

## CITY OF HAMILTON

**HEALTHY & SAFE COMMUNITIES DEPARTMENT**  
**(CHILDREN'S SERVICES & NEIGHBOURHOOD DEVELOPMENT DIVISION – PERFORMANCE, PLANNING & EVALUATION - LOCATION – 28 JAMES ST. N., 4<sup>th</sup> FLOOR)**

**COMMUNITY SERVICES PROGRAM ANALYST**

**SUMMARY OF DUTIES**

Reporting to the Manager, Performance, Planning & Evaluation, the Community Services Program Analyst manages projects in the generation and dissemination of information related to community well being and quality of life, monitoring trends and evaluating community services and programs.

**GENERAL DUTIES**

Conducts independent analyses and evaluations of community services programs and community programs.

Monitors community events and trends through analyzing data and generating reports.

Provides statistical and methodological consultation for Division's planning, evaluation and policy activities.

Converts a relevant data into information through the production of graphs, tables and reports in consultation with managers, analysts, and key stakeholders in the community.

Collaborates with departmental and/or divisional program management, staff and/or community to collect, analyze and convert data to useful information.

Assists with the development and maintenance of data management systems and provides recommendations to address inconsistencies and improve processes.

Utilizes appropriate methods to ensure the dissemination, mobilization and uptake of research and evaluation findings and recommendations.

Prepares reports and presentations to departmental management and senior staff regarding program performance and makes recommendations regarding resource allocation and program funding.

Prepares information to be used for program planning and development for Divisional programs.

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 responsibilities of the position.

**QUALIFICATIONS**

1. A university degree in the social or health sciences, program evaluation, policy analysis or related field.
2. Knowledge of early child development and human services.
3. Demonstrated knowledge and skills such as program planning, implementation and evaluation, indicator reporting, critical appraisal of literature, methods or community participation, and policy analysis.
4. Demonstrated knowledge and experience with qualitative and quantitative program evaluation methods.

5. Experience and demonstrated ability with project coordination and consultation with multidisciplinary teams.
6. Demonstrated understanding of municipal government operations and its relationships with community partners, other municipalities, Provincial and Federal governments.
7. Extensive knowledge and experience working with large datasets such as the Early Development Instrument, Census, etc.
8. Computer and data management skills, including ability to design and analyze databases, including statistical analysis on computer, e.g SPSS, ArcGIS, and qualitative research software..
9. Demonstrated ability to work independently and as a part of interdisciplinary teams.
10. Excellent written and verbal communications skills including the ability to communicate and present complex information in an easily understood manner.
11. Ability to work under pressure to meet tight externally and internally driven deadlines.
12. Ability to travel within the community.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

\*\*\*\*\*