

**New**

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

**Employee**

Employee Name (or Vacant)

**Organizational Structure**

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

**Design: Identify Job Duties and Value****Job Purpose and Organizational Context**

Why the job exists:

This job is accountable for providing analysis and project leadership for the Residential Protection Program. To be effective, the position must provide proactive analysis of program operations and all applicable legislation, as well as liaise with key stakeholders to identify emerging trends relevant to the program. This ensures the program is effectively managing consumer protection for new home buyers and licensing all residential builders in Alberta.

**Responsibilities**

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Residential Protection Program maintains a leadership role in the analysis and coordination of Alberta's new home buyer protections and builder licensing program - Takes a lead role, with minimal supervision, in carrying out major program operations and policy projects. This includes the interpretation, evaluation, and implementation of the *New Home Buyer Protection Act* (including builder licensing, applicable regulations and operational policies), within the framework of the department's business plan objectives.
2. Leads project work to ensure comprehensive input from subject matter experts and timely project completion - Works with program staff to deliver projects that can improve daily operations, often in response to inquiries, questions and concerns from key stakeholders and the general public.

3. Residential Protection Program interests and priorities, related to consumer protection and builder licensing, are effectively managed and represented in public forums - Facilitate the operation of, and input from the program's advisory groups, which will require liaising with stakeholders to ensure direction from government or feedback from stakeholders is actionable at the program level.

4. Develop recommendations and solutions to address policy and legislation issues to address current and future issues - Facilitate policy discussions and deliver insight from the program that can result in legislative recommendations. Collaboration with RPP staff members, other TCS program areas and internal/external stakeholders will be vital to delivering projects that result in improving program operations.

### Problem Solving

Typical problems solved:

Using legislative analysis to develop actionable advice for program staff and key stakeholders, investigating trends in complaints to program staff, presenting public education material and building consensus to develop recommendations to management and government.

Types of guidance available for problem solving:

Strategic guidance for problem solving will be provided from program management.

Direct or indirect impacts of decisions:

Limited impacts of decisions, as program management will be accountable for all public facing decisions. No financial exposure is associated with this role.

### Key Relationships

Major stakeholders and purpose of interactions:

RPP management - Receive assignments and direction on program priorities, interests and strategic goals.  
RPP staff - Collaborate and deliver strategic projects for program implementation, and external manage stakeholder interactions.  
Senior branch management - Interactions to receive direction, as well as develop and review.  
Internal stakeholders - On a project to project basis, interact with colleagues in other ministries (Service Alberta, Treasury Board and Finance) to ensure program aligns with broader government mandates.  
External stakeholders - members of the advisory group (industry, delegated regulators), projects such as stakeholder education resource development.

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Arts	Public Administration	

If other, specify:

Job-specific experience, technical competencies, certification and/or training:

- Understanding of government regulatory frameworks, compliance and enforcement programs
- Solid understanding of the GOA policy cycle and decision-making process in government.
- Knowledge of relevant legislation including the *New Home Buyers Protection Act*, *Safety Codes Act*, and *Insurance Act*.
- Understanding of consumer protection policies, home construction regulatory framework, residential construction and real estate trends, warranty and insurance
- Strong networking, interpersonal, written, verbal and analytical skills. This includes the ability to establish and maintain effective working relationships with Ministry and staff, other government contacts, and external stakeholders.
- Ability to identify and monitor politically sensitive issues/trends, and develop responses or recommendations.
- Ability to maintain a strategic, and division-wide focus while delivering results at the program level.
- Function independently and contribute effectively to a team environment.

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>In the immediate term, the position will interpret, and determine how best to implement, feedback received from the current New Home Buyer Protections Review. Whether during an official review, or if there is an emerging industry trend, this job requires the ability to analyze and anticipate policy options to achieve the program's goals over multiple timelines with various stakeholders.</p>
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	<p>This job will be a key participant with the program's advisory groups. The incumbent is asked to foster a collaborative environment, and leverage relationships throughout government that can provide valuable insight to the meeting's agenda.</p>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>This job will be asked to lead strategic projects that will impact future operations of the program or decisions of the Registrar. These projects can require collaboration from program operations staff, divisional colleagues, other government ministries, as well as industry stakeholders.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p>	<p>This job will be monitoring complaints from homeowners to</p>