

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT
(CHILDREN'S & HOME MANAGEMENT SERVICES DIVISION – BUSINESS SUPPORT — LOCATION –LISTER
BLOCK, 28 JAMES ST N 6TH FLOOR)

CHILD CARE PROGRAM REVIEW OFFICER - CUPE 5167

SUMMARY OF DUTIES

The Community & 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. 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.

Reporting to the Manager, Business Support Coordinates a range of children services program related activities and strategies that impact on operational and program delivery, including monitoring financial and legislative compliance, policy interpretation and analysis and business process development

GENERAL DUTIES

Reviews, analyses and evaluates Child Care expenditure or caseload data in response to service contracts and planned legislative changes or local initiatives identifying areas of potential risk and emerging trends.

Provides information and analytical reports requested by the Program Manager and/or the Director on matters pertaining to child care services for use in planning and developing service responses and reports to Council.

Analyzes and evaluates local operations and program related business processes in order to improve efficiency and effectiveness of operational service, based upon research, internal and external benchmarking, provincial and Council direction.

Researches legislation and consults with the Ministry Education representatives, Consolidated Municipal Service Managers and other Ministries as required.

Analyzes and advises on the impact of proposed legislative changes or special projects from an operational and legislative perspective in response to management and Directors.

Advises and formulates recommendations on the development of local Early Years & Child Care Services policies and procedure changes. Develops and co-ordinates the maintenance of Child Care business practices to ensure the provision of uniform service across the City of Hamilton.

Provides consultation and explanations on the interpretation of Early Years & Child Care Act legislation and regulations and related local business processes.

Reviews municipally delivered and provincially mandated programs to measure legislative compliance by conducting file reviews. Evaluates financial controls including developing data collection tools, work plans, defining scope, intent, measurements and timeframes of the program or financial reviews.

Examines financial, administrative systems, policies and processes to monitor compliance to Early Years and Child Care Act, Ontario Works and related legislation and assess the integrity and effectiveness of program delivery.

Prepares reports detailing data analysis, program and financial compliance reviews findings and making recommendations including corrective action.

Monitors and reviews current and emerging technologies, business practices, program and legislation with the intent of developing recommendations for improvement. Determines user requirements supporting implementation of changes to practices and procedures..

Prepares memorandums and communications on behalf of the Children's & Home Management Services Management team addressing program delivery and legislative changes including changes to existing business processes and responsibilities.

Prepares policies and operational procedures on behalf of the Children's & Home Management Services Management Team. Prepares related training materials and job aides. Conducts related training sessions.

Participates in the development of the web content for children's services for the City of Hamilton Website including recommending modifications and enhancements such as ongoing document management and ensuring best practices in document naming and archiving are followed.

Directs administrative support staff on a project basis.

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, understand and interpretation of early years legislation and related services delivery systems such as program planning, implementation, evaluation and community consultation, normally acquired by attaining a University Degree or College Diploma in Early Childhood Education, Business, a related field or an equivalent combination of education and relevant work experience.
2. Demonstrated advanced knowledge and previous practical experience in the Child Care and Early Years Act and related legislation, programs, policies, directives and procedures and local business processes. Knowledge of Child Care Services program delivery processes including functions such as Fee Subsidy Eligibility Review, Wage Subsidy Assessment, Therapeutic Eligibility, Special Needs Resourcing and Service Provider Agreements and contract management.
3. Working knowledge of computer software applications (Windows XP, Microsoft Outlook, Word, and Excel), including working knowledge of Internet Explorer, and Adobe Acrobat. Experience with the Ontario Child Care Management System (OCCMS) would be an asset.
4. Proven ability to establish and maintain sound working relationships with staff, departments, outside agencies and service providers. Interpersonal skills to effectively liaison with staff, Municipal/Provincial Child Care Services Delivery representatives in a sensitive and effective manner.
5. Must possess highly developed skills in data analysis, analytical, problem-solving, written skills to prepare reports for a variety of audiences and verbal skills to exchange and provide information as necessary. Knowledge of business process design and development.

6. Demonstrated planning, presentation and organizational skills with demonstrated ability to work independently to meet tight deadlines and exercise tact and good judgment and the ability to participate on diverse teams.
7. French language communication skills would be an asset.