

JOB DESCRIPTION

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1. Position No. 81677, 81923	2. Descriptive Working Title Women's Transition Housing & Supports (WTHS) Programs Analyst		3. Present Classification AO 4
4. Department Women's Transition Housing & Supports Programs	5. Branch/Section Operations	6. Work Location Telework Eligible	Date Jan 2020 Revised Nov 2021
7. Position No. of Supervisor 80713	8. Descriptive Work Title of Supervisor Director, Women's Transition Housing & Supports Program (WTHSP)		9. Classification of Supervisor Excluded Management
10. Job Summary:			

The Programs Analyst, WTHSP, supports the Women's Transition Housing & Supports Program with the development, implementation, and evaluation of various housing programs, policies, and guidelines to ensure effective service delivery. He/she/they performs research and analysis to support the development of operational resources for new and existing initiatives. In fulfilling the role, the position also develops strong relationships with staff, service providers, non-profit partners, community agencies, and other external groups to achieve program objectives.

11. Duties:	
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1. Researches, drafts, and recommends policies, procedures, standards, best practices, tools, and systems to support the province-wide and site-specific implementation and ongoing operation of WTHSPs in accordance with program mandates and objectives.
2. Develops and contributes to the implementation of operational and support service review processes to provide documented insights and reports on program performance and fulfillment of contractual obligations by service providers.
3. Works with Information Management & Technology (IM&T) and Research departments to develop and administer the quarterly data collection process to service providers. Assesses challenges surrounding collection and dissemination of WTHSP data and recommends solutions.
4. Regularly reviews and monitors data quality and quarterly data reports. Generates reports, performs preliminary analyses, and provides recommendations to improve existing and future program, service development and delivery. Liaises with internal and external stakeholders to troubleshoot issues and identifies options for resolution.
5. Collaborates with Research to provide regular and special reporting of program services provided, demand for such services, and program outcomes.
6. Provides support to the Business Support Manager and IMT in the development and testing of new and enhanced systems. Coordinates implementation schedules, testing/quality assurance activities, and staff training for new and enhanced systems.
7. Researches and develops monitoring, reporting, and evaluation tools and guidelines to evaluate program effectiveness and determine budgetary and resourcing requirements.
8. Provides support to staff and external agencies regarding suggested program frameworks, agreements, performance indicators, monitoring tools and processes, and program implementation strategies for existing and new programs. Considers the unique needs of the region/site, service provider, service type, etc.

9. Conducts research and prepares briefing notes, background materials and reports on a variety of program issues. Drafts written materials, presentations, and information internally and for external agencies.
10. Participates on internal and community committees and project teams for various program initiatives. May lead small projects or portions of larger projects.
11. Maintains effective working relationships with a variety of stakeholders including BC Housing staff, service providers, government agencies, and local, provincial, and federal governments.
12. Creates and maintains spreadsheets and distribution/contact lists pertaining to programs and projects and ensures intranet and WTHSP websites are updated regularly.
13. Schedules, organizes and coordinates events and meetings including preparing and circulating agendas, coordinating the preparation and distribution of materials and assisting with tasks such as organizing venues, speakers, catering, travel, etc.
14. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

STAFFING CRITERIA

1. Position No. 81677	2. Descriptive Working Title Women's Transition Housing & Supports (WTHS) Programs Analyst	3. Present Classification AO 4
4. Education, Training and Experience		

Bachelor's degree in business administration, social science, public administration, or other relevant discipline.

Considerable experience in project management and the design, analysis, and evaluation of policies and programs.

Considerable experience with programs and services for women and children who have experienced violence or are at risk of violence.

Or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge and Skills		
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Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Considerable knowledge and understanding of the principles, practices, and standards related to social housing program development, implementation, and evaluation
 - Sound knowledge of government, community social service agencies, and non-profit societies and the services they provide
 - Some knowledge of budgeting and budget analysis
 - Advanced analytical, organizational and problem-solving skills, with ability to reason through complex issues and present information clearly and concisely in writing
 - Strong research, writing, presentation, project planning and coordination skills with ability to coordinate projects involving extensive consultation with staff and external groups, meet deadlines and identify key milestones or measures of success
 - Strong consultative, consensus building and conflict resolution skills and ability to build cooperative and effective relationships with internal staff and external stakeholders
 - Strong understanding of database systems and skill in utilizing the internet for research purposes.
 - Ability to learn and understand BC Housing's mandate, programs, and policies in delivering social housing throughout the province
 - Ability to assess program objectives and develop procedures, systems and tools to support effective program implementation
 - Ability to plan and meet deadlines by effectively prioritizing actions to respond to numerous, diverse and shifting challenges without compromising the quality of work; ability to meet tight deadlines and adjust quickly to changing and sometimes conflicting priorities and timelines
 - Ability to exercise tact, diplomacy and good judgment when dealing with a broad range of non-profit providers, partners and customers, including individuals of diverse backgrounds
 - Ability to manage diverse and often competing stakeholder objectives in a sensitive and timely manner, and utilize good judgment in dealing with politically sensitive situations

6. Occupational Certification		
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