



## Contract Coordinator

Bring your expertise in contract administration and monitoring to this regular full-time role as a Contract Coordinator for the Central West Community Care Access Centre (CCAC).

Reporting to the Director – Contracts & Procurement, this position is responsible for the monitoring and reporting of all client services contracts to support the Contract Management Excellence Strategy. The Contract Coordinator will monitor Client Services contracts performance and reporting against CCAC defined targets and is also responsible for implementing and improving existing systems (collection and analysis) to provide evidence, auditing and internal/external performance management. Responsibilities include the following:

### **Performance Monitoring**

- Functions as a contract subject matter expert working closely with Client Services, Finance and IT to develop and maintain processes for the provision of performance monitoring and reporting information to internal and external partners.
- Tracks, trends and analyzes data and completes required reports with respect to the contract management program as well as informing the Director of Contracts of any service provider performance not achieving acceptable targets.
- Provides guidance and/or collects, investigates and prepares data reports on contract compliance investigations.
- Leads internal and external audit task forces to improve systems and ensure data integrity.
- Prepares monthly/quarterly performance reports and queries about performance indicators and other performance monitoring information.
- Provides in-service training for experienced providers in areas of updated policy, procedure and regulations and training new service providers on HPG and Portal administration.

### **Relationship Management**

- Builds and maintains effective working relationships with internal and external stakeholders to ensure the effectiveness of contract performance and monitoring.

## **Other**

- Manages administrative function for internal/external performance monitoring including scheduling meetings, preparing agendas, coordinating support materials, recording and circulating minutes, and coordinating follow-up reports.
- Assists in other departmental initiatives when required.

LOCATION: Brampton, Ontario

## **ESSENTIAL QUALIFICATIONS**

- Relevant undergraduate degree or diploma in business or a health related field from a recognized college or university. Combination of relevant education and/or experience will be considered.
- Three years of experience in a contract administration role.
- Knowledge of performance management and reporting methods and tools.
- Understanding contract management principles and practices.
- Experience monitoring and managing contract performance indicators and quality standards.
- Strong knowledge of CCAC business strategies, objectives, and priorities and related priorities and requirements for the Contract/Performance Management function.
- Basic knowledge of CCAC administrative practices and procedures (e.g., HR, etc.)
- Demonstrated planning and organizing skills to manage a variety of contract monitoring processes simultaneously.
- Demonstrates strong communication skills to write and discuss complex situations with staff, management, and/or service providers.
- Conflict resolution skills to advise and resolve performance management discrepancies.
- Advanced keyboarding/computer skills and an aptitude to use a variety of software programs including Microsoft Office Suite (e.g. Word, Excel and general knowledge of PowerPoint and MS Project).
- Strong analytical and monitoring skills.
- Demonstrated ability to work under pressure of competing demands.
- Strong attention to detail and accuracy rate.
- Ability to communicate with all levels of internal staff and external service providers to follow through with contract management strategies.
- Experience providing guidance and direction to all levels of internal and external stakeholders regarding contract management excellence strategies.

## **ASSETS**

- One year experience in health care field preferably in a brokered model of care environment.

## WHO WE ARE

Each year, over 600,000 people count on the **Community Care Access Centres (CCACs)** of Ontario as their single point of access for community services. CCACs play a pivotal role in helping clients navigate the complexities of the health care system, and we are dedicated to supporting and enhancing the quality of life, independence, health and well-being of individuals in the communities we serve.

## HOW TO APPLY

If you are seeking a chance to be part of team that's truly making a difference in the lives of others, please apply on-line or you may also send your resume to Human Resources at [careers@cw.ccac-ont.ca](mailto:careers@cw.ccac-ont.ca). All applications will be reviewed.

The Central West Community Care Access Centre is governed by the requirements of the French Language Services Act and therefore encourages applications from French speaking candidates.

CWCCAC