

## CITY OF HAMILTON

**LAST UPDATED: OCTOBER 20, 2017**

**COMMUNITY & EMERGENCY SERVICES DEPARTMENT**

**(CHILDREN'S & HOME MANAGEMENT SERVICES DIVISION – EARLY YEARS OPERATIONS & LEAP SECTION**

**– LOCATION – LISTER BLOCK, 28 JAMES ST N 6<sup>th</sup> FLOOR)**

**EARLY YEARS QUALITY ANALYST - 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 Supervisor, Child Care System Support, coordinates a range of children services program related activities and strategies that impact on operational and program delivery, including the coordination of the Hamilton Early Years Quality Program, monitoring financial and legislative compliance, policy interpretation and business plan development.

### **GENERAL DUTIES**

Under direction of the supervisor, coordinates and/or implements quality assurance initiatives in the Early Years community on behalf of the City of Hamilton as the Consolidated Municipal Service Manager (CMSM).

Conducts quality assessments and provides recommendations to enhance quality outcomes and develop plans of action that support Early Years Service Providers to achieve their annual goals.

Compiles, tracks data, generates and reviews reports related to quality assurance system trends. Analyzes trends and report research results, makes recommendations for future direction of services

Evaluates and provides guidance and advice to Early Years service providers on issues impacting efficiency and effectiveness of service provision including, attendance records management, customer service improvement, Ministry funding, and the implementation and ongoing support of quality assurance initiatives.

Works collaboratively and network with early years programs and services and community partners to build positive relationships and establish linkages with school boards, post-secondary education programs, public health, libraries, literacy associations & groups; indigenous and francophone organizations and associations, childcare directors and other children's services agencies.

Participates in municipal and provincial forums related to program delivery, program integrity, accountability and customer service.

Participates in child care network meetings and community meetings as required.

Provides information and analytical reports requested by the Manager and/or the Director on matters pertaining to early years 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 of 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.

Assists in the development of the Early Years Community Plan.

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

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. Thorough knowledge, understanding and interpretation of early years legislation and related services/program delivery normally acquired through a Community College Diploma in Early Childhood Education and/or a combination of education and related work experience.
2. Must be registered with the College of Early Childhood Educator's, or have the ability to obtain within 60 days of employment.
3. 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, General Operating Grants, Therapeutic Eligibility, Special Needs Resourcing and Service Provider Agreements.
4. Working knowledge of computer software applications (Windows XP, Microsoft Outlook, Word, and Excel), including working knowledge of Internet Explorer, Adobe Acrobat.
5. 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.
6. 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.

7. 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.
8. French language communication skills would be an asset.

\*Note: Must possess and maintain a Class "G" Driver's License valid in the Province of Ontario and provision of a personal vehicle for use on the job three (3) or more times per week'.