

Located an hour east of Toronto, the thriving Southeastern Ontario community of Northumberland County has a rich history of agricultural production, world-class manufacturing, and economic viability. As the upper tier of municipal government, we weave together seven diverse yet complementary municipalities.

Currently, we are looking to fill the following existing vacancy:

Community Services Manager

Permanent, full-time position

Salary range: \$45.79-\$57.25 based on a 35-hour work week

Reporting to the Director of Community and Social Services, the position is responsible for the strategic management and delivery of the County's Homelessness programs including all legislative responsibilities as a Consolidated Municipal Service Manager for homelessness. As well this position is responsible to plan and lead new community-based engagement activities to advance social services, community safety and wellbeing, and poverty reduction initiatives within Northumberland County.

Duties & Responsibilities:

- Using evidence informed decision making, direct and manage the implementation of programs and strategies for the effective delivery of homelessness prevention, and Housing First strategies, while developing new, innovative made-in-Northumberland approaches.
- Strengthen and build collaborative relationships, recommend, and inform policy development and provide data analysis to support initiatives that aim to achieve inclusive community and social objectives across areas of poverty reduction, housing and homelessness, food security, vulnerable populations, and social determinants of health.
- Ensure that local social data is collected, stored, shared, and disseminated in easily accessible language using infographics and dashboards in support of social/human service goals.
- Collaborate across traditional service sectors such as health, education, and justice, with a focus on improving system interactions that impact vulnerable individuals.
- Lead and manage unionized staff within Social Services.
- Lead the Homelessness Community Response Table (HCRT), which includes management of the Homelessness By-Name list and Homelessness Coordinated Entry.
- Participation in other related community committees and action tables, such as the Homelessness Leadership Table, and Food Policy Council ensuring alignment with provincial and County requirements.
- Collaborate with other Divisions/Departments across the County to provide an integrated and seamless approach to service delivery and drive human services transformation.
- Oversee the management of provincial program guidelines and direct strategic financial investments of the Community Homelessness Prevention Initiative along with other County investments.
- Negotiate and oversee purchase of service agreements with community partners that assist in the effective delivery of services for clients. Ensure contract/risk management approaches are in place.
- Ensure provincial/federal reporting requirements, including outcome targets are identified and met.
- Responsible for recommendations related to Community Services current and future state, including policy development and reports to be presented to Social Services Standing Committee and County Council.
- Lead the implementation of the Community Safety and Well-being (CSWB) Plan approved by the CSWB Collaborative Table and ensure that action groups align and inform the overall CSWB.

- Using evidence informed decision making, support the development and delivery of ongoing community programs, and develop new, innovative made-in-Northumberland approaches.
- Participate as a member of the departmental management team and assist with the development of departmental priorities.
- Coordinate with other managers around the implementation and use of technology to support Social Services operations and development of a variety of service delivery models.
- Develop an annual Community Services business plan and budget that aligns with Social Services and the County strategic plan.
- Assume periodic emergency social service responsibilities.
- Perform additional duties as assigned.

Additional information including 2021 business plans can be found on the Northumberland County website, and specifically the following links:

- [http.Northumberland.ca/HousingAndShelter](http://Northumberland.ca/HousingAndShelter)
- [http.Northumberland.ca/SafetyAndWellbeing](http://Northumberland.ca/SafetyAndWellbeing)
- [https.HousingHelp.Northumberland.ca](https://HousingHelp.Northumberland.ca)

Qualifications & skills:

- The successful candidate must possess a degree (Social Science, Business or Public Administration or other related discipline) combined with a minimum five (5) years of progressive management experience in the human or health services sector, preferably in a public sector setting.
- Sound knowledge and understanding of the dynamic of homelessness, social determinants of health and service interventions that respond to complex individual needs and system level responses.
- The ideal candidate will demonstrate strong leadership competencies, political acuity and a pattern of success managing the delivery of several human services programs, as well as a multi-disciplinary team of human services professionals.
- The successful candidate must demonstrate an ability to strategically lead program, sector, and workplace transformation by acting on opportunities to meet the changing needs of diverse clients, internal/external stakeholders, and the public.
- Demonstrated leader who promotes innovation and creativity, establishes a supportive environment where varying ideas are valued and considered.
- Ability to deliver on key priorities and emerging opportunities and has a demonstrated history of delivering highly complex and important programs, projects, and initiatives on time and on budget.
- Ability to develop and cultivate strategic partnerships and connections with internal and external teams, partners, customers, and community stakeholders.
- Inspires others through their leadership and team building approaches, and able to effectively communicate and model Northumberland County's vision and values. Possess the ability to articulate a vision and mobilize support.
- Strong conceptual, analytical, and negotiating skills to manage service delivery.
- Demonstrated experience in policy analysis, development, planning, innovation, best practices, and measured results in complex matters of community services.
- Sound knowledge of community development principles, strategic community-based project management, and multi-tasking skills.
- Well-developed verbal and written communication skills to effectively communicate with stakeholders on politically sensitive issues as well as maintain strategic relationships with community partners.
- Ability to present highly complex/technical information to broad stakeholders in a clear and concise fashion.
- Expertise in applying business tools, budget, financial and risk management, and measured results in social or human service delivery.
- Knowledge on how to use data and indicators for the planning, implementation, and measuring of programs to address health and social inequalities.
- Previous experience managing staff in a unionized environment is an asset.

- Valid Class G drivers' licence and access to a vehicle with an ability to travel within Northumberland County and throughout Ontario as required.

The successful candidate will also be required to submit a satisfactory criminal background check prior to the commencement of employment. We thank all applicants for their interest, however, only those selected for an interview will be notified.

When emailing your application, please ensure your cover letter, résumé, driver's record (3-year uncertified driver's record obtained from Service Ontario) and any other supporting documents are submitted in one file (preferably MS Word (.doc or .docx) or Adobe (.pdf)). We invite you to submit your application **by 4:30pm on Friday, October 22, 2021** to:

Human Resources
County of Northumberland
555 Courthouse Road
Cobourg, ON K9A 5J6
Email: hr@northumberland.ca
Fax: 905-372-3046

Please note that accommodations are available, upon request, to support applicants with disabilities throughout the recruitment process. Please e-mail your request to accessibility@northumberland.ca or call 905-372-3329 ext. 2327. Alternative formats of this job posting are available upon request.

Personal information collected through the recruitment process will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information and Protection of Privacy Act.