

# THE CORPORATION OF THE COUNTY OF DUFFERIN

## COMMUNITY SERVICES PROGRAM MANAGER

The County of Dufferin seeks a proven individual in the Community Services Department who will provide leadership and direction specific to the Ontario Works, Childcare, Emergency Management and Social Housing Divisions. The successful candidate will ensure that services are provided in a professional and cost effective manner. Working under the supervision of the Director of Community Services, the successful candidate will monitor operations that enhance the delivery of services within the department. The Program Manager will provide procedures and best practices to address operational standards, financial reporting, contract management, data capture, and recommend strategies that ensure the efficient delivery of all programs.

### Task Description

- Provide a leadership role and maintain a thorough knowledge of program requirements, departmental guidelines, financial management, ministry reporting and other business requirements.
- Assist with the management of the Social Housing, Ontario Works, Childcare and Emergency Management.
- Maintain the guidelines of the designated units within the department. Work with the Director to develop and implement program-related business practices as required.
- Manage and monitor data and summarize information to be used to create ministry reports and service contracts.
- Monitor team and staff performance. Develop and maintain good working relationships with key stakeholders.
- Utilize current technologies to monitor performance, record statistics, prepare reports, and assist in the delivery of services.
- Responding to internal and external customer enquiries in a timely manner.
- Preparing for and assisting with appeals and tribunal hearings.

### Qualifications

- Graduation from a recognized university or from a community college in social services or business administration and six (6) years experience in the human services field, or an acceptable combination of education, skills and experience related to Community Services.
- Experience and demonstrated proficiency with Ministry databases and standard PC computer software.
- Experience with the creation of annual Service Plans.
- Knowledge of Social Welfare programs and services.
- Excellent knowledge of budgets, financial review and program data elements.
- Knowledge of local government and community agencies.
- Excellent written and verbal communications skills with a demonstrated ability to deal professionally with internal and external customers including Committee or Council.
- Demonstrated coaching and facilitating skills.

This position is in Salary Grade 10 and the salary range is \$68,779 - \$80,458. Position includes a comprehensive pension and benefits package, and small town lifestyle with the opportunity to reside in one of the most attractive areas of the province.

Please forward your resume in MS Word or PDF format by **Friday August 20, 2010 at 4:30 pm** to:

Mark Bialkowski, Human Resources Manager

51 Zina Street

Orangeville, ON

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E-Mail: [mbialkowski@dufferincounty.on.ca](mailto:mbialkowski@dufferincounty.on.ca)

We thank all applicants; however, only those to be interviewed will be contacted.

