

1. Position No. 80264, 80383, 81873, 82118	2. Descriptive Working Title Program Analyst, Supportive Housing & Homelessness Programs		3. Present Classification AO4
4. Branch Operations	5. Department Supportive Housing Programs Homelessness Programs	6. Work Location Hybrid – Site Central	Date Rev: November 2016, July 2019, Jan 2020, Mar 2022; Nov 2023
7. Position No. of Supervisor 80128, 81306	8. Descriptive Work Title of Supervisor Manager, Supportive Housing Programs Executive Director and Strategic Advisor, Homelessness		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

Reporting to the assigned supervisor, the Program Analyst, Supportive Housing & Homelessness Programs supports the effective development, implementation and monitoring of assigned portfolio of Supportive Housing and/or Homelessness Programs. He/she/they develops monitoring, reporting and evaluation tools for program effectiveness. The position conducts preliminary analysis of program's operational effectiveness, identifies service delivery issues and develops recommendations for improvement. The role provides support to staff and external agencies regarding program framework, support services agreements, consent forms and monitoring tools and processes, and provincial best practice and standards.

11. Duties:	Focus of duties may vary depending on portfolio assigned.
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1. Researches, drafts and recommends policies, procedures, standards, best practices, systems and tools to support the province-wide implementation and ongoing operation of Supportive Housing and/or Homelessness Programs in accordance with program mandates and objectives.
2. Develops monitoring, reporting and evaluation tools for program effectiveness; ensures data integrity in cooperation with the Business Support Manager. Prepares/generates reports, analyzes data and responds to enquiries from internal and external stakeholders including responses for ministry and media requests.
3. Conducts preliminary analyses of program effectiveness from a provincial perspective, identifies service delivery issues and develops recommendations for improvements in program implementation.
4. Provides support to staff and external agencies regarding program frameworks, support services agreements, consent forms and monitoring tools and processes, and provincial best practice and standards. Identifies issues and provides options for resolution within standards of practice and policy.
5. Researches and prepares information for the preparation of program budgets. Monitors budgets on a regular basis and prepares preliminary budget analyses.
6. Provides information and support in the development of program frameworks, policies, procedures, resources, tools, performance indicators and program implementation strategies for new and revised housing programs.
7. In collaboration with Operations Support and IT staff, participates in the development and testing of new and enhanced systems; coordinates implementation schedules, testing/quality assurance activities, and staff and partner training for new and enhanced systems.
8. 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.

9. Participates on community committees and project teams for various program initiatives; conducts background research and analysis. May lead small projects or portions of larger projects as assigned.
10. Liaises and maintains effective working relationships with a variety of internal and external stakeholders including BC Housing staff, service providers, government agencies, and local, provincial and federal governments
11. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

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4. Education, Training and Experience:		

Bachelor's degree in Public Administration, Social Work, Urban Planning or other related discipline.

Considerable experience in project management and program analysis.

Or a combination of equivalent, education, experience and training acceptable to the Employer.

5. Knowledge, Skills, Competencies and Abilities	
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Core Competencies:

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Sound knowledge and understanding of the principles, practices and standards relating to social housing program development, implementation and evaluation

Some knowledge of government and community social service agencies and the services provided

Good knowledge and understanding of budgeting and budget analysis

Ability to learn and understand BC Housing's mandate, programs and policies in delivering social housing to the vulnerable 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

Ability to coordinate projects involving extensive consultation with staff and external groups, meet deadlines and identify key milestones or measures of success

Advanced analytical, organizational and problem-solving skills

Good research, writing, presentation, project planning and coordination skills

Effective consultative, consensus building and conflict resolution skills

Proficient in the use of various computer systems and in utilizing the internet for research purposes.

6. Occupational Certification

Criminal Record Check required.