POSITION TITLE: Manager of Client Services

Employment Type (FT,PT,Contract): PFT
Rate of Pay:
Job Location: Hamilton
Hours of Work: 35/wk
Start Date: ASAP
Application Deadline: March 13, 2020

COMPANY NAME: Catholic Family Services of Hamilton
Street Address: 2B-688 Queensdale Ave E
Phone:
Fax: 905.546.5779
Email: hresources@cfshw.com
Website: www.cfshw.com

General Description of Duties:
Catholic Family Services of Hamilton (CFS) is a nonprofit, multi-service agency providing counselling, case management, education and support to families, couples and individuals living in Hamilton and the surrounding area. We offer a warm, collaborative, and mission-focused work environment that will provide you with the opportunity to have a lasting, positive impact on your community.

We are currently searching for a candidate for the following position:

MANAGER OF CLIENT SERVICES
FULL TIME, 35 HOURS PER WEEK

Reporting directly to the Executive Director, the Manager of Client Services oversees the day-to-day operations of all our client services. They lead and support the program Team Leaders in the areas of client experience, quality, process, and employee competency. They will have responsibility over a varied range of service types and client populations for programs being delivered at multiple sites in Hamilton, Halton, and Niagara.

Duties, Responsibilities and Related Tasks:
- Develops and implements stakeholder service strategies to accomplish the mission, vision, values and strategic plan of CFS
Works with the Executive Director in preparing, monitoring and approving all budgets, program expenditures ensuring the program operates within the approved budget; responsible for monthly financial variance reporting

Manages program objectives in line with organizational/contractual requirements and accountability under CFS funders and CCA accreditation standards

Identifies and addresses gaps in programs and services

Assists and supports the Team Leaders with daily issues pertaining to resident/client challenges, complaints, operations and policy and procedures

Reviews, analyzes and reports on data (e.g. targets, client experience, issue resolution) ensuring targets are met in collaboration with the Team Leaders and Manager of Operations

Develops and maintaining effective relationships with networks, professional organizations, and other related service providers in health and community care and contributing to the ongoing quality improvement of programs in the Client Services portfolio

Knowledge, Skill & Behavioural Competencies Required:

Ensure activities meet and integrate with requirements for quality management, health and safety, values and mission

Value the importance of a client-centered approach

Ability to work with distractions and prioritize tasks and to meet established time frames

To work independently and in team settings

Always show empathy and patience when interacting with clients

Mature personality with ability to observe/maintain the highest level of confidentiality, professionalism and discretion

Demonstrated skills related to organizing and time management

Exceptional communicator, including outstanding verbal communication and written skills

Proficient computer skills in Microsoft Office

Tact, discretion, honesty and ability to develop positive relationships with vulnerable persons

Sound knowledge of government funding, community resources and programs available to vulnerable persons

Knowledge of the programs and services provided by CFS

Ability to establish and maintain professional boundaries and work within a defined scope of service

Experience in leading change and developing people

Demonstrated ability to lead and supervise multiple community programs in a complex environment at a leadership level

Resourcefulness, initiative and flexibility

Excellent communication skills, both written and verbal
Ability to meet deadlines

Skills and Experience Required:
- Post-Secondary Education (Master’s Degree) in a field related to the services of CFS
- 5 years of leadership experience, middle or senior level management, preferably in a non-profit/community capacity, or combination of related professional and management experience
- Criminal Reference Check and Vulnerable Sector Screen
- Must have own transportation
- Proficiency in French language an asset

How to Apply:
If interested, please reply with letter of intent to:

Human Resources Coordinator
Catholic Family Services of Hamilton
2B – 688 Queensdale Ave E
Hamilton, ON L8V 1M1
Fax: (905)546-5779
Email: hresources@cfshw.com

All communications will be held in strict and professional confidence. CFS is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes, and a work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We will be happy to work with applicants requesting accommodation at any stage of the hiring process. CFS would like to thank all applicants for their interest; however, only those being considered will be contacted. CFS is a fragrance-free environment.

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