



# Manager, PassportONE Client Payments

<b>Position:</b>	Manager, PassportONE Client Payments
<b>Program:</b>	PassportONE
<b>Contract:</b>	Permanent full time – 35 hours/week
<b>Primary Location:</b>	128A Sterling Road
<b>Application Deadline:</b>	November 23, 2018, 5.00pm
<b>File Number:</b>	PP1 #34-18 – with cover letter and resume
<b>E-Mail:</b>	<a href="mailto:hrdep@familyservicetoronto.org">hrdep@familyservicetoronto.org</a>
<b>Mail:</b>	HR, Family Service Toronto, 355 Church Street, Toronto, ON M5B 0B2
<b>Web:</b>	<a href="http://familyservicetoronto.org">familyservicetoronto.org</a>

Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years, we have worked with individuals and families destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience and stability in more just and supportive communities. We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building; and system-level work including social action, advocacy, community-building and working with partners to strengthen the sector.

Reporting to the Director, Building Inclusive Communities (BIC), in conjunction with the Director, Finance and Business Technology and as part of the FST leadership team, the manager is responsible to ensure that payments to clients and Transfer Payment Agencies are processed in a timely, consistent and accurate way. PassportONE is the consolidated payment system for the provincial Passport direct funding program, identifying issues, and recommending solutions. The manager is the primary contact for Payment Agencies (PAs) and responsible for resolving client payment issues. The manager leads an operational team and builds a culture of team work focused on delivering exceptional customer service. In conjunction with the Manager, PassportONE Systems, Data and Reporting, the manager will be responsible for maintaining strong partnerships with Passport and Transfer Payment Agencies managers and staff.

We are committed to developing a diverse management team that reflects the diversity of the population who live and work in the City of Toronto.

## **KEY RESPONSIBILITIES**

- Administers approximately 240,000 financial transactions for client payments for 11 Passport Agencies across province.
- Operationalizes the Risk-based Review (RBR) model for the review of admissible and inadmissible expenditures for Passport clients.
- In collaboration with the Manager, PassportONE-Systems, Data and Reporting, ensures adequate systems, procedures, and controls are in place within the client payment function.
- Develops and implements accounts payable process improvements.

- Identifies, creates, and monitors key performance indicators, i.e., 48-hour turnaround time, percentage of missing data, develops monitoring and remediation plans as required.
- Ensures that the program meets all requirements necessary to obtain and maintain audit standards and accreditation necessary to be compliant with MCCSS directives.
- Develops and maintains effective working relationships with FST colleagues, collaborates with Passport Agencies, MCCSS and external vendors.
- Ensures processing activities are completed in an accurate and timely manner.
- Ensures client payment records are properly maintained and controlled.
- Ensures documentation on client payment procedures and schedules is up to date.
- Financial Management
- Develops budget and related service targets for areas of responsibility in consultation with the Director, BIC.
- Ensures that the operational expenses for the team are within the planned budget and provides explanations of variances where needed.
- Exercises signing authority on budget for areas of responsibility, consistent with organization policy.
- Leads team processes to develop plans that are aligned with organizational strategic and operational priorities as well as MCCSS directives for PassportONE.
- Participates actively in the organization's strategic planning process and implementation.
- Achieves operational and team goals, budgets and service targets in areas of responsibility. Keeps director apprised of any developing variances and proposes solutions as needed.
- Ensures that quality assurance measures are implemented and maintained.
- Informs the Director, BIC, of matters of potential risk to FST (e.g., financial, reputational, legal).
- Acts as back up to Manager, PassportONE-Systems, Data and Reporting as required.
- Performs other duties as required.

**In applying, please clearly identify how you meet the specific qualifications outlined.**

## **QUALIFICATIONS**

- Undergraduate degree in relevant field (e.g. finance, public administration, business administration) or equivalent combination of education and experience (foreign credentials will be considered).
- Minimum five years' experience leading and managing a team in large volume invoice processing and payments or Accounts Payable.
- Proven record of building and maintaining community partnerships.
- Ability to use personal authority appropriately, respectfully, strategically and skilfully.
- Demonstrated commitment to a values system that recognizes the inherent worth and uniqueness of all individuals and their right to full inclusion, autonomy, self-determination and self-advocacy.
- Demonstrated commitment to the principles of cultural competency, equity and inclusion.
- Ability to work collaboratively and strategically with service partners and funders.
- Superior organizational, analytical, planning and problem-solving abilities.
- High degree of proficiency in Microsoft Office (e.g., Word, Excel).
- Ability to work independently and as a team member in a fast-paced environment.
- Ability to manage multiple projects and deadlines, prioritize and take initiative.

- Experience in managing budgets.
- Excellent communication skills: clear written and verbal communication, strong conflict resolution skills; creative problem-solving abilities; ability to engage professionally with a broad cross-section of individuals; ability to give and accept feedback openly; and strong facilitation skills.
- Satisfactory criminal reference check with vulnerable sector check completed within the past 12 months.

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Equity and Inclusion policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview.

**No phone calls please.**