

Job Posting #	2019-13
Title:	CWDS User Support and CPIN Tactical Support Analyst
Classification:	Professional
Employment Duration:	Permanent Full Time
Salary Range:	Grade 7
Location:	Toronto, ON

The Ontario Association of Children's Aid Societies (OACAS) has represented Children's Aid Societies in Ontario since 1912, providing service in the areas of government relations, communications, information management, education and training to advocate for the protection and well-being of children.

The CWDS User Support and Child Protection Information Network (CPIN) Tactical Support Analyst reports directly to the CWDS Operations Manager but will have a dual role in supporting the OACAS CPIN Sector liaison on matters pertaining to the standardization / sustainment of CPIN within the child welfare sector in addition to providing system user support for the CWConnects business intelligence reporting solution.

This position will provide support in leadership and tactical direction to a sector-based provincial team that collaborates with CAS member agencies and the CWConnects Managed Service vendors/consultants to support the business harmonization, continuous improvement and implementation of sector and agency-based supports to CPIN. Direct liaison with provincial government structures as well as the process of maintaining strong relationships with senior levels within the ministry and political spheres, important stakeholders and partners that are directly impacted by CPIN will be critical in this role.

This position will encompass the need to provide sector consultation and advice to key stakeholders on areas of issues management, risk analysis and mitigation. The position will also be working very closely with all OACAS departments including OACAS Communications and OACAS Shared Services.

As a key member of the OACAS Child Welfare Data Services team, this position will support the work of OACAS by collaborating, engaging and working across departments, within a co-operative and accountable environment.

The five areas of oversight associated with this position include:

- CPIN Sector Leadership and Government Liaison
- Provincial CPIN Business Harmonization and Change Management
- CWDS User and Agency-Based Tactical Support
- CWConnects System governance, privacy and security policies are executed
- CYFSA Part X Privacy and Security gatekeeper

Major Responsibilities:

1. Act as a customer concierge for CWConnects Services by proactively engaging with sector users to identify unresolved issues and route to appropriate team members for further investigation and resolution
2. Where issues are identified, escalate support and route to appropriate resources
3. Review customer feedback and concerns and provide suggestions to CWDS Team members to continuously optimize and improve the experience for CWConnects users
4. Develop knowledge artifacts into Frequently Asked Questions and Answers (FAQ) to handle CWDS Solution user concerns
5. Gatekeep for Agency users' access to Personally Identifiable data as this role proactively performs quality control checks on work performed
6. With advanced CPIN and Information practices knowledge, the candidate will function as an expert system navigator ensuring Agency staff are aware and informed of the best practices of information management within the Ontario Child Welfare Sector
7. Act as the single point of contact within the sector to provide child welfare business guidance and service intelligence as required.
8. Liaise with Ministry teams to ensure an effective and consistent application of business decisions are aligned with sector developed leading practices.
9. Support, through a coordinated approach, alignment of the child welfare field across multiple governance and operational tables.
10. Gather knowledge from sector knowledge leaders and transform this knowledge base into best practices case studies, thereby improving the consistent practices for all agencies.
11. Facilitate the collaboration of knowledge transfer, training and change management between agencies that have either adopted within all agencies.
12. Provide advanced subject matter expertise from practice leaders, business guidance and technical support to agencies to ensure the effective use of CPIN; such as navigating the system, using applications and sustaining CPIN.
13. Advise on and develop presentations along with other communication tools to disseminate information to and receive feedback from the field.
14. Act as a resource to agencies and liaise with the CPIN provincial structure for information and issues resolution.
15. Assist agencies with troubleshooting and seeking solutions to CPIN system problems and bring unsolved issues to the appropriate committees and governance tables for resolution
16. Facilitate the coordination, harmonization, field inputs and implementation of business processes through governance and field operational tables.
17. Support local training, change management and user acceptance.
18. Participate in meetings of the CPIN Operations and Strategy Committee and other CPIN governance tables, operational committees and working groups as assigned.
19. Perform other duties, as assigned.

Qualifications:**Education and Experience**

- Undergraduate or graduate degree in recognized academic institution; AND
- Minimum of 5 years' demonstrated child welfare experience; AND
- Minimum of 3 years' experience leading provincial projects and programs; AND
- Minimum of 2 years' experience using CPIN system; OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Knowledge and Skills

- Open, honest and collaborative leadership style that promotes partnerships and builds trust
- Good working knowledge of change management and continuous improvement
- Project management and problem-solving skills to provide direction and oversight for multiple projects and contracts with vendors
- Strong knowledge of the child welfare Case Management Practices in Ontario and its processes and tools
- Solid understanding of the Child Protection Information Network (CPIN) within a technical and service delivery context
- Excellent understanding of agency business processes and the related legislative and regulatory environment
- Demonstrated customer service experience, practiced communication skills, both orally, and written.
- Ability to communicate effectively with users and management.
- Ability to quickly and accurately resolve day to day problems/issues.
- Excellent interpersonal skills with the ability to work as a team member
- Ability to resolve routine and non-routine conflicts and knowing when to escalate.
- Ability to interact with users in a clear and courteous manner
- Strong knowledge of quality assurance, reporting and process flow methodologies
- Understanding of enterprise systems and their impact to child welfare business processes
- Innovative thinker with the ability to promote continuous improvement and to lead and influence change
- An open and collaborative leadership style that promotes partnerships and builds trust
- Strong negotiation skills and ability to foster cooperation, build consensus, gain support and influence decision making and outcomes
- Highly-developed conceptual and analytical skills and political acuity to assess complex issues and implement or recommend effective strategies and solutions
- Strong understanding of privacy and security as it relates to complex enterprise systems
- Ethical with proven integrity and credibility

Assets

Post-secondary education in Computer Science, Business, Statistics, Business Administration
Bilingual English/French
Experience working with aboriginal and/or francophone communities

To Apply: Please apply ONLINE at <https://jobs-oacas.icims.com/jobs/intro> by **Friday, December 6, 2019 at 5:00pm.** Late applications **will not** be accepted.

We thank all candidates for their interest; however only those considered for an interview will be contacted.

OACAS is committed to building a diverse workforce representative of the communities we serve. We encourage and are pleased to consider applications from all qualified candidates, without regard to race, colour, citizenship, religion, sex, marital / family status, sexual orientation, gender identity, aboriginal status, age or disability.

Accommodation at OACAS

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants are required to make any accommodation requests regarding the application, interview or selection process known in advance by contacting the Human Resources Department at 416 987-9853. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the interview or selection process which will enable you to be assessed in a fair and equitable manner.