

## CITY OF HAMILTON

**HEALTHY & SAFE COMMUNITIES DEPARTMENT**  
**(CHILDREN'S SERVICES & NEIGHBOURHOOD DEVELOPMENT DIVISION – BUSINESS SUPPORT –**  
**CHILDREN'S – LOCATION - 28 JAMES ST. NORTH 6<sup>TH</sup> FLOOR)**

**CHILD CARE SYSTEMS PROGRAM ANALYST - CUPE 5167**

The Healthy & Safe Communities 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. Early Childhood Services provides early intervention and support services to children, families and community service providers to prevent harm, improve quality of life, personal wellness and independence.

**SUMMARY OF DUTIES**

Reporting to the Project Manager, Early Learning & Child Care, determine child care service provider's fee subsidy per diems, verify insurance requirements, review annual financial statements, and conducts site audits for compliance to the service provider agreement. Validate Ontario Child Care Management System (OCCMS) database data, report findings and correct errors. Conduct training sessions for child care service providers and their staff on policies and procedures as it relates to the child care service provider agreement and OCCMS attendance invoicing procedures. Verifies, approves, and reconciles child care fee subsidy attendance invoices for payment processing using OCCMS. Process other payments to child care service providers as required.

**GENERAL DUTIES**

Calculates the daily per diem for child care fee subsidy based on service providers budget submissions.

Review child care service provider's insurance policies and financial statements to ensure compliance with the contractual requirements of the service provider agreement.

Conduct audits of child care service provider's record of attendance to ensure compliance with the contractual requirements of the service provider agreement.

Run and analyze data validation reports in OCCMS, determine required corrections, input corrections or prepare a report of the findings for the supervisor.

Verify fee subsidy attendance invoices administered through the web based OCCMS record of attendance process by verifying entitlement, reviewing and resolving requests outside of approved service delivery levels, calculating adjustments and inputting comments.

Prepare detail spreadsheets to analyse expenses, and calculate cost associated with child care fee subsidy and Ministry of Children & Youth Education funding allocations.

Assist with the development of new business processes in response to internal and external policy requirements.

Assist with the development and maintenance of training material used to train child care service providers in the policies and procedures regarding invoicing and payment processing via OCCMS.

Resolve system conflicts and receive detailed training from the OCCMS training unit to further improve performance efficiencies.

Writes case notes as they apply to the attendance verification process, compiles statistics, processes correspondence. Receives and answers inquiries from the public, staff, child care service providers and community agencies.

Train new staff.

Maintains and applies current knowledge of Acts, Legislation and Policies and Procedures pertinent to job duties.

Consults and liaises with agencies in the community with respect to clients, service provider agreements and attendance verification.

Develops, sets up and conducts presentations for child care service providers and their staff.

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. Demonstrated knowledge and experience with community services delivery systems such as program planning, implementation, evaluation and community consultation, verification processes, flexibility in adapting to change, normally acquired by attaining a University Degree or College Diploma in Business, a related field or an equivalent combination of education and relevant work experience.
2. Advanced level of computer and data management skills, including ability to use databases, perform statistical analysis, create spreadsheets, presentations and training material using Word, desktop publishing, Excel or related programs.
3. Demonstrated experience in data analysis and report writing.
4. Demonstrated ability to work in a variety of interdisciplinary teams.
5. Ability to present data to meet the needs of various users.
6. Demonstrated excellence in decision-making skills.
7. Demonstrated ability to work independently with little supervision and in a team environment.
8. Highly effective communication, interpersonal and organizational skills.
9. French language would be an asset.

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

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