

# Position Description – Contract Manager (Employment Services)

## Position Description

<b>Position title</b>	<b>Contract Manager</b>
<b>Location</b>	Ottawa, Remote
<b>Reports to</b>	Director, Operations
<b>Direct reports</b>	As per Organisational Chart
<b>External Stakeholders</b>	Service Provider Network (SPN), Ministry Departments, Corporate Services
<b>Travel requirements</b>	Various locations within Ottawa and surrounding areas and within province of Ontario as needed

## Position purpose

To lead, plan, organise, resource, coordinate and control your specific business unit to ensure that the requirements of the business unit, as set out by the COO - Employment Services, and WCG Management are met.

## Success measures

<b>Customer/stakeholder satisfaction</b>	<ul style="list-style-type: none"> <li>Good relationships with key stakeholders, including the relevant Ministry department</li> <li>Respond to any complaints associated with the delivery of services in accordance with the WCG complaints procedure</li> <li>Satisfactory responses to customer complaints</li> </ul>
<b>Financial Performance</b>	<ul style="list-style-type: none"> <li>Revenue and Net Profit, before Corporate Costs, v Budget</li> <li>Achieve monthly financial targets</li> </ul>
<b>People &amp; Team</b>	<ul style="list-style-type: none"> <li>Always adhere to the WCG Code of Conduct and WCG Privacy Policy</li> <li>Always uphold WCG values</li> <li>Level of Staff Turnover v target set by the Employment Services COO</li> <li>Satisfaction ratings achieved – Staff Survey</li> <li>Performance Reviews completed for all employees in your business unit</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>Contractual KPI requirements achieved - placements &amp; outcomes</li> <li>Quarterly Contract reports submitted accurately and on time</li> <li>Timely preparation and presentation of information to the Ministry when requested</li> <li>Listen to feedback provided and act on areas for improvement</li> </ul>
<b>Quality</b>	<ul style="list-style-type: none"> <li>Work within the quality management framework for the business unit and adhere to all WCG policies and procedures and contractual requirements</li> <li>Changes in the regulatory and policy environment effectively monitored and reported</li> <li>Risk Register prepared and maintained up to date, covering operational and strategic risks for the Business Unit</li> </ul>
<b>Employee Engagement</b>	<ul style="list-style-type: none"> <li>Level of Staff Turnover in the Team is 25% of less (or as listed in the Business Unit Strategic Plan)</li> </ul>

Position: <b>Contract Manager (Employment Services)</b>	Owner: <b>People and Culture</b>	Publish Date: <b>2024-11-25</b>	<b>Page 1 of 4</b>
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<b>Compliance for Managers</b>	<ul style="list-style-type: none"> <li>Oversee the management of compliance at site, regional or business unit level</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>Participate in industry forums/committees</li> <li>Complete annual professional development</li> <li>Ensure all compulsory training is completed within timeframes</li> </ul>

## Core responsibilities

<b>Develop Vision and Strategy</b>	<ul style="list-style-type: none"> <li>Identify and address priority areas for performance and continuous quality improvement to be addressed as part of a Service Provider Improvement Plan</li> <li>In consultation with the Director, Operations and Senior Contract Manager, develop and support a Service Provider management strategy for each Service Provider within their assigned portfolio</li> </ul>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Manage a network of Service Providers, ensuring they provide the highest level of service for clients, and meet and exceed the contractual minimum expectations for performance and service standards</li> <li>Ensure that Service Providers are managed in line with the Service Provider Management Framework</li> <li>Review reporting and monitor performance and contractual compliance</li> <li>Responsible for ensuring program contractual requirements are met</li> <li>Oversee the delivery of services, to ensure that contractual, compliance and financial outcomes are achieved</li> <li>Provide expertise regarding the contract requirements</li> <li>Review Service Provider MI and reports to make recommendations regarding appropriate Performance Management strategies to improve performance</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Oversee customer service to ensure that customer KPI and quality requirements are met and that an elevated level of customer service is maintained</li> <li>Maintain auditable records of the contract management activities undertaken with Service provider and provide evidence of adherence to governance and procedures for internal and external audits and accreditations</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>Ensure the operation complies with WCG's policies relation to Information security and Data protection.</li> <li>Protect all information assets from unauthorised access, disclosure, modification, destruction &amp; interference</li> <li>Treat the security of all information assets according to their designated information security classification</li> <li>Ensure that they only access information assets that they are authorised to do so.</li> <li>Adhere to the procedure for reporting any security weakness or event</li> <li>Commit to, and participate in, personal development of information security awareness &amp; knowledge</li> <li>Comply with all laws and contractual obligations regarding the protection of data</li> </ul>
<b>Accounting and Finance</b>	<ul style="list-style-type: none"> <li>Manage revenue, operational and job seeker expenditures within their assigned Service Provider portfolio to ensure that the financial objectives of the business are met.</li> </ul>
<b>Manage enterprise risk, compliance,</b>	<ul style="list-style-type: none"> <li>Communication policy or contract changes and ensure stakeholders understand and implement updated requirements.</li> </ul>

<b>remediation, and resiliency</b>	<ul style="list-style-type: none"> <li>• Ensure Service Providers are delivering on the key terms of the contract and report on compliance to flag all risks</li> <li>• Manage Service Provider compliance risks as appropriate, working closely with the divisional compliance lead</li> <li>• Support the management and investigation of complaints and potential irregularities as required</li> <li>• Ensure Service Providers are mobilised on time and ready to deliver for day 1 of any new or additional contract</li> <li>• Ensure Service Providers adhere to the Performance Excellence Framework, develop and implement Performance Improvement Plans as necessary</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Identify priority areas where Service Providers need additional support and capacity building to be addressed through support programs and a range of best practice forums</li> <li>• Drive a continuous improvement mindset, leading program management to develop and monitor action plans to improve and optimize performance, and ensuring lessons are learned from challenges and solutions are developed and implemented.</li> <li>• Drive the continuous improvement and capacity building of Service provider by ensuring that appropriate strategies are in place and are executed</li> <li>• Share and provide LMI with all stakeholders in the catchment</li> <li>• Managing the progression of providers onto and through the formal Performance Management process and other management processes, when required</li> <li>• Work to continually improve organizational systems and process to maximize program efficiency, effectiveness and productivity in support of enhanced client outcomes</li> <li>• Maintain an openness to feedback, seek official and unofficial learning opportunities, engage with all leadership development initiatives provided by WCG.</li> </ul>
<b>External Relationship Management</b>	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships with Service providers and other local operational colleagues and appropriate external stakeholders to ensure that WCG's Service providers perform at the highest level across the contracts they deliver.</li> <li>• Develop and maintain an effective, collaborative, and open relationship with the Director, Operations to ensure that strategies to drive performance improvement and manage underperformance, align with catchment priorities and requirements to meet the needs of the funder and wider social impacts.</li> </ul>
<b>Cultural Competence</b>	<ul style="list-style-type: none"> <li>• Effectively communication and interact with people across cultures</li> </ul>
<b>WORK HEALTH AND SAFETY</b> For manager responsibilities, refer to the <a href="#">WCG Workplace Health and Safety Policy</a>	

## Capabilities and experience

- A post-secondary degree, or diploma in leadership or business/management, preferred
- Minimum five years combined progressive strategic leadership and contract management experience in the field of Employment Services.
- Must successfully pass a Criminal Record Check
- Flexibility and the ability to work in different locations and travel as required
- Bilingual (French/English) mandatory

## WCG Leadership Behaviours

As an WCG leader it is expected that the role has ability to consistently display the following leadership capabilities.

Position: <b>Contract Manager (Employment Services)</b>	Owner: <b>People and Culture</b>	Publish Date: <b>2024-11-25</b>	<b>Page 3 of 4</b>
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<b>The Inspiring Leader</b>	<ul style="list-style-type: none"> <li>• The inspiring leader is a true role model of WCG values.</li> <li>• They set a vision and are able to zoom out to see the bigger picture, they are forward-thinking and constantly striving higher.</li> <li>• They are passionate about the leadership role, they create the tone for their teams' behaviour through their communication style, energy and passion.</li> </ul>
<b>The Winning Leader</b>	<ul style="list-style-type: none"> <li>• The Winning Leader sets, meets and strives to exceed KPIs despite obstacles.</li> <li>• They are responsive and adaptable to differing situations, people and points of view.</li> <li>• They are accountable to others to deliver results and look for growth opportunities.</li> </ul>
<b>The Authentic Leader</b>	<ul style="list-style-type: none"> <li>• The authentic leader is confident, trustworthy, transparent and balanced.</li> <li>• They are self-regulated matching behaviour to context, they are seen to be steady when times are turbulent.</li> <li>• They act with integrity and fairness and demonstrate commitment to their team through lack of ego.</li> </ul>
<b>The Collaborative Leader</b>	<ul style="list-style-type: none"> <li>• The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy.</li> <li>• They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners.</li> <li>• They empower others to make decisions in times of rapid change.</li> </ul>
<b>The Courageous Leader</b>	<ul style="list-style-type: none"> <li>• They are aware of their impact on others, however can hold tough conversations and maintain strong relationships. They provide candid feedback and seek continuous feedback in return.</li> <li>• They don't require hierarchy to deliver results, they invest in people and their relationships.</li> <li>• The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.</li> </ul>

Integrity

Customer focus

Respect

Empathy

Achievement

Teamwork

Enthusiasm

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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

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**2024-11-25****Page 4 of 4**