



POSTING

Posting date: Friday, May 14, 2021

Application Submission Deadline: Monday May 24, 2021

Please submit cover letter and resume, in confidence to:
selena.boutilier@contacthamilton.ca or fax: 905-522-6957

We will only contact those selected for an interview. Thank you.

Passport is a funding program funded by the Ministry of Children, Community and Social Services. Passport funding is used to help adults with a developmental disability to live more independently by developing skills, and to be involved in their community. The Hamilton-Niagara Passport Funding Program is one of 11 Passport agencies in Ontario and serves people living in the Hamilton-Niagara Region. The Hamilton-Niagara Passport Funding Program is administered by Contact Hamilton. For more information, please visit www.contacthamilton.ca

Position: Passport Supervisor

Category	Full-time permanent (37.5 hours/week)
Effective Date	June 28, 2021
Reports to	Hamilton-Niagara Passport Funding Program Manager
Location	Main Office Site, Hamilton
Key Duties (not exhaustive)	<p>We are currently recruiting for an experienced and diligent Supervisor, with strengths in information and workflow, to join our regional Passport program team.</p> <p>The Supervisor will have the following key responsibilities:</p> <ul style="list-style-type: none"> • Provides supervision to Passport program staff primarily related to program function, workflow, and work load management • Using the most current knowledge of Ministry Directives and PassportONE initiatives, leads the collaborative development, coordination, review and maintenance of all Passport Program procedures, including procedures related to the use of databases used by the Passport Program

	<ul style="list-style-type: none"> • Actively engages Passport Team members, and other relevant parties where required, with respect to procedure development, and review • Leads the development of report generation including metrics that measure outputs, and outcomes • Leads the training/orientation, and refresher training of Passport team members • Actively participates in relevant regional and provincial tables and meetings • Provides oversight to the Passport approvals and onboarding processes, and leads key processes such as exceptions requests • Provides first-line complaints and issues management regarding program operations
<p>Preferred Qualifications</p>	<ul style="list-style-type: none"> • Post-secondary degree or diploma in human or social services • Experience and success with project and workflow management • Recent and relevant Supervisor experience, minimum 2 years • Experienced in engagement, facilitation, and consensus-making (with internal and external parties), and working within a collaborative environment • Comfort with public speaking, and with actively contributing at regional and provincial tables • Experience with effectively training staff members • Experience with effective issues and complaints management • Recent experience working within the adult developmental services sector, with a strong understanding of the Passport funding program • Experience providing supervisory/leadership roles within a fast paced, high volume environment • Experienced and current with respect to IT, notably within Excel, MS Office, and CRM databases, including the ability to work in multiple database systems • Ability to work independently and remotely when required
<p>Skill Set</p>	<ul style="list-style-type: none"> • Demonstrates the values and behaviours that promote diversity, equity, and inclusion • Ability to develop, implement, and revise complex workflow processes in collaboration with relevant parties, in order to achieve successful outcomes • Ability to develop and maintain effective engagement strategies with team members, clients, service providers, Passport Agency colleagues across the province, and other stakeholders • Excellent verbal and written communication skills • Excellent interpersonal and facilitation skills; positive, assertive, and solution focused • Excellent critical thinking, problem solving and prioritization skills • Ability to effectively resolve issues and complaints

	<ul style="list-style-type: none"> • Highly organized and detail oriented • Flexible, nimble, and able to work in a fast-paced and dynamic environment • Excellent digital file management skills and experience including excellent computer skills, proficient in a Windows environment; able to learn software / database systems, and to work in multiple systems
Other Requirements	<ul style="list-style-type: none"> • A current and original copy of a satisfactory Criminal Records Check with Vulnerable Sector Screening required if selected • Valid driver's license and access to a vehicle • A minimum \$2-million liability automobile insurance
FLS and Diversity	<ul style="list-style-type: none"> • It is an asset to have ability to speak, read, and write in the French language • Contact Hamilton encourages and welcomes applications from people reflecting the diversity of our communities. Contact Hamilton is dedicated to a culture of inclusivity, equity, and diversity. • We are committed to providing barrier-free and accessible employment practices. As such, Contact Hamilton will provide reasonable accommodation for any applicant, as requested during the recruitment process. For any recruitment related accommodation needs and/or requests please contact Selena Boutilier at selena.boutilier@contacthamilton.ca
COVID-19	<ul style="list-style-type: none"> • Health and safety is of paramount importance to us. In response to the current COVID-19 pandemic and restrictions, this position will temporarily be working both in-office and remotely. In-office work will be required for the completion of specific essential tasks, with the remainder of the work occurring remotely. Once COVID-19 restrictions ease, this position will be based out of the Hamilton office.