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## Job Specification

**Position Title:** PROGRAM REVIEW OFFICER  
**Job Code:** OPSEU - Community Development Officer 2, 5512  
**Job ID:** 19698

### Purpose of Position:

As a member of the Municipal Services Unit, working closely with Program Supervisors, conducts compliance audits and operational reviews of social assistance and related programs administered under a number of Acts to ensure that they are delivered in compliance with legislation, policies and guidelines and to evaluate the effectiveness of program delivery. To provide consultative services and training to municipalities, First Nations and community agencies (as required) and program support to the MS Team, Regional Office and corporate branches as required.

### Duties/Responsibilities:

1. To conduct analytical reviews of subsidy claims submitted by municipalities, community agencies and First Nations by:
  - verifying claimed expenditures, identifying problem areas, requesting clarification and making adjustments as appropriate;
  - following up with municipal and First Nation officials where corrective action is needed;
  - identifying target areas to be audited and establishing review priorities in consultation with Program Supervisors and Manager;
  - preparing subsidy adjustment forms, detailing dollars to be recovered and reasons;
  - examining internal financial systems and controls
  - establishing and examining municipal/First Nation client overpayment recovery systems, ensuring that these programs are addressed for issues of prevention, detection and recovery.
  
2. To conduct compliance audits and operational reviews of social assistance (e.g. Directors Monitoring Activities) and other related programs operated under the SARA, OW, ODSP, GWA, FBA, MCSS and Developmental Services Act to evaluate client services, program integrity and utilization of public funds by:
  - developing or following review instruments and audit plans, outlining such parameters as the intent, scope, extent, time frames of the audit;
  - visiting agencies and local offices at least annually to conduct audits by following an audit trail to examine financial, administrative and delivery services, procedures and processes in order to monitor compliance with legislation and assess the integrity and effectiveness of program delivery, e.g. services to clients, use of resources, including the review of case files against legislation and guidelines to assess eligibility decisions and services provided and conducting client interviews to verify file / data content;
  - drawing serious , major problems to Managers attention for decision at regional level to conduct full-scale operational reviews involving a team of senior area management staff, e.g. Financial Officer, Human Resources, Program Supervisor as well as the Program Review Officer;
  - contributing knowledge of the program, its organizational structure, operating systems, legislative issues and the identified problems to the audit team and providing team leadership, as assigned;
  - analyzing data collected and preparing detailed reports of findings and feasible recommendations for Program Supervisor and initiating appropriate corrective action;
  - monitoring the implementation of corrective action as necessary;
  - conducting or assisting with briefing or debriefing conferences to communicate / discuss findings and changes;
  - preparing action plans to reflect findings and recommendations of reviews and with Program Supervisors, monitors/ensures corrective action has been taken;
  - with Program Supervisors, participates in entrance, planning and exit interviews with municipal/provincial/First Nation or agency staff to explain, plan, debrief, and organize various reviews, findings, recommendations and action plans.
  
3. Provides ongoing consultation to staff from municipalities, community agencies and First Nations, by:
  - providing support, advice and training to agencies, municipalities and First Nations on administrative and operating systems, management and accounting practices to assist programs in improving their effectiveness (in unorganized area and very small offices this may be ongoing hands-on assistance in recruiting of administrators, setting up of systems, etc.);
  - advising on the development of in-house policy and procedural changes, providing ministry perspective;
  - providing consultation to administrators on the interpretation of Ministry directives, interpreting and explaining the applicable legislation;
  - providing training sessions to ensure that funded agencies understand changes in legislation, guidelines and policy and to address specific issues identified through audits;
  - reviewing municipal policies and training packages to ensure they correctly represent legislative

requirements and Ministry guidelines;

- advising on special projects in response to requests;
- trouble shooting and problem solving issues arising in municipalities, counties and First Nations, such as client complaints; providing liaison between different levels of government to resolve issues.

4. Provide program support to Program Supervisor and Regional Office by:

- analyzing claims to evaluate expenditure patterns in relation to budgets and projected plans, comparing agencies expenditure patterns to identify trends and problem areas, following up as appropriate;
- monitoring expenditure patterns and preparing financial and analytical reports to assist program supervisor in financial forecasting;
- reviewing and analyzing budget submissions annually to assess consistency with prescribed procedure, verifying accuracy of data which supports requests, identifying discrepancies in data, evaluating rationale, changes in operating practices from previous years and areas for clarification, such as new initiatives, special projects, requests for more staff, conducting caseload analysis; preparing notes for Program Supervisor; calling agencies for further information, as required;
- compiling statistical information, analyzing and preparing reports on Social Assistance and related programs;
- providing liaison to other government agencies and different levels of government, to council members and reeves of district boards and chiefs of First Nations regarding funding and program issues; mediating for First Nations with the Indian and Northern Affairs Canada (INAC) to resolve problems;
- responding to enquiries from the general public regarding the interpretation of Ministry directives, policies, procedures and legislation;
- providing liaison between agencies and ministry by bringing contentious issues to attention of Program Supervisor and researching the issue in other agencies preparatory to possible policy changes;
- assist in the formulation of area policies and procedures and unit work plan;
- assisting in the research and preparation of action requests, briefing notes and correspondence in response to Ministerial inquiries and to resolve contentious issues;
- representing the Region on various task groups and committees;
- providing initial and ongoing staff training to client groups on program legislation and guidelines (municipal, provincial, community agency and First Nations).

**Knowledge:**

The position requires: advanced specialized knowledge of the legislation, regulations, objectives, funding arrangements, policies, procedures and guidelines applicable to the delivery of social assistance programs, such as Ontario Works and Ontario Disability Support Program, Developmental Services Act, Legal Aid, in order to interpret intent and to review and evaluate the programs for compliance and program integrity.

Knowledge of the organization, operating and accounting systems of a wide variety of funded social assistance programs and the principles and practices of financial accounting. Knowledge of Ministry programs and municipal, provincial, federal and aboriginal government organizations. Knowledge of other programs that impact on social assistance, such as Employment Insurance, GAINS, Old Age Security. A working knowledge of sound management practices. Sound knowledge of a range of automated systems such as SDMT, CWT, CIMS, Schooley Mitchell, etc. to access, interpret and reconcile program data. Sound knowledge of the PRO Automated Database to complete file review tools, request and produce reports, enter Recommendations and site responses, etc.

**Skills:**

Excellent verbal and written communication skills: to explain procedures, legislation; provide advice, recommendations, action plans and consultation to municipalities, agencies, and First Nations with tact and diplomacy; to provide training to a variety of agencies; to write complex audit reports and recommendations. Well developed analytical skills; to examine and evaluate claims and operating practices of agencies and to determine intent and compliance with legislation, policies and guidelines; to analyze data and identify problem areas, decide on representative case samples. Excellent communication and diplomatic skills in conducting staff interviews to complete operational/director's monitoring reviews by examining various aspects of program delivery issues and procedures.

Organizational skills to set priorities and organize work load for timely completion of reviews and reports. Mathematical skills sufficient to verify costs in claims, analyse financial data in municipal /First Nation ledgers, journals and in related computer systems and computer skills to input and access data. Ability to travel within Northern Region (Class "G" drivers license) to conduct reviews, sometimes in remote areas.

**Freedom of Action:**

Position works under minimal supervision, referring contentious issues, possible frauds, administrative errors, interpretation difficulties regarding written/new policies and their application to Program Supervisors/Manager.