

## **JOB DESCRIPTION**

BCGEU

1. Position No. 22252	2. Descriptive Working Title Program Planning Co-ordinator		3. Present Classification CK 5
4. Department Program Planning	5. Branch/Section Corporate Services	6. Work Location Hybrid – Site Central	Date Sept 2019 Revised Feb 2021
7. Position No. of Supervisor 80311	8. Descriptive Work Title of Supervisor Director Program Planning		9. Classification of Supervisor Excluded Management
10. Job Summary:			

The Program Planning Coordinator performs research, analytical, document preparation, systems and administrative duties in supporting departmental functions. He/She/They prepares housing provider agreements, performs housing program analyses and policy and forms administration.

11. Duties:	
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### **1. HOUSING PROVIDER AGREEMENTS**

- Develops and amends routine contracts and other documents, ensuring compliance with BC Housing requirements and the operational needs of housing providers and other partners.
- Conducts research using online databases, internal files and in-person follow-up as required to support the preparation and review of agreements.

### **2. HOUSING PROGRAM ANALYSIS**

- Conducts research assignments using a variety of sources and methods to support the analysis and evaluation of current housing programs.
- Coordinates the compilation of key information required for large analysis projects, develops and submits regular internal reports, and tracks progress against project objectives.
- Provides analytical and administration support in developing procedures, program resources and tools for new and current housing programs in order to ensure effective program delivery by both BC Housing and housing providers.
- Participates in the development of written materials, presentations, manuals, guides, training materials and other such documents.

### **3. POLICY AND FORMS ADMINISTRATION**

- Responds to requests for policy and forms assistance, including reviewing, proof-reading, editing and publishing new or revised forms, templates, procedures and policies.
- Administers the policy and forms functions to ensure compliance with current best practices, including the recommendation and implementation of business process improvements as needed.

### **4. SYSTEMS SUPPORT**

- Participates in the assessment of departmental system requirements, proactively identifies systems improvements, evaluates proposals for new or changes to existing systems, and makes recommendations to the Director, Program Planning.

- Works closely with IT and provides departmental support in the design, development and implementation of new/enhanced systems.
- Provides advice and support to department staff on data management including data extraction, analysis, tracking, monitoring, and reporting systems. Conducts quality assurance tests and post-implementation reviews on data integrity.
- Acts as a super-user for IT systems utilized in the department and provides ad-hoc training and support to staff in the utilization of these systems.

## **5. GENERAL ADMINISTRATION**

- Compiles data and generates regular and ad hoc reports, including data for monthly, quarterly and year-end statistical reports, using Excel and database reporting tools.
- Reviews current and proposed operational and administrative processes, policies and practices for the department, and proactively identifies opportunities for improvement.
- Participates in the development and enhancement of business tools, templates and processes to support departmental functions.
- Prepares a variety of documents including reports, briefing notes, presentations and correspondence.
- Performs administrative duties in supporting the achievement of departmental objectives.

## **6. 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. 22252	2. Descriptive Working Title Program Planning Co-ordinator	3. Present Classification CK 5
4. Education, Training and Experience		

Diploma in business administration, planning, social sciences, or other relevant discipline.

Considerable experience in administration, research and analyses.

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

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

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
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- Sound knowledge and understanding of the principles and practices associated with business analysis and business process improvement.
  - Sound knowledge and understanding of business tools, systems and processes to support program analysis, contract preparation and project management functions.
  - Sound knowledge of and expertise in mission-critical corporate enterprise applications such as JDE and CPS, Siebel Oracle databases, and general business applications.
  - Ability to conduct research and advance new ideas and practices supporting the functions of the department.
  - Ability to take ownership of tasks and drive them through to completion.
  - Ability to work under pressure in meeting deadlines and changing priorities.
  - Ability to work independently as well as function effectively as part of a team.
  - Good analytical, problem solving, conceptual thinking, planning, research and organization skills.
  - Strong writing and editing skills.
  - Strong communication, interpersonal and relationship management skills.

6. Occupational Certification	
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