

<b>Job Title</b>	<b>Manager, Human Services (Social Services)</b>
<b>Salary</b>	\$134,765 - \$157,658 Salary (2025)
<b>Reports to</b>	Director, Human Services
<b>Department</b>	Human Services
<b>Location</b>	Lindsay, ON
<b>Hours</b>	Normal working hours are 37.5 hours per week with core working hours between 8:00am and 5:00pm
<b>Other</b>	Combination of general office environment and occasional off-site travel

The City of Kawartha Lakes invites applicants to join our team as a **Manager, Human Services (Social Services)**.

When you come to work for the City of Kawartha Lakes, you are joining a community of municipal workers who take pride in knowing that every day they are having a positive impact in the community. Our mission is to deliver the highest standards of municipal services while creating a healthy and sustainable future for all Kawartha Lakes' residents and businesses. We work to support our values of Accountability, Respect, and Teamwork and we want you to *Jump In* with us!

We are an equal opportunity employer which values equity, diversity, and inclusion in the workplace. We foster a safe and creative work environment, where training and skill development are prioritized, with opportunities and support for career advancement. As a team member at the City of Kawartha Lakes, you may be entitled to the following: Flexible work hours, remote and hybrid working arrangements, OMERS pension (defined benefit), employer paid benefits package including short and long term disability income replacement, education reimbursement, and other programs that foster innovation, leadership, and career advancement.

### **Job Brief**

This position is responsible to provide effective leadership and direction in the planning, coordination and management of the Social Services division for the City of Kawartha Lakes and the County of Haliburton. This division includes Ontario Works, Children's Services and the department's Customer Service team.

### **Essential Duties**

- Oversee the teams who deliver customer service for the department, as well as the daily operations of the Social Services division with legislated and regulated responsibilities under the *Ontario Works Act* and the *Child Care and Early Years Act*
- Develop and implement service delivery standards, generate and disseminate information and key performance indicator data, policy updates and program enhancements within

the annual operating budget to ensure compliance with legislation, policies, standards and various service and operating agreements

- Serve as the appointed Administrator of Ontario Works under the *Ontario Works Act* for the City of Kawartha Lakes and the County of Haliburton; and develop, negotiate and establish Social Services division direction and contractual responsibilities with the appropriate Ministries and external service providers
- Develop and manage the Emergency Social Services Plan in co-ordination with the City's Emergency Plan; participate in emergency planning exercises and responses to real events in the City of Kawartha Lakes and County of Haliburton; serve as backup to the Director on the City's and County's Emergency Control Groups
- Participate and collaborate in local, regional and provincial planning with working groups, community and partnership involvement
- Perform other related duties as assigned

#### **As a member of the leadership team:**

- Develop strategy goals, directives, work plans for self and team members, and measurements, in area of responsibility in order to deliver the defined goals and priorities
- Develop and administer methodologies and procedures and allocate staff and financial resources to achieve strategic objectives
- Complete continuous research and analysis of industry trends in order to recommend programs to Director, CAO and/or Council
- Demonstrate leadership in supporting team members, providing feedback and/or corrective action as needed
- Develop comprehensive budgets for the division, present recommendations to director; implement and monitor the division's annual expenditures per guidelines specified
- Procure services and goods related to areas of responsibility, including the authorization of time off requests, time worked and overtime costs
- Manage stakeholder interactions in the supply and receipt of information, and analysis and resolution of issues
- Manage customer service concerns, investigating, problem solving and responding as appropriate
- Administer public relations activities on behalf of the department, identifying and communicating with all necessary audiences
- Prepare comprehensive Council and/or Committee reports to support department reporting requirements and decision making from an evidence informed approach
- Ensure collaborative partnerships are formed and maintained inside of the organization
- Create and maintain a cohesive team environment to support staff to achieve objectives
- Responsible for the hiring, onboarding, performance management and supervision of staff in a unionized environment, in consultation with People Services
- Administer the terms of the applicable Collective Agreements, in collaboration with People Services; act as a supervisor under the *Occupational Health and Safety Act (OHSA)*
- Perform other related duties as assigned

#### **Qualifications**

- Post-secondary degree in Social Sciences or a related field

- Minimum seven (7) years of related progressive experience, preferably in a municipal environment; with a minimum three (3) years of supervisory experience in a unionized social services environment
- In-depth knowledge of provincial legislation and government policy and procedures of the Ministries of Education and Children, Community and Social Services
- Experience in new program development, proposal writing, financial planning/budgeting, with the ability to apply complex legislation
- Detailed knowledge of trends and issues relating to social assistance, early learning and child development, labour market, poverty and serving people living with complex needs
- Demonstrated leadership and management skills at a level to ensure successful program and employee performance outcomes and management
- Demonstrated knowledge and application of financial budget and business planning processes
- Possess and demonstrate the knowledge, skills and personal attributes as described in the key performance competencies outlined below
- Proficient in Microsoft Office suite of applications, audio/video conferencing, the internet and any other related software
- Possess and maintain a valid Ontario Class "G" Driver's Licence or the ability to frequently attend work related activities at various sites within the municipality or at other sites within Ontario
- Upon a conditional offer of employment, a Criminal Record Check will be required

Interested applicants are encouraged review the job postings on our website and to apply on or before **February 23, 2025** through the Careers page on the City of Kawartha Lakes website: [Manager, Human Services](#)

We will accommodate the needs of applicants in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise Human Resources to ensure your accessibility needs are accommodated throughout this process.