

MANAGER OF HUMAN SERVICES

Employment Status:	Temporary, Full-Time – Up to 12-months
Compensation Range:	\$70.53 to \$82.51/ 35 hours per week
Location:	London, ON
Union/Non-union:	Non-Union

POSITION OVERVIEW

Under the general direction of the Director of Human Services, the Manager of Human Services ensures the effective delivery and administration of Human Services programs, including social assistance, housing, homelessness prevention, and children's services, in compliance with applicable legislation and regulations.

Working in collaboration with the Director of Human Services, the Manager oversees staff hiring, supervision, and performance management. The role is responsible for program planning, implementation, monitoring, and evaluation, as well as data collection, analysis, and reporting to support continuous improvement.

QUALIFICATIONS

- Bachelors degree in social services, human services or related discipline.
- Six (6) years related work experience – minimum of two years working in Social Services and four years in management.
- Current Criminal Record and Judicial Matters Check that is satisfactory to Middlesex County.
- A valid "G" driver's licence with a clean driver's abstract, and access to a vehicle to travel as required to fulfill job responsibilities.

WHY CHOOSE MIDDLESEX COUNTY?

Middlesex County is a vibrant upper-tier municipality located in Southwestern Ontario. We offer a thriving business climate, easy access to transportation routes, and quality of life with exceptional healthcare facilities, affordable housing, an array of educational opportunities and bountiful recreation and cultural choices in a picturesque setting. The County's administration headquarters are located in London but Middlesex County is comprised of unique villages, towns and rural communities that have great attractions for residents and tourists.

At Middlesex County, you will have a chance to make an impact in your everyday work and build lasting relationships in the communities in which we live and serve. We offer a culture that values inclusion, diversity of thought, and employee development. We invest in our people to help them leverage their strengths to achieve their career aspirations.

HOW TO APPLY

If you are interested in this opportunity, please submit your cover letter and resume by email to hr@middlesex.ca by **4:30 p.m. on September 17, 2025**.

We thank all applicants who apply, but only those applicants to be interviewed will be acknowledged. Personal information is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act* and will be used for candidate selection purposes only.

WHAT WE OFFER

Flexible Work Opportunities
Employee Recognition Events
Professional Development
Flex Time/Banked Time-Off
OMERS Pension Plan
Pay in lieu of Benefits
Employee and Family Assistance Program

VISIT OUR CAREERS PAGE

<https://www.middlesex.ca/departments/human-resources/job-opportunities>

Join our team and build a rewarding career!

Middlesex County is an equal opportunity employer. We are committed to a diverse and inclusive workplace for everyone. Accommodations are available throughout the recruitment process. If you are contacted for an interview, please advise us of any accommodations that may be required. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.



MIDDLESEX COUNTY POSITION DESCRIPTION

TITLE:	Manager of Human Services	
DEPARTMENT:	Human Services	
REPORTS TO:	Director of Human Services	
EFFECTIVE DATE:	August 2025	POSITIONS SUPERVISED: Six

POSITION SUMMARY:

Under the general direction of the Director of Human Services, the Manager of Human Services ensures the effective delivery and administration of Human Services programs, including social assistance, housing, homelessness prevention, and children's services, in compliance with applicable legislation and regulations.

Working in collaboration with the Director of Human Services, the Manager oversees staff hiring, supervision, and performance management. The role is responsible for program planning, implementation, monitoring, and evaluation, as well as data collection, analysis, and reporting to support continuous improvement.

PRINCIPAL RESPONSIBILITIES:

Program Administration & Service Delivery

- Manages the Human Services programs, including social assistance, housing, homelessness prevention, and children's services, in compliance with applicable legislation and regulations.
- Provides leadership to staff in planning, implementing, and evaluating programs and services to ensure they are responsive to community needs and aligned with departmental objectives.
- Provides technical support and policy interpretation for staff and intervenes in complex or crisis situations between staff and program participants. Assists with eligibility and entitlement determinations for complex cases.
- Completes internal reviews within prescribed timelines, including those related to overpayments and portable overpayments, and resolves complex cases escalated by staff.
- Builds and maintains relationships with government agencies, community organizations, and other external partners to facilitate partnerships and service collaboration.
- Works collaboratively with County departments and community partners to ensure



integrated and effective service delivery.

- Updates the Director of Human Services on serious issues affecting the County and/or Human Services Division and assists with departmental initiatives and corporate projects as assigned.
- Ensures the accuracy, timeliness, and compliance of all statistical and financial reporting as required by the Ministry and the Consolidated Municipal Service Manager (CMSM).
- Collects and analyzes program data to support evidence-based decision-making and continuous improvement.
- Represents the Department and clients at Social Benefits Tribunal hearings, court proceedings, and other adjudicative or appeal functions, as required.
- Develops, maintains, and updates the Local Business Practice Manual to support consistency and compliance across the Department.

Department Leadership and Operations

- Manages the day-to-day operations of the Human Services Department, ensuring effective program planning, resource utilization, and workforce management.
- Manages the recruitment, training, and supervision of staff, ensuring effective performance management, clear guidance and expectations, and support to maintain a positive and effective work environment.
- Assists with budget development and monitors expenditures to ensure financial accountability within assigned program areas.
- Work closely with the Human Resource Department in all matters dealing with personnel issues such as recruitment, training, conflict resolution, teambuilding, mentoring, discipline, and termination.
- Ensures the accurate maintenance of records and data in accordance with corporate policies, by-laws, and legislative requirements, supporting effective planning, compliance, and evaluation of departmental operations.
- Performs other related tasks and projects, as assigned, which are in accordance with job responsibilities or necessary in meeting departmental and/or corporate objectives.

These describe the general nature and level of work being performed by incumbents in this classification. They are not an exhaustive list of all job duties in the classification.



Other duties may be assigned.

MINIMUM QUALIFICATIONS:

Education and Experience

- Bachelors degree in social services, human services or related discipline.
- Six (6) years related work experience – minimum of two years working in Social Services and four years in management.

Knowledge, Skills and Abilities

- Strong skills in leadership within an interdisciplinary team, program and project planning and evaluation, innovation, communication, team building, personnel management, collaboration, budgeting and financial management, critical thinking.
- Excellent strategic planning, analytical, problem solving, and investigative skills.
- Excellent communication and interpersonal skills, both written and oral.
- Well-developed organizational and time management skills.
- Knowledge and experience with computer information systems.

Other

- Current Criminal Record and Judicial Matters Check that is satisfactory to Middlesex County.
- A valid “G” driver’s licence with a clean driver’s abstract, and access to a vehicle to travel as required to fulfill job responsibilities.

Working Conditions

- Normal hours of work are 35 hours per week, Monday to Friday, with regular hours between 8:30 a.m. and 4:30 p.m.; however, evening or weekend hours may be required to attend Council meetings, meet deadlines, or address other urgent matters.