



Job Posting – Comp. # 2012.038

Position:	Quality Service Analyst
Reason for posting:	This position is posted to fill a vacancy.
Organization:	Community Living British Columbia (CLBC)
Location:	North Vancouver
Region:	Vancouver Coastal
Term / Status	Regular/Full time
Eligibility:	Open to internal and external applicants
Classification/Salary:	Social Program Officer (Growth to R24) / \$48,406 to \$64,052 annually

The Program - Community Living British Columbia [CLBC] delivers support and services to individuals with developmental disabilities and their families. CLBC staff strives to adhere to the corporate vision of **'Good lives in welcoming communities'**.

The Role – Analysts are responsible for representing CLBC as the primary point of contact for service providers. They perform the lead role in negotiating contracts, with manager approval, reviewing and monitoring contracts for service quality according to CLBC requirements, developing and approving new resources, managing service requests and ensuring crisis response systems and resources are available. Analysts are responsible for negotiating costing details and developing support and service contracts as well as the subsequent ongoing monitoring and evaluation of the services being provided for all agreements (i.e. both contract compliance by service providers as well as quality and appropriateness of services being provided). Analysts review individual support plans when CLBC funding is requested, allocate funded supports and develop CLBC funded services. Analysts work together as a team to identify and resolve systemic issues and service gaps. They also perform an active role in the allocation and management of local budgets to ensure the equitable, consistent and portable allocation of resources. The safety, security and well being of adults and their families is paramount.

Qualifications – Business related Bachelor's degree preferably with human services orientation or work experience, OR a combination of 10 years equivalent education and experience. Experience working in Community Living field with adults with developmental disabilities and their families is preferred. For a complete list of qualifications and duties please review the job description.

Transportation arrangements must meet operational requirements of CLBC. Use of own vehicle on expenses. Successful applicants are subject to a Criminal Record Check (Criminal Records Review Act) and are required to provide a clean Driver's Abstract.

How to apply - Interested applicants must complete the online application **to 100% by the closing date of the competition**, in order to be considered. Details on the application process can be found on our website: www.communitylivingbc.ca Once the online application is completed, send an email quoting competition #2012.038 in the subject line, advising completion of the application, to Jaimie Willows at CLBC.HumanResources@gov.bc.ca **NOTE:** An eligibility list may be established.

Closing Date:	May 23, 2012
Contact:	Jaimie Willows
Email:	CLBC.HumanResources@gov.bc.ca
Address:	7th Floor – 1200 West 73rd Avenue, Vancouver, BC V6P 6G5