



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0



# Job Board Posting



Careers.Indigenous.Link

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## Management Consultant

**Job ID** DF-20-BC-27-A1-05

**Web Address**

<https://careers.indigenous.link/viewjob?jobname=DF-20-BC-27-A1-05>

**Company** City Of Toronto

**Location** Toronto, Ontario

**Date Posted** From: 2021-09-30 To: 2021-10-30

**Job** Type: Full-time Category: Human Resources

**Job Salary** \$103,303.20 - \$121,375.80 annually, TM1250, Wage Grade 7.5 /

Monday - Friday, 35 hours per week

**Languages** English

### Description

Job ID: 6165

Job Category: Human Resources

Division & Section: Shelter, Support and Housing Administration, SSHA Service Planning & Integrity / Infrastructure Planning & Development

Work Location: Metro Hall, 55 John Street

Job Type & Duration: Full-Time, Temporary (12 Months)

Affiliation: Non-Union

Qualified List: A Qualified List will be established to fill permanent and/or temporary positions

Number of Positions Open: 2

Posting Period: September 30, 2021 to October 15, 2021

#### Job Description:

As a Management Consultant, you will work with senior management and key stakeholders to provide consulting services to support the planning, implementation and evaluation of policies and programs that support improved service delivery to vulnerable clients within the housing and homelessness service system. You will be part of a team that develops strategic, evidence-based policies and programs that support divisional priorities and are responsive to emerging needs. This involves leading/supporting continuous improvement initiatives in the practice areas of: strategy development and planning; program and service review and improvement; business process review; customer service improvement; performance measurement; and benchmarking and reporting of results.

The Shelter, Support and Housing Administration (SSHA) division is currently recruiting two temporary, full time Management Consultants to join:

The Business Practice Modernization team:

Reporting to the Manager, Business Practice Modernization, this Management Consultant will collaborate with operational teams to implement improvements to the way work is done and the benefits realized by clients of SSHA. The team leverages expertise in project planning, change



management, performance measurement, and research and analysis to support organizational projects ranging from technology adoption, cross-team collaboration and alignment, performance indicator development and fostering a culture of continual improvement.

The Infrastructure, Planning & Development team:

The COVID-19 Transition & Relocation Management Consultant will report to the Manager, Operations & Support Services within the Infrastructure Planning & Development section. The Management Consultant will strategically plan, develop and support all homelessness services related to the life cycle of divisional assets, and partner assets while engaging communities and stakeholders to support the successful operation of new services and ensure assets are maintained best to serve shelter users, staff and the community.

What will you do

â€¢ As a Management Consultant, you will also be responsible for the following:

â€¢ Implement detailed plans and recommend policies and procedures regarding program-specific requirements.

â€¢ Coordinates strategic social policy development and planning activities involving other orders of government, other City divisions, community agencies, residents and other stakeholders to meet identified regional, city-wide, divisional and community social and economic needs.

â€¢ Provides oversight and accountability to research and community engagement budgets, ensuring that expenditures are controlled and maintained within approved budget limits.

â€¢ Provides analysis, policy formulation, coordination, briefing notes, presentations and advice to senior managers regarding decisions and recommendations for programs, services, performance and corporate issues at both a strategic and operational level.

â€¢ Shapes, defines and directs consulting projects and service improvement initiatives in consultation with clients and key stakeholders, determines focus, scope, objectives, methodology, activities and timing.

â€¢ Lead stakeholder engagement, leadership alignment, and communication based on stakeholder assessment to make recommendations to senior management for implementation of a new service plan.

â€¢ Identify innovative and resourceful approaches, concepts and methods of analyzing complex, and competing issues to make recommendations for with service system improvements.

â€¢ Provide advice to senior management through the development of detailed and timely strategic planning assignments, including the preparation of planning materials, reports, briefing notes and presentations as required for the project sponsors.

â€¢ Support management in assessing and devising solutions from a pragmatic and objective perspective.

â€¢ Be a divisional representative and bring analysis and conclusions forward to internal and external stakeholders, chair meetings and promote systematic discussion.

â€¢ Lead and/or support project steering committees and lead interdepartmental teams and working group in the development and application of policies, the identification of a range of options for operations, policies, information systems and management practices, and the assessment of the implications and viability of each option, and recommend changes to support management priorities and functions, and strengthen internal controls.

â€¢ Develop, implement and maintain systems for collecting, monitoring and reporting program performance, supporting decision-making and meeting the reporting requirements for Senior



Management and City Council.

- â€¢ Develop analytical tools and associated performance measurement documentation, including procedure manuals, and provide training sessions and formal presentations where appropriate.

- â€¢ Analyze and communicate risks from the timely collection of policy, program and performance data so that mitigation strategies may be developed.

- â€¢ Develop innovative, effective methods of presenting service system information (i.e., dashboards, scorecards, reports, etc.) to senior management and key stakeholders

- â€¢ Collaborate with and support Strategic Communications and divisional management on developing and executing the communication efforts across multiple channels to promote the goals and benefits of the projects.

- â€¢ Foster and maintain cooperative working relationships within and external to the organization; establish and maintain contact with professionals in related fields to ensure skills, knowledge and practice are current.

- â€¢ Ensure a strong, effective and professional working relationship with all sections in the SSHA Division to ensure that program solutions and service improvement are accurately collected and maintained, and liaise with senior management on performance data, measurement, reporting issues and outcomes.

- â€¢ Work closely with project managers to assess that projects will be successfully delivered.

- â€¢ Support individual projects by providing advice and guidance regarding project governance, management and benefits realization.

What do you bring to the role

1. Post-secondary education in a relevant field such as Public Administration, Business Administration, Public Policy or an equivalent combination of relevant experience and education.

2. Extensive experience in strategic policy analysis, evaluation frameworks and performance measures with an emphasis on homelessness, housing and shelter services or relevant social services setting.

3. Considerable experience in developing and implementing programs and policies through leadership of program evaluation, data analysis and effective strategic planning initiatives.

4. Considerable experience and skills in planning and project management, including defining project purpose and objectives, project activities, milestones and deliverables, monitoring and tracking progress, and communications with stakeholders, balancing a variety of stakeholder interests (i.e. political, community). PMP Certification would be an asset.

5. Considerable experience in conducting research and developing options, recommendations and reports that support decision-making processes.

6. Demonstrated analytical skills in accessing and reviewing business processes to identify options, best practices and opportunities to improve service delivery.

7. Ability to research, analyze and synthesize legislation, provincial guidelines, financial and resource issues, organizational models and operational impacts into defensible policies, procedures and/or program proposals.

8. An understanding of municipal service delivery models, and the City's finances.

9. Excellent written and oral communication skills, presentation skills to deal effectively with city and provincial staff, city councilors, and senior management and to chair meetings that include members from all organizational levels.

10. Exceptional interpersonal and negotiation skills with the ability to establish positive working



relationships, develop solutions, and interact and communicate effectively with divisional and agency staff, other municipalities and orders of government and members of the public.

11. Proficiency with business software including MS Access, Excel, PowerPoint and Word.

12. Knowledge of the legislative framework for the decision-making process of municipal council.

13. Knowledge of Indigenous cultures, contemporary and historical issues, including awareness of cultural teachings and experience working closely with Indigenous communities would be an asset.

14. Sound knowledge of current issues and trends in the field of housing and homelessness, and experience working in the housing and homelessness sector or related social policy field.

15. Familiarity with relevant legislation and standards including legislation in the area of Occupational Health and Safety.

16. Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity and respectful workplaces.

A Qualified List of candidates will be established for the Management Consultant position in the Shelter, Support and Housing Administration Division and will be in effect for up to one year from the date the list is created. Qualified candidates on the list may be considered when filling future permanent and/or temporary vacancies in this position.

Note: All City of Toronto employees are required to be fully vaccinated as a condition of hire in accordance with the City's Mandatory Vaccination Policy.

#### Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to employment equity.

#### Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request. Learn more about the City's Hiring Policies and Accommodation Process.

#### **Weight Handling**

Click "Apply Now"

For more information on this and other opportunities with the City of Toronto, visit us online at <https://jobs.toronto.ca/jobsatcity/>. To apply online, submit your resume, quoting Job ID 6165, by Friday, October 15, 2021.