

Programming Specialist

Community Social Development Department

*(*Permanent, full-time; 75 hours bi-weekly)*

****Subject to Continued External Funding***

*The City of Lethbridge Community Social Development Department (CSD), is actively committed to ensuring all individuals, families, and communities have opportunities for healthy development and social wellbeing. We are currently seeking an experienced **Programming Specialist**, who will be responsible for quality assurance, monitoring, and oversight of an assigned portfolio of projects delivered by funded service providers under contract with the City. We are looking for an accomplished team member who demonstrates professionalism and a commitment to providing exemplary public service.*

Lethbridge (www.lethbridge.ca) proudly acknowledges that we are located at the heart of Siksikaitsitapi (Blackfoot) Territory, home of Kainai, Piikani, Siksika and Amskapi Piikani (Montana, USA) First Nations. Lethbridge is also located within the Métis Nation of Alberta, Region III. The City of Lethbridge recognizes the diversity of our community and is working to ensure programs, services, facilities, and employment opportunities are inclusive to all people.

WAGE: \$41.86/per hour *(under review)*

HOURS OF WORK: 7.5 hours per day; Monday to Friday, 8:00 a.m. to 4:30 p.m.

STATUS: Permanent ****Subject to Continued External Funding***

The Role:

Under the direction of the Operations Manager, the Programming Specialist works closely with funded agencies to design programs and their performance measurement, particularly through the implementation of monitoring and remediation. The Specialist plays a key role in the implementation of the CWSS strategic direction and system coordination priorities focusing on programmatic investments and liaising with partner agencies.

As our top candidate, you will also lead the accreditation process for funded programs, and oversee the training and capacity building needed to enhance coordination and outcomes. You will work very closely with the Performance/Reporting team to ensure contract compliance and performance management targets are met.

Specific Duties:

- Act as a key liaison between assigned portfolio and the City to reinforce and/or provide information and support regarding City directions, requirements, processes and systems with system of care partners.
- Support the City's funding cycle, business planning and Request for Proposal (RFP) processes including:
 - Development of funding requirements, program activities and performance measures and benchmarks that align with CWSS goals.
 - Advance program design and processes, particularly program type, targets, eligibility criteria, referral processes, and performance measures to ensure the systems approach to investments.
 - Working with the Performance/Reporting team, ensure best and promising evidence-based practices guide program design and continuous improvement.
- Monitor program delivery and attainment of benchmarks through:

- Working with the Performance/Reporting team and funded agencies to assess qualitative and quantitative indicators of program performance
- Oversee Quality Assurance Analyst processes in conducting an annual review of program performance through site visits.
- Undertake analysis of program/funding submissions including monthly, quarterly and annual reports, budgets, financial statements, and year-end audited reports to ensure agencies in the assigned portfolio are operating in a fiscally and programmatically responsible manner.
- Support the implementation of any remediation plans for areas of poor performance
- Improve the City's ability to analyze emerging trends, develop enhanced program intelligence and support the continuous improvement of program development and implementation processes.

Your professional experience and skillset:

Education: As our ideal candidate, you will possess a proven track record in strategic social and health delivery management, which could include clinical expertise relating to psychosocial support, addiction and mental health, or international development (i.e., refugee resettlement). A minimum post-secondary degree in relevant disciplines is required with a focus on social services, health services, addiction & mental health, disaster planning, and leadership/management from a social lens.

Experience: You will have proven experience with a minimum of 3 years' experience in a results-oriented, high-paced culture focused on human service system restructuring with frontline delivery impact. A service oversight background, including demonstrated experience in the cycle of Continuous Quality Improvement; program audits; and analysis, will also be essential to your success.

Skills:

- Experience in the social services sector is an asset;
- Project/program management experience;
- Strong communication skills, both written and verbal;
- Strong analytical and financial management skills;
- Demonstrated ability to meet deadlines and deliverables in a program oversight context;
- Strong adaptive capacity and ability to respond to changing direction and emergent needs;
- Demonstrated evaluation and monitoring skills; and
- Strong interpersonal skills and ability to develop relationships with a variety of internal and external stakeholders.

For further information on this opportunity, please contact:

Takara Motz, Operations Manager, Community Social Development at 587-220-4709 or by email at Takara.Motz@lethbridge.ca

Closing Date: Wednesday, August 2, 2023, at 11:59 p.m.

Qualified candidates are invited to submit their resume with cover letter, online at: www.lethbridge.ca

All candidates are thanked in advance for their interest. Only individuals selected for interviews will be contacted.