

Position Description – Provider Relationship Manager (Employment Services)

Position Description

Position title	Provider Relationship Manager (Employment Services Performance Manager)
Location	Remote with regional travel requirements within Peel and York regions
Reports to	Director, Operations
Direct reports	As per Organizational Chart
External Stakeholders	Service Provider Network (SPN), Ministry Departments, Corporate Services
Travel requirements	Various locations around the Ontario region as needed

Position purpose:

The Contract Manager will be responsible for building effective relationships and supporting your portfolio of providers to achieve great results for our clients and service users. The Contract Manager will manage a network of Service Providers, ensuring they provide the highest level of service for Participants, and meet and exceed the contractual minimum expectations for performance and service standards. Identify and address priority areas for performance and continuous quality improvement to be addressed as part of a Service Provider Improvement Plan

Success measures

Customer/stakeholder satisfaction	<ul style="list-style-type: none"> Evidence of strong and productive relationship management with your portfolio of Service Providers Satisfactory response and resolution of any complaints associated with the delivery of services in accordance with the WCG complaints procedure. Evidence of good relationships with key stakeholders, including the relevant Ministry department. Maintain auditable records of the contract management activities undertaken with Service Providers and provide evidence of adherence to governance and procedures for internal and external audits and accreditations.
Financial Performance	<ul style="list-style-type: none"> Revenue and Net Profit, before Corporate Costs, v Budget Achieve monthly financial targets Identify, report and address any financial risk, including claims management by your Service Providers
People & Team	<ul style="list-style-type: none"> Always adhere to the WCG Code of Conduct and WCG Privacy Policy Always uphold WCG values Develop and maintain an effective relationship with the WCG Operational Team 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. Be steadfast in your positive belief in Employment Services Transformation

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Operational Performance	<ul style="list-style-type: none"> Contractual KPI requirements achieved Conduct monthly performance reviews with Providers in your portfolio, with clear recording of actions Ensure under performance is addressed with robust plans for performance improvement Seek out opportunities to celebrate success
Quality	<ul style="list-style-type: none"> Work within the quality management framework for the business unit and adhere to all WCG policies and procedures and contractual requirements Actively assess the quality of service to clients, and work with the Quality Team to support improvements Commitment to Continuous Improvement practice in all aspects of our work, including identifying and sharing best practice. Actively seek out opportunities to identify additional support to enhance the client journey, including local community partners
Professional Development	<ul style="list-style-type: none"> Participate in industry forums/committees Complete annual professional development Ensure all compulsory training is completed within timeframes

Core responsibilities

Develop Vision and Strategy	<ul style="list-style-type: none"> Identify and address priority areas for performance and continuous quality improvement to be addressed as part of a Service Provider, Improvement Plan Develop a Service Provider management strategy for the catchment, in consultation with the Director, Operations and Senior Contract Manager
Service Delivery	<ul style="list-style-type: none"> Manage a network of Service Providers, ensuring they provide the highest level of service for Participants, and meet and exceed the contractual minimum expectations for performance and service standards. Ensure that Service Providers are managed in line with the Service Provider Management Framework, and that meetings are documented with clear actions. Oversee the delivery of services, to ensure that contractual, compliance and financial outcomes are achieved. Provide expertise to your portfolio of Providers, regarding the contract requirements, WCG systems and processes. Ability to analyze, interpret and utilize data reporting (Power BI and LMI) to manage performance and identify performance opportunities. Identify and address priority areas for performance and quality improvement through regular reviews and Improvement Action Planning Take an active role in community engagement, and integration with existing services. 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. Provide practical advice and support to give a great quality service to the client and maximize performance opportunities.

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	<ul style="list-style-type: none"> • Act as the single point of contact for your portfolio of Providers, ensuring swift response to queries, and being an ambassador for WCG's brand and values.
Customer Service	<ul style="list-style-type: none"> • Oversee customer service to ensure that customer KPI requirements are met and that an elevated level of customer service is maintained • 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 • Be responsive to Service Provider queries, training needs and questions to ensure they have the support they require to be successful.
Information Technology	<ul style="list-style-type: none"> • Ensure the operation complies with WCG's policies relation to Information security and Data protection. • Protect all information assets from unauthorized access, disclosure, modification, destruction & interference • Treat the security of all information assets according to their designated information security classification • Ensure that they only access information assets that they are authorized to do so. • Adhere to the procedure for reporting any security weakness or event • Commit to, and participate in, personal development of information security awareness & knowledge • Comply with all laws and contractual obligations regarding the protection of data
Accounting and Finance	<ul style="list-style-type: none"> • Manage revenue, operational and job seeker expenditures to ensure that the financial objectives of the business are met.

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Manage enterprise risk, compliance, remediation, and resiliency	<ul style="list-style-type: none"> • Communicate policy or contract changes and ensure stakeholders understand and implement updated requirements. • Manage Service Provider compliance risks as appropriate, working closely with the Quality Team • Support the management and investigation of complaints and potential irregularities where required • During transition phase, ensure Service Providers are mobilized on time and ready to deliver for day 1 of the contract. • Monitor claim management by Providers in your portfolio to identify risk and maximize performance opportunity.
Continuous Improvement	<ul style="list-style-type: none"> • 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. • Drive the continuous improvement and capacity building of Service provider by ensuring that appropriate strategies are in place and are executed • Managing the progression of providers onto and through the formal Performance Management process and other management processes, when required
External Relationship Management	<ul style="list-style-type: none"> • 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. • Develop and maintain an effective 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.
Cultural Competence	<ul style="list-style-type: none"> • Effectively communication and interact with people across cultures
WORK HEALTH AND SAFETY For manager responsibilities, refer to the WCG Workplace Health and Safety Policy	

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) desirable, not essential

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WCG Leadership Behaviours

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

The Inspiring Leader	<ul style="list-style-type: none"> The inspiring leader is a true role model of WCG values. They set a vision and are able to zoom out to see the bigger picture, they are forward-thinking and constantly striving higher. They are passionate about the leadership role, they create the tone for their teams' behaviour through their communication style, energy and passion.
The Winning Leader	<ul style="list-style-type: none"> The Winning Leader sets, meets and strives to exceed KPIs despite obstacles. They are responsive and adaptable to differing situations, people and points of view. They are accountable to other to deliver results and look for growth opportunities.
The Authentic Leader	<ul style="list-style-type: none"> The authentic leader is confident, trustworthy, transparent and balanced. They are self-regulated matching behaviour to context, they are seen to be steady when times are turbulent. They act with integrity and fairness and demonstrate commitment to their team through lack of ego.
The Collaborative Leader	<ul style="list-style-type: none"> The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy. They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners. They empower others to make decisions in times of rapid change.
The Courageous Leader	<ul style="list-style-type: none"> 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. They don't require hierarchy to deliver results, they invest in people and their relationships. The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.



When printed this document is **UNCONTROLLED** refer to the electronic system for the latest version

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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