



## **Job Description: Contract Specialist – Urgent Response Services**

### **Reporting Relationships**

The Contract Specialist – URS reports to the Chief Executive Officer.

### **Summary of Role**

The Contract Specialist's primary responsibilities are creating and maintaining a record of the URS provider contracts; reviewing URS invoices received to ensure they are in alignment with client budgets and URS contracts; submitting reconciled invoices for payment; developing and tracking URS client budgets; informing the URS Coordinators about their client budgets; completing and documenting URS client referrals to URS providers and other services; maintaining up-to-date accurate documentation in the client database; extracting required URS data from the client database.

Additionally, the Contract Specialist will assist with providing administrative support to the agency as needed to maximize the potential for service delivery and administrative effectiveness.

### **Hours of Work**

The Contract Specialist manages a 37.5 hour work week, primarily being available for office hours Monday through Friday, 8:30 a.m. to 4:30 p.m., with flexible scheduling to meet the needs of the organization.

### **Qualifications**

1. Post-secondary diploma in business administration.
2. Minimum of two years related experience including accountable financial record-keeping and data reporting.
3. Proficiency in using a variety of software and database applications.
4. Asset: Bilingual, multi-lingual, Indigenous, 2SLGBTQ+, or a visible minority.

### **Conditions of Employment:**

1. Valid Ontario driver's license and current clear driver abstract with a reliable automobile and sufficient insurance for use on company business;
2. Acceptable Police Record Check every three years with an Offence Declaration in the alternate years.

### **Competencies:**

1. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; analytical and problem-solver; make sound judgments; ensure follow-up and communication.
2. *Organization and Attention to Detail* – Time management; organize and plan ahead; respond to time-sensitive information; prioritize; multi-task; display efficiency.
3. *Integrity and Transparency* - Accurate, precise, and accountable documentation and record-keeping; honesty; sound mathematical skills and deductive reasoning.

4. *Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, and proactive conversations that support teamwork and efficient operations; collaborative.
5. *Implementation* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humor.
6. *Tech-Savviness* – Knowledgeable, up-to-date and able to problem solve using a variety of software, database applications and technologies; Excel expert.
7. *Role Modeling* - Champion principles and practices of inclusion and equity; lead by example.
8. *Continuously Learning* - Is an active learner, identifying professional goals and personal areas for growth; apply newly acquired knowledge in service delivery.

## **Responsibilities**

### **1. Contract coordination**

- Create and maintain accurate records of the URS provider contracts based on direction from the CEO for each contract's parameters.
- Create Letters of Agreement for non-contracted providers, as needed.
- Communicate with URS providers about any discrepancies between the contract and invoices received.

### **2. Financial accountability for URS client budgets**

- Accurate and transparent maintenance of individual URS client budget and services-received records.
- Support the URS Coordinators in developing and understanding the budget for each URS client.
- Review URS provider invoices for accuracy related to each client budget and forward to bookkeeping for payment.
- Provide URS client and contract budget reports as needed for the CEO or Manager.
- Provide year-end reporting on URS data and budgets to the CEO as requested, for example, average client budgets, number of hours per discipline, number of clients served per URS Provider.

### **3. Administrative support**

- Complete the EMHware referral process to URS providers and other services, as identified by URS program staff.
- Extract data from the client database and other applicable sources for timely, accurate reports for the URS program to the CEO, and as needed by URS staff.
- Provide CANS Outcomes and Family Feedback Survey Reports to the CEO quarterly.
- Assist with extracting other agency data from EMHware and entering changes into EMHware when requested by the CEO.
- Assist with completing other program service referrals as needed.
- Assist with basic problem solving with agency staff for technology and client database difficulties.
- Provide back-up to answering phones as needed, documenting all requests for general community information in EMHware.

#### **4. Professional Expectations**

- Represent Contact Brant at all times by maintaining professional and ethical conduct and behaviour; exhibit stated agency values.
- Adhere to agency Policies and Procedures as well as Service Principles.
- Fulfill all requirements of client record keeping in a timely manner and document data required by Ministry and the agency.
- Respect the role as a health information custodian – fully understand privacy legislation; information is only disclosed with consent, and to those for the purposes intended.
- Maintain up-to-date knowledge about services and resources offered by Ministry service providers and the broader community across the Hamilton-Niagara Region.
- Demonstrate strong communication skills. Communicate concisely, clearly and in a manner that is appropriate for the listener; use reflective listening skills; and use non-verbal communication that is compatible with the message being conveyed.
- Develop and foster effective working relationships with contracted service providers and community stakeholders to facilitate effective business and service relationships.
- Promote effective teamwork through daily interactions with co-workers and participation in staff meetings.
- Promote Contact Brant within the community through participation in events and committee membership, as appropriate.

The Contract Specialist - URS is an integral team member with Contact Brant. It is expected that the Contract Specialist will contribute to problem solving about improving productivity, efficiency and effectiveness of the organization.

The preceding job description will evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.