

## CITY OF HAMILTON

### **COMMUNITY AND EMERGENCY SERVICES DEPARTMENT** **(HOUSING SERVICES DIVISION – HOMELESSNESS PROGRAMS - LOCATION – 350 KING ST. E.)**

#### **CONTRACT ANALYST – CUPE 5167**

The Community and Emergency Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

#### **SUMMARY OF DUTIES**

Reports to the Manager, Homelessness Policy and Programs. Prepares, negotiates and monitors housing and homelessness service agreements and contracts with senior levels of government and service providers. Facilitates service system planning, data-analysis, policy interpretation, and performance measurement to maintain quality assurance standards for the effective delivery of funded programs.

#### **GENERAL DUTIES**

Identify and investigate priorities for funding programs ensuring consistency with corporate policies, departmental priorities and strategic directions.

Determine eligibility for funding from various federal, provincial and municipal funding sources.

Prepare, negotiate and monitor service agreements and contracts with senior levels of government and service providers.

Monitor funded programs on a continuous basis to ensure compliance with program guidelines.

Manage, monitor, verify and approve program budgets and expenditures.

Prepare regular reports regarding project/program performance to meet funders' requirements.

Conduct program reviews, prepare reports and recommendations for quality assurance and continuous improvement.

Identify the information requirements to monitor program indicators and collaborate with the funded programs in the development and gathering of the information.

Develop and maintain quality assurance standards and policies and procedures for the effective administration of the funding.

Serve as a liaison with other community agency and inter-agency committees to co-ordinate planning efforts to meet the needs of the community.

Respond to issues and inquiries from citizens, staff, representatives from community agencies, and funding organizations.

Effectively manage contentious situations which may require interaction with external Boards and Directors and other government agencies.

Monitor community trends and report relevant findings

Represent the Department on various community/internal/departmental committees, task forces, advisory committees or other venues as required.

Advise community groups and City departments on housing and homelessness programs and policies.

Perform other duties as assigned which are directly related to the major responsibilities of the position.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

### **QUALIFICATIONS**

1. Proven ability to effectively negotiate complex housing and homelessness service agreements normally acquired at the university level of education through the completion of an Honours Social Sciences Degree, a degree in a related field or a combination of education and relevant work experience.
2. Previous experience and knowledge in program delivery and community development in housing and/or social services
3. Proven track record of establishing and maintaining effective relationships to gain trust and respect with internal and external stakeholders. Demonstrated experience working with elected officials, government representatives, management, peers, Aboriginal communities, non-profit agencies and the general public.
4. Must excel at planning and organizing. Must be self-motivated and capable of working independently and as part of a team. Proven ability to adapt and meet competing deadlines.
5. Proven ability to distill technical information into plain language. Exceptional written and oral communication skills combined with highly developed interpersonal skills
6. Demonstrated skills in analysis, planning and evaluation. Ability to transform policy recommendations into contractual terms. Proven ability to review and analyze program data to inform quality assurance and continuous improvement strategies
7. Demonstrated financial management skills including the development, implementation and monitoring of budgets. Thorough knowledge and understanding of mandates, regulations and policies relating to Housing Services.
8. Computer literacy and proficiency utilizing Microsoft products (Word, Excel, Power Point and Outlook), and other software programs which may be required by the Housing Services Division.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**