

## CITY OF HAMILTON

### COMMUNITY & EMERGENCY SERVICES DEPARTMENT

(BENEFIT ELIGIBILITY DIVISION – OW TRAINING & PROGRAM REVIEW UNIT - LOCATION – 250 MAIN ST. E.,  
3<sup>rd</sup> FLOOR)

### SAMS PROGRAM ANALYST - CUPE 5167

#### SUMMARY OF DUTIES

Reports to the Manager Quality Assurance & Compliance (Ontario Works). Conducts reviews of Social Assistance Management Systems (SAMS) database program operated within the Community Services Department, ensuring program delivery in compliance with relevant legislation, policies and guidelines. Analyzes, researches and audits financial anomalies on SAMS program. Trains staff in payment policies and procedures and legislation as it relates to SAMS program.

#### GENERAL DUTIES

Develops professional relationships within the Corporation and with vendors, financial institutions, community partners/social services agencies in order to develop best possible solutions to service delivery issues and problems.

Researches financial anomalies on payments issued through SAMS program by reviewing both system generated and manual client benefit cheques that are produced and issued by Community Services for accuracy, including the correct budget, correct benefit type, payment reference numbers and amount and that it has been recorded in SAMS properly and has not created arrears or overpayments for the participant.

Reviews, interprets, analyzes and applies numerous legislative documents including Ontario Works Act, Legislation, Directives, Hamilton OW Business Processes, SAMS Service Incident Report, breakdowns and payment detail reports, manual cheque payment forms, cheques for cancellation and bank reconciliation to determine the impact to clients and the organization. Conducts impact analysis relating to financial reconciliation of payments and recoveries as it relates to the Form 5 Subsidy Claim Expenditure Reports.

Reviews and evaluates financial controls on both system generated and manual client benefit payments processes at local office level. Communicates recommendations for corrective action to front end users and managers.

Maintains and records statistical information used to complete complex analysis of payment related issues involving determining, tracking and disseminating the information in SAMS and then correcting the problems to ensure the accurate balance and payments for participants and for the organization.

Prepares and conducts program reviews of client benefit files, prepares and maintains data collection tools, analyzes data, prepares summary reports and includes recommendation for corrective action.

Assesses impact of SAMS changes/enhancements to cost expenditures processes and communicates impact and recommendations for changes to the Program Manager.

Co-ordinates and reconciles cashed and replaced client benefit payments with Financial Services Division.

Acts as the resource for management by researching and identifying the origin of problems.

Directs and reviews training materials and participates as a subject matter expert in all aspects of staff training on policies, procedures and business processes concerning client benefit payments within the guidelines of The Ontario Works Act and Regulations.

Provides direction to Finance & Administration regarding journal entries for bank entries such as debit/credit memos, accruals, issued/cleared differences, deposit differences and posting to wrong account corrections. Initiates corrections to programming as required with minimal interruption in client service.

Analyzes stale dated cheques, negotiates with vendors for repayment of duplicate payments, makes appropriate corrections required to reconcile client benefit expenditures and makes recommendations for ongoing corrective action.

Prints and compiles various daily and monthly reports. Compiles error reports and assists end users in resolving errors.

Communicates to staff all problems that will affect the systems used and/or clients well being.

Ensures deadlines and procedures are met.

Identifies both individually and in conjunction with senior staff and management, departmental needs in the area of operations review analysis and auditing.

Uses Ministry databases such as Social Assistance Management Systems (SAMS), and other Provincial, Federal or local databases to verify information.

Develops reports for presentation to Senior Management.

Opens and closes confidential files; audits files and reviews systems and accounting data to verify payment validity and/or status.

Documents information in files; corrects and changes payment status as required.

Monitors and maintains records of client payments; adjusts and maintains computer balances.

Liaises with all levels of government to ensure proper payments and credits to correct SAMS.

Writes reports; compiles client payment and records; composes correspondence and maintains payment information.

Receives and answers inquiries from staff, public, lawyers, vendors, elected officials and community agencies.

Approves and authorizes department documents requiring client benefit payments.

Identifies and extracts client information and enters data through computer.

Assists in gathering research material. Inputs and maintains data for adhoc inquiries and/or special projects.

Works 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.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

### **QUALIFICATIONS**

1. Thorough knowledge, understanding and interpretation of social welfare legislation and community services delivery systems normally acquired through a Community College Diploma in Social Services and/or a combination of education and related work experience.
2. Demonstrated knowledge of accounting or financial procedures and principles at an intermediate level normally acquired through account reconciliation experience.
3. Demonstrated advanced knowledge and practical experience in database software (Crystal, Cognos, Microsoft Word and Excel) and user support.

4. Working knowledge of computer software applications (Crystal, Windows XP, Microsoft Outlook, Word and Excel).
5. Must be able to create spreadsheets in MS Excel and analyze and manipulate data within spreadsheets.
6. Demonstrated advanced knowledge and practical experience of Ministry database applications such as Social Assistance Management System (SAMS) is required.
7. Demonstrated ability to work independently with little supervision.
8. Ability to establish and maintain sound working relationships with departments, outside agencies and service providers.
9. Demonstrated excellent verbal and written communication skills.
10. Demonstrated ability to communicate effectively with clients, outside agencies, lawyers, law enforcement agencies, community and elected officials.
11. Demonstrated advanced knowledge and practical experience of The Ontario Works Act and related legislation, programs, policies, directives and procedures and local business processes.
12. Demonstrated planning, presentation and organizational skills with demonstrated ability to be a problem solver.
13. Above average analytical and problem-solving skills.

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