

Update

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Current 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:

Program Oversight and Workforce Planning (POWP) unit guides the development of Alberta's post-secondary system by identifying program needs and opportunities, and by defining and supporting government's approach to ensuring quality programs of instruction delivered by post-secondary institutions. The primary purposes of the unit are to broaden access to post-secondary programming across Alberta, and to support efficient, effective program delivery that contributes to Alberta's competitiveness nationally and internationally.

Reporting to the Director, POWP, the Manager, Program Oversight and CAQC Secretariat is responsible for facilitating post-secondary system coordination and system quality reviews through program proposal review, recommendation(s), and approval. The manager, acting in accordance with relevant legislation, policies, guidelines, and processes, oversees the activities and performs other supervisory functions for the branch's System Quality team, ensuring resources are planned and managed to effectively and efficiently deliver the outcome of high-quality credentials within Alberta's post-secondary system. The position has the primary responsibility for providing secretariat support the CAQC in its role of quality assurance of degree programs.

Responsibilities

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

1. Strategic Support is provided to the CAQC Co-Chairs, members, and senior management within the Ministry with respect to recommendations concerning new program and program change proposals.

- Supports the branch's system coordination function by overseeing the review of applications for new, or changes to, new and existing credentials, including conducting reviews as applicable.
- Ensures that policies, procedures, and standards are in place and followed with respect to consideration of applications for new degree programs and monitoring of approved degrees once implemented.
- Ensures that CAQC and branch policies, procedures, and standards are periodically reviewed to ensure continuous improvement.
- Oversees and coordinates the recruitment and selection of experts to ensure credible and respected teams of reviewers from across Canada will enhance the reputation of degree quality assessments in Alberta.
- Aligns CAQC strategies with Ministry policy and direction to develop province-wide strategies through a collaborative and cooperative approach and in support of Alberta 2030.
- Oversees production of CAQC's Annual Report and Action Plan.
- Provides proactive communication with Council and senior management.
- Enhances and supporting Council's work through its standing and ad hoc committees.
- Facilitates the flow of Ministry strategic direction and policies to Council.
- Provides project management to coordinate and align Council's activities and AE priorities.
- Ensures perspectives on degree offerings align with AE governance, system needs, labour market requirements and student demand.

2. Operational Leadership is provided to the CAQC Secretariat

- Directs the planning and management of day to day operations of the Secretariat to ensure the support provided to the Co-Chairs and members and to the Ministry is effective and efficient.
- Tracks deliverables and timelines to ensure strategic initiatives are progressing, and the work of the Council is supported by effect management practices.
- Ensures the team's work is directed by a work plan developed in alignment with CAQC's Action Plan and branch plan and conducts necessary research to identify improvements and establish performance measures.
- Works with Council and the Ministry to identify opportunities to develop innovative strategies for continuous improvement in Secretariat and CAQC service delivery and support to CAQC and Campus Alberta.
- Provides guidance on alignment with AE policy goals and facilitates information exchanges with Ministry senior leadership.

3. CAQC-related issues are effectively managed on behalf of the Minister and senior Ministry officials

- Directs analysis and review of issues and related information and provides advice and recommendations to ensure CAQC, its Co-Chairs, and senior Ministry officials have appropriate input and briefings to make strategic decisions on the evolution of quality assurance and accountability.
- Develops briefings, background documents, and correspondence for consideration by the Co-Chairs, Council, and Ministry senior leadership.

- Works collaboratively within the Ministry to ensure that the Co-Chairs, CAQC and Ministry officials have relevant and evidence-based information on which to base decisions by remaining current on quality assurance and degree education developments in other jurisdictions, including by developing key linkages with individuals in other agencies.

4. Facilitating relationships to foster quality assurance within Campus Alberta.

- Maintains strong relationships with the Co-Chairs, Council, and post-secondary institution officials.
- Establishes and maintains relationships with government representatives and stakeholders, including providing consultation and communication support for issues pertaining to program approval and quality assurance.
- Promotes collaboration within the Ministry and with partners and stakeholders related to quality assurance and accountability.
- Represents the Ministry as needed on cross-government and/or stakeholder committees that support strategies that will enhance Alberta's post-secondary learning system.
- Facilitates coordinated approaches to decision-making, communicates relevant perspectives and requirements, and remains aware of stakeholder and partner perspectives.
- Assist post-secondary institutions in understanding CAQC requirements and processes, and strategically communicates with the post-secondary system regarding Ministry priorities and policies.
- Identifies emerging issues or areas requiring policy consideration for both the Council and Ministry staff

5. Engagement in Pan-Canadian Activities support information sharing and advancement of the Ministry and CAQC's work in light of national perspectives.

- Collaborates with provincial partners and professionals in quality assurance as the Ministry's representative on pan-Canadian committees and working groups (e.g., CMEC subcommittees, Quality Assurance Network).
- Works with provincial partners to provide leadership in developing strategies that will enhance the reputation and quality of post-secondary education in Canada and enhance pan-Canadian mobility through the recognition of degree credentials approved by the Ministers.
- Assists and provides advice to other jurisdictions with respect to quality assessment and assurance.

6. Assists the branch in achieving its goals in alignment with ministry and GoA priorities within a positive team environment.

- Manages the team's human resources (i.e., recruitment; mentoring staff; developing performance agreements and learning plans; assesses performance; allocates and manages workload).
- Integrates the team's system quality work into the larger AE priorities in a collaborative manner. Writes, reviews, and approves the team's briefings, correspondence, and other documents for which it is responsible prior to submission to the Director.
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- Verifies and approves staff member expenses, CAQC member honouraria and travel expenses, and ensures they are paid in a timely manner.
- Prepares cost estimates for external CAQC evaluation teams, ensuring letters of agreement are produced properly, and approves evaluation team member invoices for payment.

- Invoices institutions and other governments for applicable costs of all evaluation activities and application fees, and approves the revenue received.
- Engages with other areas of AE or other Ministries to share information on Council activities to coordinate and convey workforce related issues as well as seek information to inform Council's work.

Problem Solving

Typical problems solved:

Difficult or challenging situations typically handled or resolved by this position include:

- Ensuring alignment of CAQC's direction with the Ministry's strategic direction sometimes requires balancing differing and occasionally competing interests while demonstrating responsiveness and adaptability.
- Ensuring Council makes its decisions in compliance with its published operating principles, standards, and processes by pointing out precedents, risks, and implications and identifying options for their consideration.
- Determining the relevance of emerging issues and the need for and sources of information, deciding which information and issues need to be advanced to Council and senior Ministry decision-makers, and consolidating information.

Types of guidance available for problem solving:

A strong emphasis is placed on cooperation, collaboration, teamwork and understanding when interacting with Council, the Ministry, stakeholders, and other government representatives to achieve outcomes that meet Council, Ministry, and government goals.

Building and maintaining relationships with institutions that offer approved degree programs is key, since at times, information and expectations need to be conveyed to institutions that may not be perceived as positive. Likewise, seeking perspectives of other interested GOA Ministries and maintaining information exchanges where there is tension between intended outcomes and operational processes can pose challenges, and requires proactive facilitation to surface and resolve issues.

Direct or indirect impacts of decisions:

As a significant portion of the work of the position is with external stakeholders, the position impacts all institutions seeking to or currently offering credentials, especially degree programs, and ultimately students in those programs. As more institutions have been mandated to offer degree programs in recent years the scope and impact of this position has expanded.

The functions of the CAQC program approval processes are a key function in operationalizing broader AE policy, and have significant impacts for achieving ministry goals, as well as implications for overall system governance.

In the role of supporting the CAQC, the manager is responsible for achieving both ministry and CAQC's goals and outcomes and is accountable for defining priorities and objectives for the CAQC Secretariat, and for directing operations and associated resources to achieve goals and results. This position directs the development of the CAQC's annual reports and action plans and contributes to the Ministry's business and operational plans and associated performance measures and reports. The position ensures that the CAQC Co-Chairs are accountable to the Minister. The manager collaborates with the Co-Chairs and Council, Ministry officials, and stakeholder representatives when identifying opportunities to enhance service

delivery and cooperation. In addition, this position may represent Secretariat and division interests and perspectives and/or articulate the position of CAQC on particular issues when participating in Ministry, government, and stakeholder committees and task groups, including those involving the federal government and agencies, and regulatory bodies.

The position is relied on to provide well-researched, balanced, and substantiated consultation, recommendations, policy direction and information to CAQC's Co-Chairs and members and to senior division and Ministry representatives and officials, directly impacting key decisions relating to quality assurance and program approval directions, and program and service delivery. Ultimately, these decisions have potential for impact on the evolution of the system and system expenditures.

This position also has responsibility for fostering inter provincial and inter-agency relationships, which will lead to facilitation of initiatives such as sharing of best practices, and the fostering of credential recognition and mobility across provincial boundaries.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Interact regularly and frequently with the Unit Director and other managers and staff within POWP to discuss work assignments; provide advice and recommendations; exchange information; resolve issues; solicit and coordinate input to major initiatives, policies and reviews; lead and collaborate on initiatives and projects related to program approval, quality and accountability.
- Collaborate with divisional managers, directors, and support staff as required to enhance efficiency, solve problems, and initiate and complete projects, provide direction and leadership to the Secretariat.
- Interact as required with divisional managers, directors, support staff, and senior Ministry officials on a task specific basis to represent CAQC and other issues to the Ministry and act for Director when required.
- Frequent interaction with other GOA ministries as required.

External

- Regular and frequent contact with CAQC Co-Chairs and members, post-secondary institutional staff and representatives (e.g. senior representatives of post-secondary institutions, including vice-presidents, presidents, deans) to act as CAQC and branch liaison, develop positive working relationships, mediate resolution of issues, facilitate discussion, build support for and provide clarification of department/ government and CAQC policy and processes.
- Communicate as required with Yukon Education officials under the AB-Yukon Agreement to develop positive working relationships and provide clarification of CAQC policy and processes.
- Communicate monthly with QA agencies in other jurisdictions to share information and expertise and inform CAQC and Ministry activities and policies.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Master's Degree	Other		

If other, specify:

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

- Knowledge Alberta's post-secondary system, with a focus on degree programming and the factors

affecting institutional capacity to plan, deliver, and support quality programs, program and curriculum development, student services, academic policies and academic governance, and intra- and inter-institutional relationships.

- Project management experience, knowledge of project management principles and the ability to implement track and monitor strategic initiatives and action plans.
- Well developed knowledge of government processes and an ability to proactively identify and manage issues.
- Trends in degree programming and quality assessment and assurance issues, standards, and practices in other jurisdictions as well as the legal frameworks with respect to degree-granting in other jurisdictions.
- Knowledge of applicable government and Ministry policy directions, functions, standards, decision-making processes, and information systems, especially as they relate to CAQC's mandate and initiatives.
- Strong knowledge of effective board governance and administrative justice principles and practices.
- Highly developed written and verbal communication skills; effective interpersonal and management skills; and proven skills in problem-solving, decision making, and mediation to clearly articulate often complex and diverse information suitable to a target audience.
- Master's degree (or equivalent), supplemented by a minimum of five years progressive employment experience in a government or post-secondary institutional 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		
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"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	As the number and complexity of our stakeholder relationships continue to expand as new and different kinds of institutions seek to offer degrees (e.g., theological colleges and bible colleges), the position needs to bring different voices to the table to achieve goals.

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"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>A key task of this role is to help ensure that CAQC's purpose and direction is aligned with the Ministry's strategic direction. A systems perspective is needed to ensure that the partly overlapping though distinct roles of Council and the Ministry remain respected.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>As CAQC is routinely asked to be responsive to the system, a strong drive for results orientation is needed to seek continuous refinement of Council's policies and processes with respect to approval and monitoring of degree programs to ensure they are regularly evaluated and remain current.</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> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Challenges such as conveying expectations to institutions that are not viewed as positive, establishing processes and guidelines for non-resident institutions, and learning how to differentially apply Council's expectations to the unique sectors within Campus Alberta have provided a fertile landscape for successfully mediating between competing expectations for the good of the system. In many cases, no established precedent exists, so new solutions need to be found for new</p>

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