



THE UNITED COUNTIES OF LEEDS AND GRENVILLE
Community and Social Services Division

Invites applications for the position of:

Program Supervisor - IPD
Status: Permanent Full time
Start Date: ASAP
Hours: 35 hours/week
2024 Salary: \$44.77 - \$53.29
Location: Brockville, ON

Position Summary:

Reporting to and under the direction of the departmental Manager and indirectly to the Director of Community and Social Services, the Program Supervisor will be responsible for the supervision of designated staff and programs within the department.

Qualifications:

Education, Certification and Licenses

- Two-to-four years relevant post-secondary education; social service worker diploma from a recognized community college; preferred university degree with concentration in social work, psychology, sociology, social sciences, business administration or public administration. Preference may be given to university level education.

Experience

- Minimum three (3) years relevant experience in Community and Social Services.
- Minimum four (4) years experience in a supervisory position.
- Direct work- related experience in the program areas of Ontario Works and homelessness.
- Direct experience in supervising staff within a unionized setting.

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Knowledge, Skills, Abilities & Competencies

- Knowledge of the program areas of Ontario Works and homelessness.
- Excellent understanding of all relevant legislation and programs within Community and Social Services.
- Comprehensive knowledge of community agencies/organizations which interface with Community and Social Services.
- Excellent interpersonal, supervisory, organizational, problem-solving, decision-making and communication skills; strong customer service.
- Data analysis/management.
- Training development and delivery; program planning.
- High level of proficiency in computer skills and in all relevant technologies within Community and Social Services.
- Ability to work independently and within a team-delivered organizational model.

Other

- Ability to demonstrate sensitivity and responsiveness to the needs of the community.
- Ability to work flexible hours including some evenings and weekends depending upon the needs of the community.
- Ensure the highest level of professional standards are met and maintained.
- A valid driver's licence and access to a vehicle are required for this position as it involves working within the geographical jurisdiction of the United Counties of Leeds and Grenville.

Summary of Position Responsibilities:

Activity 1: Supervision of Staff and Program/Service Delivery (50%)

- Conduct daily supervision of teams of 10-15 unionized frontline program delivery staff.
- Coordinate program and service delivery for the department.
- Responsible for operational planning; directing and coordinating the activities of staff to ensure continuing daily operations of the department while also ensuring compliance with legislation and standards.

- Ensure that any problems/issues are recognized and dealt with in a timely manner.
- Maintain up-to-date and accurate information on all program changes and advise staff, both verbally and in written communication.
- Communicate expectations around job duties and targets and how they are to be achieved.
- Initiate and lead regular staff meetings.
- Develop and organize delivery of training for new staff, new policies and procedures, new legislation.
- Ensure knowledge of collective agreement is up to date.
- Instill an atmosphere that promotes creativity, initiative and welcomes feedback.
- Ensure staff are properly trained and comfortable with technology and related procedures. Make recommendations for relevant training.
- Ensure staff are confident in their knowledge and application of all relevant legislation, policies and procedures, regulatory standards, and operational procedures.
- Ensure staff are aware of, and abide by, operational policies and procedures including health and safety related such as WSIB, safety and security, duty to accommodate, etc.
- Provide information, guidance, direction, encouragement to staff for problem solving and expansion of competence and knowledge.
- Supervise the development and delivery of various workshops for staff.
- Develop staff schedules, schedule and assign work, approve/deny vacation requests, arrange coverage, approve timesheets.
- Plan for service delivery including program location, time, date and staffing.
- Provide technical or functional guidance to staff (i.e. SAMS training, internal updates, etc.).
- Coordinate community events, staff training calendars, special projects; develop training materials.

Activity 2: Promotion, Development and Support of Programs/Partnerships in the Broader Community (10-25%)

- Actively promote and support the programs in the broader community, establishing and maintaining effective relationships with staff and representatives of external stakeholders.

- Supervise the development and delivery of various workshops for community stakeholders.
- Identify community agencies, organizations and employers to be approached about becoming involved in partnerships or education/information about Ontario Works and other community-based programs and initiatives.
- Maintain regular contact with existing partnerships.
- Develop working relationships that assist with coordinated programming to support client needs.
- Develop and maintain referral and monitoring procedures with various community partners.
- Participate in various community planning committees.
- Initiate, implement and participate in meeting the needs of the community and enhancing the services provided.
- Participate in the planning and implementation of community initiatives and integrated programs.
- Lead community work groups as requested/required.

Activity 3: Development of Operational Policies and Procedures (10-15%)

- Identify and recommend policies and processes for preparation to the Manager.
- Prepare and revise departmental processes as required and subject to input and review of.
- Participate in the evaluation of operational processes, procedures and controls toward the attainment of departmental productivity, operational goals and legislative compliance or standards.
- Recommend methods of providing services in an efficient and cost-effective manner.
- Assist the Manager in long-range planning for the Department (i.e. service plans, capital plans, etc.).
- Develop and maintain staff training plans and programs for new and existing employees. Provide, lead and/or participate in the training of new staff.
- Develop, implement and monitor referral and feedback procedures between Case Managers, clients and education, training and employment partners so that information is timely and program accountability is in place.
- Be fully knowledgeable of relevant operational policies.

- If and when necessary, develop new operational procedures and present to other members of the supervisory team.
- Attend regular meetings of supervisory staff.
- Stay informed of any provincial program changes in legislation and advise supervisory staff.

Activity 4: Analysis of Data and Information (10%)

- Participate in random file and operational audits to ensure that accuracy and eligibility criteria are adhered to.
- Understand what reports are required and where information can be gathered (i.e. Ontario Works, SAMS, etc.).
- Use data and reports to identify performance measures, progress towards yearly targets and gaps in service delivery.
- Research and analyze relevant community data (i.e. StatsCan, FRP Evaluation, social trends, EDI, employment birthrate, etc.) to inform decision making regarding services and program delivery.

Activity 5: Performance Reviews and Evaluation of Staff (5%)

- Monitor staff performance and provide positive correction or discipline, when/as necessary.
- Conduct performance management including review and evaluation of staff performance and make recommendations to the Manager for discipline, suspension or termination of staff in accordance with existing policies and procedures.
- Participate in staff recruitment, including evaluation of resumes from potential candidates and conducting interviews, reference checks.
- Perform ongoing reviews and evaluation of staff performance and promptly address and work towards a solution.
- Follow up on staff performance as relates to the achievement of targets/outcomes and legislative compliance.
- Maintain documentation of staff issues/communications.
- Address complaints of both an internal and external nature in a respectful and efficient manner.
- Complete internal reviews.

- Complete file audits.

Activity 6: Other

- Provide coverage to other supervisors as required.
- Effectively organize to meet mandates and targets by preparing and scheduling work.
- Maintain and submit detailed statistics, as required.
- Work collaboratively with other Program Supervisors and the Policy Analyst to advance goals of the department.
- Actively nurture and promote teamwork within and across the department and division.
- Maintain an acceptable level of computer literacy.
- Other related duties, as requested and required.

Legislative Requirements:

- Perform the responsibilities of the position within the legislative and regulatory standards set out in the applicable provincial and municipal Acts.
- Perform the responsibilities of the position consistent with the operational policies of the United Counties of Leeds and Grenville.
- As set out for the United Counties of Leeds and Grenville’s Emergency Plan, perform duties in the event of a declared emergency.
- Maintain a high level of respect of confidentiality for the organization, as per the Freedom of Information and Protection and Privacy Act (FIPPA).
- Protect own health and health of others by adopting safe work practices (reporting unsafe conditions immediately). Attend all relevant in-house services regarding Occupational Health and Safety and follow guidelines for employees and employers, as legislated under the Ontario Occupational Health and Safety Act.

Financial and Budget Responsibilities:

- Assist in budget preparation for the department.
- Review, approve and monitor departmental expenditures as per delegated authority.
- Oversee and order office supplies.
- Review and approve mileage claims, overtime.
- Arrange for repairs, including building maintenance in satellite offices.
- Oversee and purchase office furniture to meet the ergonomic needs of staff.
- Approve administrative costs associated with DNA test, court costs of FSW, etc.
- Monitor staff travel and ongoing programs in a cost-effective manner.
- Monitor ongoing programs to ensure that staff are accessing and issuing funds as per legislation and policy.
- Review and approve the issuance of benefits when exceptional circumstances are applicable.
- Monthly reporting; benefit unit summaries, suspend reports as needed.

The foregoing Job Description reflects the general duties necessary to describe the principal functions of the job identified, and shall not be construed to be all of the work requirements that may be inherent in this classification.

How to Apply:

Please quote Competition# CSS-24-067 in your cover letter and send your cover letter and resume by email to careers@uclg.on.ca **by 4:00 p.m. on /before June 12, 2024.**

Applicant information is collected under the Municipal Freedom of Information and Protection of Privacy Act (**MFIPPA**), and will only be used for candidate selection.

The United Counties of Leeds and Grenville is committed to providing a recruitment and selection process that is both inclusive and free from barriers. Accommodations for job applicants with disabilities are available upon request, and will be provided in accordance with the **Ontario Human Rights Code** and the **Accessibility for Ontarians with Disabilities Act**.

Applicants are required, in advance, to make any accommodation request known to Human Resources by contacting the department at 1-800-770-2170 or The Bell Relay Service. Human Resources will strive to provide reasonable and appropriate accommodation for all

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applicants, during the recruitment and selection process, which will ensure the process is conducted in a fair and equitable manner.

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