
Role Description

MANAGER, ADULT PROGRAM DEVELOPMENT - TEMPORARY FULL TIME

POSITION NUMBER: 8681

PAY GRADE: \$50.654 TO \$59.242 HOURLY

LOCATION: CENTRAL LIBRARY, SOME TRAVEL MAY BE REQUIRED

SCHEDULE: 35 HOURS PER WEEK, INCLUDING EVENINGS AND WEEKENDS

START DATE: JUNE 2022 FOR A PERIOD UP TO ONE YEAR

SUMMARY:

Reports to the Director of Collections and Program Development, the Manager of Adult Program Development will manage the Adult Program Development Department and will:

Champion the Community Led philosophy, by taking a lead role in supporting the development and coordination of adult programming system wide. Works collaboratively with the management team to ensure that Community Librarians have system wide responsibilities while still maintaining their branch duties. Community Librarians will also be managed by this position in terms of program development and their program portfolios. Will be responsible for managing the implementation of grant funded services, including LINC. Will work to ensure grant funded services are effectively integrated in the library system. Will actively seek out and participate in community activities; identify and build on collaborative opportunities within the entire community. Will work collaboratively with the Manager Communications and other managers to extend library outreach initiatives. Establish and maintain relations with community partners, stakeholders, managers and staff while responding to trends and public interests. Implement and maintain service agreement contracts, grant proposals, relationships with agencies. Continually assess services using information and data from a variety of sources to improve services and operations in a changing environment. An excellent communicator who motivates staff, models excellent customer service, leads service development and builds community connections.

JOB DUTIES:

- Manage the daily operations of the Adult Program Development Department including, but not limited to Enhanced Partnerships, Program Working Groups, Central Adult Programs, Volunteering,

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Placement and Coop Programs, NLC program, implementation of contract/grant service agreements and supervise the staff of the areas.

- Responsible for allocating, within service unit, staff and other resources to provide efficient and evolving service to customers.
- Lead, develop and co-ordinate system wide Community Led adult programming initiatives, and act as project lead for the Programming Committee.
- Continually evaluate and improve operational procedures, programs and services, to ensure efficient, customer-centered operations.
- Work collaboratively with other organizations to ensure HPL is supporting other key community initiatives and HPL programs and services are having an impact.
- Coordinate areas and individual work plans / workflow; establish priorities and direct staff effectively to support library objectives and priorities. Manage staff and staffing requirements including interviewing, recommendations for hiring, setting / prioritizing and measuring performance objectives and conducting regular performance reviews.
- Evaluate, plan and ensure the adequate training and career development for staff, within programs provided by the library system, including technological change.
- Contribute to, and support, system-wide operational issues, committees and projects.
- Act as a resource to staff in the measurement of service quality, customer satisfaction and the implementation of continuous improvement programs in terms of programming, outreach and grants/contract agreement implementation. Provide support and advice in business and strategic planning. Ensure that the approach to the development, delivery, evaluation and accountability of services reflects sound business practices for the assigned areas.
- Responsible for meeting performance goals set in conjunction with the Director. Establish criteria and statistical measures; evaluate programs etc on factual data; prepare reports regarding key issues, trends and changes.
- Ensure that the provisions of the collective agreement are being followed within the assigned area.
- Manage, coordinate and participate in problem resolutions for existing programs. Provide after hour support in the event of major

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problems and act as primary contact to inform support departments about problem situations.

- Respond to customer service comments and concerns. Track them and evaluate for the system.
- Continually assess the public's needs/interests and work collaboratively with staff, Managers and Directors to develop responsive service strategies.
- Acquire and analyze information; prepare reports and recommendations; assess services, support service changes and new program initiatives using relevant factual information. All related to outreach, programming and grant/contract agreement implementation
- Work with all library managers to develop and implement action plans to lower library costs and improve service regarding programming and outreach. Work with all library managers to adjust policy and guidelines to the changing corporate and technological environment related to programming and outreach. Maintain good working relationships with various support departments through frequent contact.
- Adhere to systems standards.
- Maintain professional affiliations and involvement and keep skills and knowledge up to date.
- Maintain knowledge of relevant legislation, policies, and professional issues including copyright law, Intellectual property, and censorship. Ensures compliance with the Library's Intellectual Freedom policy.
- Manage the departmental budget ensuring that expenditures stay within annual budget allocations and alerting senior staff of forthcoming issues. Participate in reviews of the system Budget.
- Ensure that the approach to the development, delivery, evaluation and accountability of services reflects sound business practices.
- Perform other responsibilities as assigned which are directly related to the normal functions of this position with minimal supervision and direction.

QUALIFICATIONS:

- A Master of Library Science (MLIS or equivalent) from an accredited university. Additional formal management courses an asset.
- A minimum of three (3) to five (5) years recent experience in a public institution demonstrating a customer-service orientation, a

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record of accomplishment, and a variety of work experiences relevant to the position

- Broad level of experience working with and developing outreach opportunities with governmental agencies, community service agencies, school boards and other community groups
- Experience in developing, writing applications for grants, implementing grant deliverables as well as satisfying agency reporting requirements
- Excellent leadership and management skills. The ability to challenge, lead and inspire others to excel.
- Excellent written, verbal and presentation skills. An open communicator who inspires trust and seeks and sparks creative contributions from others. Excellent interpersonal, communication and conflict resolution skills.
- Self-starting, well organized, flexible and self directed, results-oriented individual with superior organizational skills.
- Committed to intellectual freedom and other key principles of public librarianship; Commitment to principles of inclusiveness, service excellence and the Library's mission, values and goals.
- Skilled with group and team dynamics and possessing the ability to motivate, persuade and negotiate with diverse individual and groups.
- Skilled in the use of information management tools including Microsoft office suite, databases, internet/web etc.
- Knowledge of current trends and professional issues in public library services and management.
- Knowledge of, and experience with, providing, improving, and evaluating a range of library services such as outreach, volunteer programming, adult services.
- Knowledge of, and experience with, the principles and methods of organizational administration such as staff supervision in a unionized environment, budgeting, communications and records management.
- Knowledge of, and experience with, the scheduling, monitoring and evaluation of multiple tasks, projects and priorities.

Please be aware the selection process may involve any of interviews, test, and presentations or any combination thereof.

Applying

- The deadline for this application is 11:59pm Thursday May 5, 2020

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- Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.
- Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies of proof of key qualifications (i.e. degrees, certifications, licences, driving abstract)
- Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.
- The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.
- By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment or cause your dismissal. We thank all applicants who apply and advise that only those selected for an interview will be contacted.

Vaccine Verification – As a condition of employment you are required to provide proof that you are fully vaccinated or provide proof of valid exemption satisfactory to the employer prior to your start date. You must acknowledge and agree to comply with any future vaccine policy requirements as an ongoing condition of employment at the City of Hamilton.

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.