



## POSTING

Posting date: Thursday April 15, 2021

Application Submission Deadline: 9 am, Monday April 26, 2021

Please submit application package, in confidence to:  
[selena.boutilier@contacthamilton.ca](mailto:selena.boutilier@contacthamilton.ca) or fax: 905-522-6957

We will only contact those selected for an interview. Thank you.

### Position: Information and Workflow Lead

<b>Category</b>	Full-time permanent
<b>Effective Date</b>	As soon as possible
<b># Positions Available</b>	1
<b>Reports to</b>	Hamilton-Niagara Passport Funding Program Manager
<b>Location</b>	Main Office Site, Hamilton
<b>Key Duties (not exhaustive)</b>	<ul style="list-style-type: none"> <li>• Leads the collaborative development, coordination, review and maintenance of written Passport Program procedures including but not limited to:               <ul style="list-style-type: none"> <li>○ Client information management</li> <li>○ Key Passport program functions including but not limited to: call routing, funding approvals, client onboarding, claims management, missing information, updating information, transfers in/out of program</li> </ul> </li> <li>• Leads the development of report generation including metrics that measure outputs and outcomes</li> <li>• Leads the collaborative and routine review of processes and procedures to ensure that they are up-to-date, efficient, relevant, and where required, recommends procedure revisions to the Manager</li> <li>• Develops and maintains written procedures specific to the use of databases used by the Passport Program</li> <li>• Leads the training, orientation, and refresher training of Passport team members to new and revised procedures including database procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Participates in relevant regional and provincial operational meetings</li> <li>• Supports the Passport Program with implementation of data integrity projects, especially as these relate to information and workflow coordination in all databases</li> </ul>
<b>Preferred Qualifications</b>	<ul style="list-style-type: none"> <li>• A formal undergraduate degree or equivalent in the field of project and/or workflow management</li> <li>• Experience in project management, within a fast paced, high volume environment</li> <li>• Experience working within a collaborative team environment</li> <li>• Current knowledge and experience of CRM databases</li> <li>• Excellent Excel and MS office skills</li> <li>• Experience with adult developmental services and the Passport Funding Program is an asset</li> <li>• Experience working remotely and independently (during pandemic)</li> </ul>
<b>Skill Set</b>	<ul style="list-style-type: none"> <li>• Demonstrates the values and behaviours that promote diversity, equity and inclusion</li> <li>• Ability to develop, implement, and revise complex workflow processes in collaboration with Passport team members</li> <li>• Ability to develop and maintain effective engagement strategies with team members, clients, service providers and other stakeholders</li> <li>• Excellent verbal and written communication skills</li> <li>• Excellent interpersonal and facilitation skills; positive, assertive, and solution focused</li> <li>• Excellent critical thinking, problem solving and prioritization skills</li> <li>• Highly organized and detail oriented</li> <li>• Flexible and able to work in a fast-paced and dynamic environment</li> <li>• Excellent digital file management skills and experience including excellent computer skills, proficient in a Windows environment; able to learn software / database systems and work in multiple systems</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• A current and original copy of a satisfactory Criminal Records Check with Vulnerable Sector Screening required if selected</li> <li>• Valid driver's license and access to a vehicle</li> <li>• A minimum \$2-million liability automobile insurance</li> </ul>
<b>FLS and Diversity</b>	<ul style="list-style-type: none"> <li>• It is an asset to have ability to speak, read and write in the French language</li> <li>• Contact Hamilton encourages and welcomes applications from people reflecting the diversity of our communities. Contact Hamilton is dedicated to a culture of inclusivity, equity, and diversity.</li> <li>• We are committed to providing barrier-free and accessible employment practices. As such, Contact Hamilton will provide reasonable accommodation for any applicant, as requested during</li> </ul>

	<p>the recruitment process. For any recruitment related accommodation needs and/or requests please contact Selena Boutilier at <a href="mailto:selena.boutilier@contacthamilton.ca">selena.boutilier@contacthamilton.ca</a></p>
<b>COVID-19</b>	<ul style="list-style-type: none"><li>• Health and safety is of paramount importance to us. In response to the current COVID-19 pandemic and restrictions, this position will temporarily be working both in-office and remotely. In-office work will be required for the completion of specific essential tasks, with the remainder of the work occurring remotely. Once COVID-19 restrictions ease, this position will be based out of the Hamilton office.</li></ul>