

## JOB DESCRIPTION

### ROLE SUMMARY

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Reporting to the Manager of the PMO, the **Project Manager II** oversees the project definition, prioritization, risk mitigation and successful delivery of a defined portfolio of complex projects. With support of the Manager of the PMO, this position tracks and resolves resource contention and manages the technical interdependencies of multiple projects. This includes effectively managing relationships with both internal and external stakeholders at all levels.

### KEY RESPONSIBILITIES

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#### **Project Management & Coordination**

- Lead, manage and track complex projects across multiple departments within Community Living Toronto as well as integrative projects with the broader developmental services sector within the assigned area of expertise.
- Strategize and propose planning opportunities to promote favorable project results.
- Facilitate effective meetings with stakeholders and actively participates in project related discussion.
- Strong presentation and communication skills
- Support the completion of other projects being led by other Project Managers within the PMO.
- Coordinate and prioritize the assigned portfolios, including establishing and maintaining the project and portfolio KPI's and dashboards.
- Define and implement change and process management strategies and plans.
- Prepare all communication plans and related project status reports for key stakeholders, including updates on deliverables and the presence of risks and their corresponding mitigation strategies.
- Identify, assess and prioritize how project risks will be avoided or mitigated throughout the life cycle of the project.
- Negotiate resources and project support when required.
- Act as a mentor to and resource to other Project Management staff.
- Proactively work with management and key stakeholders to problem solve project challenges

#### **Process Governance**

- Ensure all Project Management staff adhere to professional project management frameworks (i.e. Charter, Project Plan, Communication Strategy, Change Requests) and use standardized templates and methods as set out by the Manager.
- Support the development, implementation and maintenance of a methodology for portfolio management as well as share portfolio management expertise and provide governance, training and support as needed to other staff

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**KEY RELATIONSHIPS**

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- **Project Team Members:** Define project strategy, task allocation, scheduling, discussing alternative approaches, providing risk/impact analysis.
- **Senior Leaders:** Help inform on the importance of a project's existence, seeking agreement, presenting business cases, addressing risk/benefits, and reporting.
- **Other Department Staff:** Convey the potential impact of a project, provide information on schedules, delivering trainings, gather feedback for process engineering.
- **Vendors:** Sets goals, timelines and explain project strategy

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**QUALIFICATIONS**

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**Education & Training**

- Bachelor's degree required with preference given to computer science, math, engineering, business studies or other related fields.
- Certificate in Project Management is required.
- Scrum Master certification is an asset.

**Experience**

- Minimum of 3 - 5 years of project management experience.
- End-to-end project management through the entire development life cycle including defining requirements, process development, application/database design, development, testing and deployment of medium to large-scale complex business application solutions.
- Experience with leading and managing large project teams

**Technical Skills & Knowledge**

- Knowledge of IT management is preferred to assist in understanding the technical underpinnings often associated with projects requiring automation of process.
- Proficiency with computers using MS Office (Excel, Word, Outlook, Power Point, MS Teams), MS Project, MS Visio, MS SharePoint and other software programs needed to produce documents, reports, presentations and communication vehicles for staff training and development.
- Knowledge of guiding principles (Scope, time, Cost, Quality, Risk) and framework to effectively manager and deliver projects.
- Strong analytical and communication skills to effectively work with stakeholder to help them understand the project management process, and to be able to assess tasks to ensure that they align with overarching departmental goals and objectives.
- Knowledge of change management processes preferably in Six Sigma or similar continuous improvement methodology.
- Highly disciplined work control skills, ability to effectively manage competing priorities, pay careful attention to detail, establish and implement plans, organize and achieve results with others on time and within budget
- Strong organizational and document management skills.
- Knowledge of procurement practices and contract experience.
- Demonstrated interpersonal skills and conflict management.

**Working Hours & Work Environment**

- Position requires occasional work hours (evenings and weekends) outside the standard Monday to Friday work week on an as-needed basis.
- Role includes working with tight deadlines and competing priorities.
- Some local travel

**Sensory and Physical Effort**

- Occasional moderate sensory demands (i.e., facilitating meetings, planning schedules, analysis).
- Low physical demands.

To Apply:

Please send resume to:

Roberta Bustard

Senior Talent Acquisition Specialist

Community Living Toronto

[Roberta.bustard@cltoronto.ca](mailto:Roberta.bustard@cltoronto.ca)

When required, accommodations for disabilities will be provided, on request. By submitting your application, you confirm that the information included is accurate and true. Misrepresentation or omission of facts in connection with your application may be sufficient cause for dismissal.

We thank everyone for their interest in Community Living Toronto; however only applicants with the necessary qualifications, experience and education will be contacted for an interview.