

# CITY OF HAMILTON

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

### **PERFORMANCE & EVALUATION SPECIALIST**

#### **SUMMARY OF DUTIES**

Reporting to the Manger, Planning, Performance & Evaluation, the Performance & Evaluation Specialist is responsible for leading, developing and coordinating research and evaluation activities within the Children's Services & Neighbourhood Development division, across the H&SC Department and assisting with similar corporate initiatives. The Performance & Evaluation Specialist is responsible for making recommendations to management regarding process and program changes/improvements.

#### **GENERAL DUTIES**

Lead, coordinate, implement, and analyze research/evaluation, and/or performance measurement activities throughout the department and corporation to ensure departmental/corporate needs are met.

Consult with departmental and/or corporate management and staff in developing program evaluations by providing methodological expertise and advice.

Develop evaluation tools (e.g. surveys and interview guides) and provide training/guidance to departmental and corporate staff to support evaluation activities and performance monitoring/measurement.

Collect and analyse data from a wide variety of sources (including surveys, interviews, focus groups, etc.).

Assist with the development and maintenance of systems to monitor performance and provide recommendations to address inconsistencies and improve programs and processes.

Regularly review performance measures/expected targets and identify opportunities for quality improvement.

Make recommendations to management and senior leadership for improvements to service delivery, including any required process changes, and any potential changes to staff resources and skill requirements.

Develop strategies for measuring performance of programs and services to form recommendations about service delivery and/or organizational changes.

Develop appropriate methods to ensure the dissemination and uptake of research/evaluation findings and recommendations.

Prepare verbal and written reports with actionable recommendations to provide evidence for decision making.

Inform and guide decision makers such as program managers, directors and GM where appropriate on program planning, development and changes.

Initiate and mobilize linkages with key external stakeholders and community partners to develop relationships that would increase access to information/resources.

#### **QUALIFICATIONS**

1. A University degree in a related field such as social or health sciences, or degree related with and emphasis on research and evaluation approaches and methodologies.

2. Knowledge and extensive experience with qualitative and quantitative research/program evaluation methods.
3. Demonstrated experience in developing strategies for measuring performance of programs and services to form recommendations about service delivery and/or organizational changes.
4. Knowledge of advanced statistical analysis software including SPSS and Qualitative research software such as NVivo and ArcGIS.
5. Extensive knowledge and experience in survey design and analysis including the development and analysis of on-line surveys.
6. Extensive knowledge and experience working with large datasets.
7. Ability to identify and communicate issues pertaining to program planning and improvements to management and staff.
8. Strong facilitation, negotiation and public relations skills to work with and support multidisciplinary staff.
9. Excellent written and verbal communication skills including the ability to communicate and present complex information into an easily understood manner.
10. Excellent problem solving and decision-making skills.
11. Demonstrated ability to work independently and as part of a team.
12. Well developed project and time management skills and the demonstrated ability to juggle multiple projects simultaneously.

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

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