

Competition Number: [2017-EX-EN-51980226-01](#)

Competition posting date: 2018-01-24

Competition closing date: 2018-02-07

Community & Social Services Department, Employment and Social Services

Up to 3 Full-time Continuous Positions - 35 hours/week

Up to 3 Full-time Temporary Positions (Up to 1 year) - 35 hours/week

Affiliation: CIPP

Salary: \$81,192.02 to \$98,798.70 annually (2018 rates of pay)

Category: Current Opportunities

Employment Group: Community and Social Services

## ***Job Summary***

Responsible for coordinating the operational direction of a team of Employment and Social Services staff, implementing and ensuring the effective and efficient delivery of community and social support programs and services to the community, in accordance with appropriate city, provincial and federal legislation, regulations, practices, policies and procedures, enhancing the citizen experience. Ensures the operation is well promoted and responds to community needs through the provision of optimum customer service delivery, employing a centralized one-stop approach. The Coordinator oversees the design, development and implementation of a wide range of community and social support (CSS) and employment programs and services, and supports the eligibility appeals process, in accordance with relevant legislation, regulations, policies and procedures

The Coordinator provides strong leadership with advanced knowledge of all aspects related to customer services, operational procedures, reporting metrics and related technology, and contributes to the overall strategic direction and operations of the Employment and Social Services by supervising staff, rewarding excellent performance, and taking the necessary steps to increase staff performance using proven coaching/mentoring techniques. Responsible for leading specific portfolios, partnerships and branch initiatives or projects, and providing ongoing advice and strategy options to Employment and Social Services staff. Promotes positive relationships with internal and external stakeholders (including staff, representatives from community agencies, various provincial ministries and delivery agents from other Consolidated Municipal Service Managers (CMSM), the general public, and elected officials) to plan,

implement and promote programs/services to achieve a single point of access and the seamless delivery of programs/services.

## ***Education & Experience***

Four (4) years Bachelor's degree in Social Work, Psychology, Sociology, Business Administration, Public Administration, or a related discipline.

Minimum of five (5) years progressively responsible experience in a social services or customer service environment, including a minimum of one (1) year of formal experience supervising staff and/or demonstrated leadership ability associated with the management of portfolios, projects, partnerships and/or branch initiatives

\*Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.

## ***Language, Certificates & Licenses***

The successful candidates will be required to complete a Criminal Record Check to the City of Ottawa's satisfaction.

Various language requirements, locations may require English, French or Bilingual competencies.

French oral, reading, writing required

English oral, reading, writing required

## ***Knowledge***

Superior knowledge and ability to apply federal/provincial legislation, municipal by-laws, policies and procedures, delivery mechanisms, computer programs, processing deadlines and dispute resolution techniques related to products and services within the Employment and Social Services.

Human resources management practices and principles (e.g. operational management, project management, collective agreements, conflict resolution techniques, training/learning methodologies, recruitment and disciplinary process)

Program management and evaluation

Performance management and evaluation

Caseload management

Research methods

Employment practices, strategies and supports

Community resources

Customer Service leading practices, strategies and Coaching Techniques

Knowledge Base Information resource using a variety of computer programs such as Word, Outlook , Excel and PowerPoint

Must possess the customer service experience and knowledge

Must be familiar with all applicable health and safety legislation, have knowledge of any potential or actual danger to health or safety in the work place, and have knowledge of appropriate actions to be taken in order to ensure the health and safety of staff in accordance with applicable legislation and City policies and procedures.

## ***Competencies & Skills***

### **Strategic Leadership**

Understands and is aware of the political environment and the accountability principles related to it

Implements and reinforces processes to ensure clear linkages to vision, values and organizational strategies and to department/branch/team/ individual goals and across the organization

Provides inputs to strategic plans and programs taking into consideration Service Excellence, sustainability, and cross-team impacts

Monitors and remains informed of current and future internal and external trends and makes recommendations to deliver client centric results

Supports and implements organizational plans to capitalize on opportunities and address challenges

Leads, motivates and supervises effectively in a complex, unionized work environment

### **Demonstrates Business Sense**

Provides input to branch/unit business decisions and makes effective operational decisions that impact both the short and long term direction/sustainability of the organization

Researches and analyzes issues, makes decisions, develops appropriate solutions and formulates recommendations

Applies sound financial and business sense in the input, development and implementation of all budgets, plans, services and processes

Manages concurrent, complex, and often highly sensitive projects, and brings projects to completion on time and within budget

Assesses and effectively manages financial and operational risks and resources for the team; takes calculated risks by using good judgment and applying previous work experience as input to decision making.

### **Builds Collaborative Relationships**

Builds and maintains a strong network of internal and external contacts to achieve business goals

Persuades others; builds consensus through give and take; brings conflicting points of view to consensus, gains cooperation from others to obtain / share information and accomplish goals

Demonstrates a collaborative approach in working with others in delivering products and services; resolves and/or facilitates resolution of conflicts within the group, between related work groups, and/or between the group and other constituencies

Communicates effectively, receives and shares information within and across teams in a timely and transparent manner

Fosters a collaborative team environment among employees

### **Fosters Innovation and Change**

Makes changes in response to the needs of the client and/or the situation; supports and explains the rationale for change and keeps the team informed

Integrates change effectively into the team/operational environment

Analyzes problems involving resources, scheduling, technical and other difficulties, and works with multi-disciplinary teams to develop realistic and innovative solutions

Facilitates effective brainstorming and encourages others to consider innovative alternatives and ideas for continuous improvement.

### **Engages Employees**

Fosters a supportive environment of trust, mutual respect and cooperation where employees feel they have a voice and successes are celebrated

Provides ongoing encouragement, assistance, constructive feedback, performance management, goal setting, recognition and career planning;

Recognizes and rewards employees for a positive behaviour

Empowers employees by delegating appropriate levels of authority

Ensures equitable distribution of routine and important tasks within the Team

Creates and maintains a workplace that is sensitive to equity and inclusion

Aware of how his/her actions impact the team

Spends time with employees to develop mutual trust

Consistently treats people with fairness and respect, is tactful and empathetic

### **Delivers Results**

Uses organizational skills and abilities to plan, initiate, organize and prioritize team work, and to deal effectively with multiple projects/demands, conflicting priorities, pressures and deadlines

Provides input to branch/unit plans, and creates work unit plans with measurable goals that are cascaded down to the individual employee level

Demonstrates and encourages a results-focused culture through ongoing monitoring of plans; holds themselves and others accountable for achieving agreed upon commitments, deadlines and milestones; quickly mobilizes resources to address a problem

Empowers staff and effectively delegates work, laying out specific expectations and deliverables expected

Reinforces and monitors appropriate controls with regard to authorization of expenditures, payments, processes and use of corporate resources (i.e. equipment, vehicles, etc.)

### **Client-Centric Focus**

Understands the business and ensures a timely and proactive response to provide quality service to meet and exceed diverse client needs and expectations  
Reinforces how the contribution of each team member has an impact on service excellence, the need to use a client-centric focus, and to actively work to achieve client service standards

Collects and uses client feedback on an ongoing basis to make recommendations for continuous improvement

Keeps focused on the client when making decisions and taking actions; honours commitments, demonstrates effective client relations by reacting appropriately to client requests, concerns and complaints

Applies the principles of equity and inclusion in day to day service delivery