

Position Description – Senior Performance Manager (Employment Ontario)

Position Description

Position title	Senior Performance Manager (Employment Ontario)
Location	Hybrid role, home office based with regular (weekly) regional travel
Reports to	Director Operations – Peel & York
Direct reports	Contract Managers
Travel requirements	Various locations across Peel and York Regions, as required

Position purpose

The Performance Delivery Manager is responsible for setting and monitoring performance goals for the Contract Management team, leading and coordinating work, and driving performance through performance improvement measures. Reporting to the Director Operations (Toronto), this role plays a critical role in ensuring the efficiency and effectiveness of contract management processes and the achievement of WCG objectives.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> Demonstrate strong ties with community collaborators, including relevant Ministry departments and Service Provider leadership Effective handling of service-related complaints per WCG procedures Maintain auditable records of the contract management activities ensuring compliance for 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 Service providers
People & Team Satisfaction	<ul style="list-style-type: none"> Level of Staff Turnover v target set by the Employment Services COO Satisfaction ratings achieved – Staff Survey Maintain ties with WCG Operational Team to align performance strategies with catchment priorities and the funder requirements Steadfast in your positive belief in Employment Services Transformation
Operational Performance	<ul style="list-style-type: none"> Achieve contractual KPI requirements Ensure under performance is addressed with robust plans for performance improvement Seek out opportunities to celebrate success
Quality	<ul style="list-style-type: none"> Commitment to Continuous Improvement practice in all aspects of our work, including identifying and sharing best practice. Seek out opportunities to identify additional support to enhance the client journey, including local community partners.

	<ul style="list-style-type: none"> Maintain updated Risk register covering operational and strategic risks, monitor regulatory changes with detailed communication to the network
WORK HEALTH AND SAFETY For manager responsibilities, refer to the WCG Workplace Health and Safety Policy	

Core Responsibilities:

Performance Goal Setting and Monitoring	<ul style="list-style-type: none"> Collaborate with the Director Operations and other WCG team members to establish performance goals and metrics for the Contract Management team, aligned with organizational objectives and priorities Develop and implement performance tracking mechanisms, dashboards, and reports to monitor team performance and progress towards goals on a regular basis Act as an Ambassador for WCG and the EO brand, including preparing and delivering presentations to the Service Provider network, and to key collaborators Identify and address priority areas for performance and continuous quality improvement to be addressed as part of a Service Provider, Improvement Plan- overseeing the process to ensure fairness, adherence to guidelines, and report on progress and assessment of risk. Develop a Service Provider management strategy for the catchment, in consultation with the Director, Operations. 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
Leadership and Coordination	<ul style="list-style-type: none"> Lead and coordinate the work of the Contract Management team, providing guidance, direction, and support to ensure the timely and effective execution of contract management processes and activities Foster a collaborative and inclusive team environment, promoting teamwork, accountability, and continuous improvement
Performance Improvement Measures	<ul style="list-style-type: none"> Identify opportunities for performance improvement within the Contract Management team, including process optimization, workflow automation, and skills development initiatives Implement performance improvement measures and initiatives to address identified gaps, enhance team productivity, and drive efficiency gains Overall management of a network of Service Providers, through the Contract management Team, 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 analyse, 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

	<ul style="list-style-type: none"> 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
Communication and Relationship Management	<ul style="list-style-type: none"> Communicate performance goals, expectations, and progress updates to team members, Community collaborators, and senior leadership on a regular basis. Build and maintain positive working relationships with internal and external Community collaborators, including clients, vendors, and other functional teams, to support effective contract management and delivery. Develop and maintain effective relationships with Service providers and other operational colleagues and appropriate external partners 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. Effectively monitor and report changes in the regulatory and policy environment, including robust communication to the network
<i>Other duties as required, including going beyond the job description whenever necessary</i>	
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Capabilities and experience

- A post-secondary degree, or diploma in business or related discipline
- Minimum five years of recent management/leadership experience
- Advanced understanding of and experience managing government funded or public sector contracts
- Advanced negotiation skills and ability to develop strong partnerships
- Strong leadership and management skills, with the ability to inspire, motivate and empower team members to achieve excellence
- Advanced qualitative and analytical skills
- Advanced communication and stakeholder relations skills
- Excellent organization, administrative and time management skills; ability to prioritize duties
- Highly motivated; works well in a team environment with excellent interpersonal skills
- Advanced MS Office skills
- Flexibility and the ability to work in different locations and travel as required
- Must successfully pass a 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>
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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 others 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>

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.