

Position Description – Service Design Manager (EO)

Position Description

Position title	Service Design Manager
Location	Canada (Remote)
Reports to	Director of Service Delivery and Quality
Direct reports	Service Design Specialists, Learning & Development Team Lead
Community Collaborators	Operations Team
Travel requirements	Within Canada, as needed

Position purpose

The Service Design Manager is responsible for leading, planning, organizing, and developing processes and policies to enhance operational efficiency and effectiveness within employment services across Canada. By owning the learning and development strategy and overseeing related projects, the Service Design Manager supports the seamless execution of employment services that drive client and employer outcomes while ensuring compliance with contractual obligations. The incumbent will develop the processes and policies necessary to meet contractual requirements including service level policies, job seeker outcomes, employer outcomes and associated processes.

The role will involve process management including the management of projects, new initiatives, ensuring alignment with business goals, risk identification and progress tracking. This position has direct reports to manage these projects and initiatives.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> Regular engagement with WCG Collaborators and SMEs to gather feedback, address concerns, and incorporate suggestions for improvements to the Service Delivery Model
People & Team Satisfaction	<ul style="list-style-type: none"> Lead, mentor, and coach a team of Service Design Specialists Foster a collaborative and productive team environment, promoting innovation, creativity, and continuous improvement Provide guidance, support, and technical expertise to team members, helping them grow and develop their skills
Operational Performance	<ul style="list-style-type: none"> Improve client outcomes through implementing training, resources or process enhancement to standardize and capture business requirements and compliance for efficiency and effectiveness.
Program Outcomes	<ul style="list-style-type: none"> Increase achievement of employment outcomes by developing partnerships, skills development, and training staff to ensure effective pathways to sustainable employment

WORK HEALTH AND SAFETY

For manager responsibilities, refer to the [WCG Workplace Health and Safety Policy](#)

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Core Responsibilities:

<p>Contract Performance</p>	<ul style="list-style-type: none"> • Develop and enhance the Service Delivery Model, including policies and procedures and learning resources to guide Service Delivery Partners to deliver a high level of service to jobseekers • Act as the in-house expert regarding the program, services, and the intersection with systems • Operationalize contract requirements, KPI's, program deliverables and reporting requirements
<p>System and Performance Design</p>	<ul style="list-style-type: none"> • Analyze and assess the effectiveness of Service Delivery Model and design better and more efficient ways of service delivery across the network • Develop and maintain process standards and process review cycles to ensure waste is removed and continuous improvement • Assist in the development of supportive information technology solutions and other project components to ensure program service design is appropriately reflected • Use data to drive sound business decisions and to measure the impact of changes
<p>Project and Change Management</p>	<ul style="list-style-type: none"> • Work closely with other SSM staff to analyze and plan future enhancement or corrective actions to the service delivery across the network • Plan, develop and implement key changes to the service delivery model that have occurred through, policy, labour market, performance, or system changes • Design and lead projects when required to address key programs needs • Using strong change management principles, ensure that all projects and introduced changes are successful adopted by the network and tested for acceptance and compliance
<p>Compliance / Risk Management</p>	<ul style="list-style-type: none"> • Assist in the identification of risks and mitigation including both strategic and operational • Monitor policy and regulatory updates to ensure changes are reported and incorporated in the service delivery model.
<p>Learning and Development</p>	<ul style="list-style-type: none"> • Manage Learning & Development team and initiatives for the entire Service Provider network • Ensure that the training plan is current, relevant, and implemented • Use training to reinforce changes and ensure acceptance and knowledge of policy, process, or system change • Develop and maintain training material review standards and schedule • Develop and implement annual training schedules in partnership with Operations
<p>Customer / Collaborator Satisfaction</p>	<ul style="list-style-type: none"> • Use the Customer Satisfaction Framework including feedback mechanisms to analyze results and feed continuous improvement plans • Gain insights from SMEs and other collaborators to continuously improve the Service Delivery Model

Other duties as required, including going beyond the job description whenever necessary

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Capabilities and experience

- Three (3) + years business management experience
- Employment/Vocational Services experience preferred
- Previous experience in a leadership role in human services is an asset
- Advanced understanding of and experience working in and managing government funded contracts ideally related to workforce development services
- Demonstrated experience developing operating processes and establishing performance standards; ability to translate complex contractual documents into simplified guidelines and procedures
- Proven ability to thrive in a fast-paced, dynamic environment, with a passion for continuous learning and professional development
- Experience working with cross-functional teams and collaborators to gather requirements, define objectives, and deliver actionable insights that drive business outcomes
- Advanced MS Office skills
- Additional competencies include excellent verbal and written communications skills, action oriented, time and change management
- Flexibility and the ability to work in different locations and travel as required
- Employment conditional on obtaining a clear criminal record check

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	<p>The inspiring leader is a true role model of WCG values.</p> <p>They set a vision and are able to zoom out to see the bigger picture, they are forward-thinking and constantly striving higher.</p> <p>They are passionate about the leadership role, they create the tone for their teams’ behaviour through their communication style, energy and passion.</p>
The Winning Leader	<p>The Winning Leader sets, meets and strives to exceed KPIs despite obstacles.</p> <p>They are responsive and adaptable to differing situations, people and points of view.</p> <p>They are accountable to other to deliver results and look for growth opportunities.</p>
The Authentic Leader	<p>The authentic leader is confident, trustworthy, transparent and balanced.</p> <p>They are self-regulated matching behaviour to context, they are seen to be steady when times are turbulent.</p> <p>They act with integrity and fairness and demonstrate commitment to their team through lack of ego.</p>
The Collaborative Leader	<p>The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy.</p> <p>They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners.</p> <p>They empower others to make decisions in times of rapid change.</p>
The Courageous Leader	<p>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.</p> <p>They don’t require hierarchy to deliver results, they invest in people and their relationships.</p> <p>The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.</p>



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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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