and Human Services
BARGAINING UNIT	Non - Union
GRID LEVEL	15
REPORTS TO	Chief Administrative Officer

PRIME FUNCTION

This position is responsible to provide executive leadership of the Community and Human Services Department including overall responsibility and accountability for the Provincial/County programs and services in accordance with relevant Acts, regulations, Provincial Service Contracts, policies and directives of the Ministry of Children, Community and Social Services, Ministry of Municipal Affairs & Housing, Ministry of Education, Ministry of Training, Colleges, and Universities, the County of Hastings and all relevant professional bodies. To provide and manage programs in order to maximize available provincial funding to improve services for the people of Hastings County.

JOB DUTIES

1. To provide leadership, guidance and direction in the management and implementation of Community and Human Services policies and programs for residents of the County of Hastings.
2. To support the directions, priorities and objectives set out in the County's Strategic Plan.
3. To organize, direct, coordinate and integrate the functions/programs/activities of each division of Community and Human Services within an established budget and a collaborative team environment.
4. Develop and implement annual long and short-term goals, objectives and performance indicators that support the organizational mission and strategic initiatives. Ensure that each sub-department has documented goals and objectives for each program and that each service provided is consistent with the Provincial Service Contract.
5. Develop and implement an ongoing process to ensure that policies and procedures are current and in place to guide the management and service delivery of each division; that policies and procedures are available to staff; that mechanisms are in place to communicate changes to all staff.

6. Establish effective and efficient policies and procedures on an ongoing basis to address: client services, quality improvement, best practices, risk management, internal management, professional services, client records, health and safety, DEI, communication, change management and community linkages.
7. In consultation with the Chief Administrative Officer (CAO) and the Director of Human Resources, be responsible for departmental human resources (Access and Program Support Services, Financial and Employment Assistance Services, Housing Services, and Children's Services), hiring and termination of employees, promote staff relations, discipline and negotiations of compensation and working conditions with both union and non-union employees.
8. Delegate authority, where appropriate, to management and non-union staff.
9. Establish performance expectations and annual work plans for the management team.
10. Support and facilitate the management team by role modeling, ensuring effective communication, leadership, coaching and mentoring techniques.
11. Lead annual budget preparations for the department, account for expenses and revenues throughout the budget year, ensure appropriate audits and control with regular reports to the CAO, Finance, Property and Personnel Committee and to Council.
12. Participate in regular Labour/Management meetings; involved in contract negotiations; responds to all Step #2 Union grievances.
13. Develop, implement and maintain a current contingency plan for community emergency management preparedness including: assignment of personnel to specific tasks and responsibilities, alternative shelter management arrangements, evacuation plans and procedures, a system to supervise evacuees following a community evacuation, and a communication plan and evaluation process.
14. Develop, implement and regularly evaluate a quality management program that includes: regular review and update of the mission, values, goals and objectives of the department, programs and services. Identifying processes and related indicators to be monitored; monitoring indicators to identify opportunities for process improvement; analyzing and evaluating results.
15. Prepare and present regular reports for Community and Human Services Committee and Council outlining activities in the provincial programs/services and relevant indicators of risk and quality management.
16. Report regularly to the CAO on matters related to the department/programs/services, and the integration of those services.
17. Represent the Community and Human Services Department on corporate committees, external

committees and professional organizations.

18. Develop and maintain effective relationships with external organizations, agencies and educational institutions in the community. Assure consumer confidence through positive interaction with general public, other stakeholders, clients and families. Nurture positive working relationships with stakeholder organizations and volunteers.
19. Actively participates as a member of the department head team and as an active or ex-officio member of the departments or teams.
20. Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act and County policies.
21. Other related duties as may be required or assigned from time to time.

REQUIRED EDUCATION, SKILL AND ABILITY

MINIMUM QUALIFICATIONS

- University Degree in Social Sciences, Business Administration or Public Administration.
- Seven to eight years progressive management experience within a municipal/government or fully developed private agency.
- Proven management, leadership, team building and administration skills.
- Thorough knowledge of relevant legislation, programs, policies and guidelines.
- Demonstrated ability to develop staff and promote a positive and healthy work environment.
- Highly developed oral and written communication skills in order to effectively communicate with diverse audiences.
- Demonstrated skills in innovation and program development.
- Strong financial and management skills, with the ability to supervise a large staff performing various functions.
- Ability to effectively communicate with the public, staff and outside agencies.
- Must be able to generate confidence of County Council, Boards, Committees and Department Heads.
- Strong strategic thinking, analytical thinking, and critical thinking.

- Strong organization, problem-solving and decision-making skills.
- Must be proficient in the use of computers.

EFFORT

MENTAL EFFORT

The ability to multi-task and change priority and focus quickly is imperative. Frequent interruptions occur on a regular basis.

PHYSICAL EFFORT

Prolonged sitting, extensive fine motor movement, minimal positional changes.

WORKING CONDITIONS

The primary duties of this position are within the office environment. A normal amount of low level noise may be experienced. There is minor risk of injury.