

# Community Program Manager

~ Leadership ~ Strategic thinking and innovation ~ An impactful social mandate ~

People matter most to us. At the Ministry of Children, Community and Social Services, we believe in supporting policies, programs and resources that will achieve the best outcomes for all Ontarians. We strive to deliver services an integrated way, while promoting innovative and modernized programs and service delivery systems.

We seek an experienced leader who can bring strong leadership, political acuity, and strategic thinking skills to realize ministry objectives and provide excellent customer service. The Community Program Manager will inspire high-performing teams, collaborate with internal and external partners, and navigate government decision-making. Join our senior leadership community and help deliver on leading-edge social programs and services supporting some of our most vulnerable citizens.

## About us:

The Central Region Office provides direct services to clients and support services to transfer payment agencies in Dufferin/Halton/Kitchener-Waterloo/Peel/Simcoe/Wellington/York for individuals, children, youth and their families, including the following program areas: Developmental Services, Interpreter and Intervener Services, Violence Against Women, Child Welfare, Children with Special Needs, Youth Justice, Special Services at Home/Assistance for Children with Severe Disabilities and Enhanced Respite.

## Diversity, Inclusion, Accessibility and Anti-Racism

The Ontario Public Service (OPS) is an innovative, responsive and accountable public service that works hard to be diverse, anti-racist, inclusive, merit-based, and equitable. Diversifying leadership is a top priority for the OPS. Our goal is to achieve parity with the Ontario labour force by 2025 for the most underrepresented groups (Indigenous, racialized and persons with disabilities) on our leadership teams.

The OPS is collecting socio-demographic information to identify potential barriers and help underrepresented groups to achieve equity in senior leadership roles. We invite you to contribute to our efforts in building a more diverse, inclusive and accessible OPS by completing our voluntary survey, which will be provided to all applicants once the advertisement has closed.

The OPS is an accessible employer and we offer accommodation in all aspects of employment, including the recruitment process.

Visit the [OPS Anti-Racism Policy](#) and the [OPS Diversity and Inclusion Blueprint](#) to learn more about the OPS commitment to advancing racial equity, diversity and inclusion.

## What can I expect to do in this role?

- You will be a proactive and innovative leader, motivating your team and colleagues across government to deliver exceptional results in a changing environment.
- You will empower your team of staff to grow and develop to their full potential, fostering a culture of diversity, inclusion, equity and excellence.
- You will build solid trusting relationships within government and with external stakeholders and partners to create mutually beneficial solutions that improve outcomes for Ontarians.
- You will manage multiple priority projects to successful completion
- You will plan and monitor the implementation of program changes and policies, and ensure legislative compliance within the assigned portfolio.
- You will bring an innovative, business-focused mindset to your work, with the goal of ensuring optimum program and service delivery performance, and efficient/effective and integration-focused solutions that are consistent with ministry objectives and priorities.

**Note: this position is located in either the Mississauga or Newmarket office, Central Region; however, alternative work arrangements may be available. In-person regional meetings with staff and/or community stakeholders is a requirement of this position.**

## Leadership in the OPS

The Ontario Public Service (OPS) Leadership Behaviours define what it means to be a leader through the following expected behaviours and attributes:

- You are committed to the responsibilities of being a leader by demonstrating authenticity, accountability and courage.
- You are innovative by embracing positive disruption, maintaining a future mindset and leading with a common purpose.
- You are collaborative by driving people-centred outcomes, being inclusive and helping staff and colleagues grow, every day.

Visit the [Leadership Talent Office](#) on Yammer to learn more about the OPS Leadership Model and to view the application preparation guide for management competitions.

## **How do I qualify?**

### **Strategic Leadership**

- You have a strategic, team-focused leadership style to frame program visions and deliver on strategic program objectives, while facilitating a positive and productive working environment.
- You have experience managing high-profile projects and providing evaluative analysis on new initiatives.
- You are a transformative leader with the ability to implement significant change initiatives to programs and services.
- You have knowledge of HR policies and practices, and you can identify financial, material and human resources needs, and contribute to long-term financial and resource planning.

### **Technical Knowledge**

- You are experienced at establishing accountability mechanisms and evaluation processes for programs and services, ensuring legislative compliance, service levels, and results are met.
- You can understand relevant legislation related to program and service system delivery, and change management methodology in order to implement transformational initiatives.
- You have demonstrated expertise/experience in operational program service delivery and service systems management.
- You understand human services sector issues and are passionate about building partnerships to improve outcomes for clients.
- You have knowledge of theories and practices related to governance models of community service organizations, including charitable, government, private sector agencies and educational institutions.

### **Communication and Relationship Management**

- You can develop and manage key business relationships with internal and external clients and stakeholders, and coordinate outreach to agencies.
- You have superior communication skills to articulate strategy, business requirements, advice and recommendations.
- You have a collaborative leadership style and recognize the value of working with partners both internally and externally.

### **Judgment and Political Acuity**

- You have excellent judgement and political acuity to recognize, and respond to, politically sensitive issues.
- You are flexible, resilient, and able to adapt in a changing and/or uncertain environment.
- You can identify program and system risks and develop mitigation strategies/recommendations.

**Salary Range:** \$90,348 - \$132,514 Per Year

### **Additional information:**

- 1 Permanent – Full-Time, 6733 Mississauga Rd, Mississauga, Central Region or 17310 Yonge St, Newmarket, Central Region, Criminal Record Check

### **Note:**

- In accordance with the Ontario Public Service (OPS), Employment Screening Checks Policy (ESCP), the top candidate(s) may be required to undergo a security screening check. Refer to the above to determine the screening checks that are required for this position.

Required security screening checks along with your written consent, will be sent to the Transition and Security Office (TSO), Talent Acquisition Branch (TAB), HR Service Delivery Division (HRSDD) to evaluate the results. If applicable, the TSO, with your written consent,

will request and obtain any additional employment screening checks that were not obtained directly by you.

A record under the Criminal Code and/or other federal offence record(s) does not automatically mean you will be ineligible for the position. The employment screening check(s) will only be reviewed and evaluated by the TSO for the purpose of making a security clearance decision. The details of an individual's employment screening check(s) will be considered in specific relation to the duties and responsibilities of the position being filled. Employment screening check records will be maintained by the TSO and kept strictly confidential.

- The information that you provide for the purpose of this competition and the results from this competition may be used to fill other positions. These positions may be of various tenures, including short-term assignments. Your information and the results from this competition will be retained for the purpose of filling vacancies in accordance with the applicable collective agreement or policy provisions.

Please apply online, only, at [www.ontario.ca/careers](http://www.ontario.ca/careers), quoting **Job ID 159713**, by **Wednesday, March 10, 2021**. Please follow the instructions to submit your application. Faxes are not being accepted at this time.

If you require a disability-related accommodation in order to participate in the recruitment process, please contact us at [www.gojobs.gov.on.ca/ContactUs.aspx](http://www.gojobs.gov.on.ca/ContactUs.aspx) to provide your contact information. Recruitment Services staff will contact you within 48 hours. Only those applicants selected for an interview will be contacted.

The Ontario Public Service is an inclusive employer. Accommodation will be provided in accordance with Ontario's *Human Rights Code*.

[www.ontario.ca/careers](http://www.ontario.ca/careers)