

Position Description – Centre Manager (Employment Ontario)

Position Description

Position title	Centre Manager
Location	Peel Region (Mississauga)
Reports to	Regional Manager
Direct reports	Centre employees
Travel requirements	As required

Position purpose

The Centre Manager (CM) is responsible for the day-to-day site operations including leading, managing, and developing a team of employment services professionals to create employment opportunities for Peel residents. Reporting to the Regional Manager, the CM is a results-driven manager, able to develop and motivate their team to achieve Key Performance Indicators (KPIs) in a fast-paced environment.

In collaboration with the Regional Manager, this role is responsible for maintaining a culture that aligns with WCG's company values and ethics.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> Manage the centre to ensure provision of superior client-centered services that lead to successful outcomes for clients in a timely and efficient manner Develop, maintain, and actively improve communication with funders, partners, clients and other external stakeholders
People & Team Satisfaction	<ul style="list-style-type: none"> Create and maintain a high functioning and collaborative team to ensure outcomes are met and all targets are achieved
Operational Performance	<ul style="list-style-type: none"> Meet or exceed deliverables, key timelines, and milestones

WORK HEALTH AND SAFETY

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

Core Responsibilities:

Site Management	<ul style="list-style-type: none"> Manages daily site operations, including staffing and service delivery within contract performance standard parameters, eligibility requirements, and policy Ensures all KPIs and performance targets are met including program starts, job placements, outcomes, expense claims and all service requirements as stipulated by WCG Assess and make decisions related to Service Delivery requests pertaining to Client service delivery decisions/policies. Manages client concerns to find effective solutions and mitigate complaints
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People and Culture

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	<ul style="list-style-type: none"> • Coordinates staffing and client resources, and oversee Site accessibility • Delivers presentations on Site services to stakeholders and members of the community
Program Operations	<ul style="list-style-type: none"> • Executes Site budget, business plan, quality management plan, service initiatives and meets performance-based outcome targets • Interprets and translates policy updates & reports and contractual requirements for team members • Supports the management team in developing and implementing local Program objectives, strategies, programs, and budgets • Reports on program operations and work collaboratively with the management team • Establishes and maintain good working relationships with business and community service organizations in the service area with a strong focus on employers • Offer new initiatives that will increase productivity
Staff Management	<ul style="list-style-type: none"> • Creates a day-to-day environment of strong cross-functional team performance, ensuring effective coordination throughout the team • Training and the mentoring of staff to ensure their performance exceeds minimum KPI standards • Provides feedback and coaching to Service Delivery team members and establish performance goals • Communicate and hold team members accountable to performance standards, provide feedback and coaching for all team members. • Responsible for the recruitment, selection, and onboarding of new employees • Creates and maintains a positive and professional team atmosphere • Performance management of the team that will ensure productivity and achievement of objectives • Coordinates regular team meetings, huddles and one-to-one meetings with all staff to set strategic team objectives and build a positive team culture
<i>Other duties as required, including going beyond the job description whenever necessary</i>	
WORK HEALTH AND SAFETY	
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Capabilities and experience

- Strong program and staff leadership experience, and a rich understanding of employment programming
- Demonstrated experience building partnerships with employers, community agencies, and other stakeholders
- Demonstrated competence achieving financial and operational goals
- Strong leadership, team building and supervisory skills
- Advanced organizational, verbal, and written communication skills
- Flexible, creative, and able to adapt quickly to changing requirements and targets
- Able to manage stressful situations in a fast-paced environment
- Knowledge of the local labour market, community resources, government programs, job search techniques, career development and issues related to unemployment
- Advanced Microsoft Office skills including Excel
- Solid understanding of confidentiality and other professional codes of conduct; must submit for a criminal record check
- Ability to work outside normal business hours as required

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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.

<p>The Inspiring Leader</p>	<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>
<p>The Winning Leader</p>	<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>
<p>The Authentic Leader</p>	<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>
<p>The Collaborative Leader</p>	<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>
<p>The Courageous Leader</p>	<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.