



***Peel Children's Aid Society is a progressive child welfare agency serving children and their families throughout the diverse communities of the region of Peel.***

At Peel CAS, our mission is to protect children and strengthen families & communities through partnership. We are currently seeking the following professional to join our team:

## Specialist, Business Information & Support

(12 Month Secondment)

### SUMMARY OF DUTIES & RESPONSIBILITIES:

The position reports to the Manager, Business Information and Innovation and will work closely with members of the Strategic Data Intelligence Branch. The Business Information and Support Specialist is accountable for reviewing, analyzing and evaluating business processes. The Specialist will apply in-depth knowledge and experience of the provincial CPIN (Child Protection Information Network) Case Management system to support and strengthen agency case management processes. This position will also apply proven communication, collaboration, and problem-solving skills, as well as knowledge of best practices in utilizing CPIN.

### PRINCIPLE RESPONSIBILITIES:

- Identification of the impact of change on policies and practices impacted by CPIN and suggest, edit and modify policies and procedures to reflect the new business processes.
- Create, maintain and update support materials including user guides, tip sheets and process maps to ensure CPIN is reflective of agency processes and external requirements (e.g., OACAS Business Harmonization recommendations).
- Conduct business analysis activities related to CPIN and other applications.
- Effectively implement change management strategies in a consultative, participative and open process.
- Identify and document process changes and necessary corrective actions, obtain required approvals for process change and support staff and team leaders to adapt to the required change.
- Monitor CPIN queries and problems and provide support for effective problem solving that reflects the shared values of the organization as well as the objectives of the department and branch.
- Effectively utilize service expertise to assist or independently deliver CPIN training in an appropriate manner to minimize impact to service operations.



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- Perform User Acceptance Testing (UAT) in collaboration with MCCSS CPIN Operations group and provide feedback to stakeholders to ensure incident request changes meets resolution as per CPIN releases.
- Provide Tier 2 helpdesk ticket support to users related but not limited to Case Management and CM-FM process integration.
- Provide back-up support to the Client Services & Support Team in providing referral consultation and processing of service programs in CPIN.
- Develop and maintain CPIN support schedule ensuring staff are adequately supported in navigating and using CPIN.
- Assisting the team to up keep the Connected CPIN page with up-to-date and relevant information and actively reviewing communications including but not limited to proof reading, drafting and formatting.
- Creating organized well-designed and professional looking PowerPoint presentations and Word documentation.
- Use Excel and other business tools to assist in the analysis of data to promote and maintain data integrity as well as to support key stakeholders.
- Provide support for in-house applications as required.
- Supporting cross-collaborative projects between stakeholders, both external and internal.
- Perform other duties as required.

#### **JOB SPECIFICATIONS/COMPETENCIES:**

1. Demonstrated experience in frontline child protection service delivery.
2. Strong knowledge of current practice models, standards, legislation, policies, procedures, and case management systems.
3. Significant experience with the CPIN case management system and the integration to other applications (e.g. Finance, FastTrack, Document Management, etc.)
4. Excellent written and verbal communication skills
5. Ability to work independently, as well as multi-task and prioritize effectively; must work well under pressure to ensure goals accomplished on-time and accurately.
6. Good organizational and time management skills
7. Ability to be a source of expertise and support to staff in utilizing CPIN.
8. Must be focussed on providing exceptional customer service.



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9. Must be able to clearly understand and demonstrate the application of the values of the organization.
10. Must be able to produce data that reflects successes in their area.
11. Must be able to interact effectively with all levels of the organization
12. Strong organization and communication skills (verbal and written)
13. Must be willing and able to work flexible hours when necessary

#### **QUALIFICATIONS:**

- BSW or MSW degree from a recognized university.
- 4 to 5 years of experience in frontline child protection service delivery or equivalent experience.
- A minimum of 2 years of experience using CPIN.

#### **HOURS OF WORK:**

- 9am-5pm, Monday to Friday
- Working hours may vary and applicants must be flexible to work outside of standard office hours.

**HOURLY RATE:** \$38.82 - \$50.11

If you care deeply about the welfare of children and want to work in a dynamic and challenging environment, we'd like to hear from you.

Please notify your Supervisor of your application and submit your cover letter & resume to the Dayforce Careers page by **June 10, 2022**.

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

*Peel Children's Aid is an equal opportunity employer. Should you require accommodation during the recruitment and selection process, please inform human resources so that we can ensure your equal participation in this process.*

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