

JOB DESCRIPTION

Working Title: AISH Supervisor	Name:
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Position No.:	Reports to Position No., classification and level: Service Delivery Manager, Manager II	Division, Branch/Unit:
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Present Classification: HSW VI	Requested Classification: <i>(if encumbered only)</i>
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Position Summary:

Briefly describe the main purpose of the position, and why it exists for the most part [See the [Job Design Writing Guide](#) for further assistance]

The Supervisor is a proactive individual responsible to provide support, direction and consultation to Program and Administrative staff delivering the Assured Income for the Severely Handicapped (AISH) Program. The Supervisor ensures that program services are administered in accordance with accepted practices and guidelines as defined by departmental policy, procedure and legislation

As a member of the Leadership Team in Alberta Supports sites, the AISH supervisor supervises AISH Generalists and may on occasion provide cover off supervision for other Community and Social Services areas/functions. We are committed to implementing a Citizen Centred Integrated Service Delivery model in all AB Supports sites. As we move forward with Integrated Service Delivery, our AB Supports sites will be introducing more programs in order to better serve Albertans.

The Supervisor is responsible to provide leadership, strategic planning, support, direction and consultation to worksite staff delivering the AISH Program.

As a member of the area leadership team, AISH Supervisors assist in developing and implementing area plans; facilitate changes in program direction; assist staff to develop and implement plans to improve individual performance; and conduct continuous environmental scanning to ensure that quality customer service goals are maintained, service delivery impacts are identified and changes implemented. The Supervisor influences outcomes of strategic directions in the region and impacts front line staff level of satisfaction/productivity in the work environment.

The Supervisor consults and collaborates with a wide range of stakeholders. Extensive consultation with law enforcement, lawyers, and public/private trustees and or guardians is required. Consultation with institutions, professional individuals, community agencies and government departments is also required. A major focus of the Supervisor is on translating department and region business plan goals into area specific work plans directed at meeting local information and service needs of the local community. The Supervisor is responsible for building relationships with community stakeholders to gather relevant information about needs and trends of the community. As a member of the area leadership team provides information and analysis to support regional planning to meet local community needs.

The Supervisor is to provide leadership to staff serving a very diverse client group of individuals living with disabilities and consequently must employ a high degree of resourcefulness and creativity in meeting the varied, and often multiple needs of clients. Clients may present with disabilities including cognitive or other disabilities, behaviour

issues, and/or communication barriers, some who may have significant personality disorders and behaviour problems. As a result the Supervisor must be able to lead, motivate and support staff dealing with interactions that may be stressful. The Community And Social Services supervisor plays a major role in establishing and maintaining a working environment and the supervisory relationships that supports employee satisfaction and productivity, in an environment of continual change.

Primary Accountabilities/Responsibilities:

List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each [See the [Job Design Writing Guide](#) for further assistance]

• Leadership

As a member of the area leadership team contributes directly to the development and implementation of regional operations plans, goals, and strategies, and to the building of effective and highly motivated unit teams.

Activities:

- As a member of the area leadership team, oversees the delivery of services according to the strategic direction of the department and the regional / area operations plans.
- Complies, analyzes and presents relevant area/region program delivery data/trends to support the area management team in their review of operational goals and plans. Provides input to the planning process related to both current and projected needs within the area/region, including related information from regional environmental scans, and ongoing liaison with varied community stakeholders.
- Provides input to the area management team in their review of specific issues related to proposed changes to departmental policy or delivery processes – through identifying area/region needs or providing area/region feedback on proposed changes.
- Translates area/region goals and business plans into more detailed and specific unit goals, objectives and plans. Clarifies department and office goals and assists staff in determining how their work contributes to achieving these goals.
- Monitors and reports on goal/operational plan progress throughout the year. Highlights areas of concern, risk, or opportunity related to program delivery to the area management team and provides supported recommendations for action.
- Creates a positive work environment. Encourages staff to contribute to continuous improvement in how information and services are delivered; works to build a fair, safe and healthy environment for staff; facilitates clear and open communication within the office; recognizes staff accomplishments; and fosters team learning, development and capacity building.
- Models behaviour consistent with department values and principles.
- Leads change at the unit level and implements effective change strategies. Supports staff in dealing with change through modeling, coaching, mentoring, and staff training.
- Participates and may take the lead in area/unit leadership teams.
- Leads processes to mediate issues between staff/ peers, and stakeholders
- Supervisors in SCS may be responsible for the supervision of staff in other SCS offices other than their base site. Supervisors may designate other roles to do same to ensure a high level of client service is delivered.

• Supervision of Staff

Supervises and coordinates activities of unit staff delivering Community and Social Services programs to clients in the area/community. Utilizes good management and supervisory practices to develop and maintain a skilled client-focused staff.

Activities:

- Responsible for the direct supervision of AISH Generalists and may on occasion provide cover off supervision for other Community and Social Services areas/functions delivering program information and services to local area/community clients. Participates in the recruitment of staff and provides orientation and training to new employees in all the roles supervised.

- Develops and coordinates an effective team of professional staff providing client centered services to internal and external stakeholders
- Supports the consistent interpretation and application of legislation, policy and procedures by providing advice and consultation to staff. Monitors work to ensure adherence to departmental policies and procedures and provides feedback on new policies/procedures.
- Establishes unit and individual objectives, monitors and provides feedback on performance on an ongoing basis as well as through the department performance review process.
- Models, fosters and supports personal and professional development of staff, assesses staffing training needs and supports development of individual training plans to facilitate competency development.
- Consults with staff to establish goals for the unit and the program to achieve regional and operational business plan.
- Coordinates the overall performance, conduct and attendance of worksite staff within delegated authority, consulting with managers on performance issues that may require action outside of delegated authority. Encourages staff participation in career patching processes that benefit individual and organizational development.
- Engages in career path process with staff that benefits the individual and the organization. Utilizes theories of human behavior, career/employment development techniques and methodologies to help staff identify realistic and meaningful life/career goals.
- Handles daily human resource requirements, including attendance, sick leave, vacation cover-off and disciplinary action where necessary in accordance with the Master agreements.
- Provides emotional/professional support to staff.
- Provides immediate crisis intervention, assessing the presenting problems and de-escalates/resolves conflicts between staff and/or clients/partners.
- Provides direct case consultation, and assists with case management.
- Ensures equitable work assignment amongst staff.
- Ensures staff is adhering and knowledgeable in the areas of legislation, regulations, and policies.
- Ensures and reports any critical incident on site as required by OH&S and WCB
- Conducts regular team meetings with staff to ensure program compliance and consistency practises are in place.
- Conducts monthly one to one meetings to discuss caseload work, professional development goals, and to support employee engagement.

- **Program Administration**

Responsible for the ongoing delivery of Community and Social Services program information and services consistent with the strategic directions of the area/region and department business plans. Supports the ongoing operations of the work unit to achieve of Community and Social Services program targets, standards and core business goals in a professional and sensitive manner

Activities:

- Monitors unit work to ensure department programs are administered to meet the requirements of legislation, policy and procedures. Through consultation with management team, other Supervisors, and Specialists ensures interpretation and application of legislation, policy and procedures are consistent with region targets, standards and goals.
- Coordinates day-to-day operations of the unit assigning/providing back up and cover off for unit staff, other supervisors and management as required to meet service delivery needs.
- Keeps up to date on trends and program issues and changes in legislation/precedent/procedures; identifies service delivery gaps; participates on committees to resolve policy issues. Reviews unit caseload and other statistics to ensure work is processed.
- Ensures accurate and timely delivery of Community and Social Services program services information to staff, stakeholders and public.
- Oversees the delivery of services in accordance with the strategic direction of the department and regional/site business plan.

- Maintains statistics on caseloads and monitors analyzes, interprets regional statistics. This information is utilized to develop strategies and manage ongoing program needs.
- Conducts case consultations with individual workers, participates in case conferences on complex or contentious cases. The Supervisor has a significant role in dealing with clients when situations escalate significantly. Mediates and resolves issues between clients and workers and among team members.
- Provides back up /cover off for the Service Delivery Manager, and other supervisors.
- Coordinates the appeal process, reviews worker decisions, interviews client and makes supervisory decisions on informal appeals, facilitates resolution to clients in crisis. Represents the Department at Appeal Board Hearings when required. Appeal presentations are currently delivered by AISH Generalists.
- Responsible to enter all appeals in Appeal Information Management System, (AIMS) in compliance with related Act, Regulations and applicable Policy.
- Prepares information for Appeal Board Hearings and/or Health Benefits Review Committee; presents information at Appeal Board Hearings, etc. Reviews worker's decisions, prepares and provides information for Action Requests.
- Consults with Delivery Supports regarding which matters to refer to legal services regarding Court of Queen's Bench Appeals with a view to ensuring the intent/program philosophies are maintained.
- In consultation with Delivery Supports, determines whether to recommend files to be reviewed by our Legal department for potential Judicial Reviews for Appeal decisions not in compliance with our related Act.
- Responds to partner /client issues/calls from various stakeholders, professionals, the community MLA's, Ombudsman queries, Human Rights Commission, Legal Community, Contractors and the Ministers office.
- Responds to Action Requests in a time sensitive manner. Completes briefing notes and backgrounders in accordance with provincial standards for review.
- In consultation with Delivery Supports, forwards case sensitive information to Delivery Supports to Legal Services to obtain Legal Opinions relating to regional issues.
- Approves and co-ordinates services to applicants and recipients for Community and Social Services programs/services.
- Coordinates assigned human and financial resources to achieve departmental goals within delegated authorities ensuring that the programs and services are delivered in a cost-effective manner.
- Ensures the personal information of Community and Social Services customers and stakeholders is handled in a manner consistent with Community and Social privacy and security requirements. (E.g. Client files, information gathering, information storage etc.)
- Conducts consultations with AISH Generalists or other internal government stakeholder areas, regarding complex or contentious cases. The Supervisor has a significant role in dealing when situations osculate significantly.
- Mediates and resolves issues between clients, workers and among team members
- Has Expenditure officer authority for client benefits (vouchers, benefit levels), and employee benefits (travel, learning costs).
- Ensures that the personal information of clients and stakeholders is handled in an manner that is consistent with GOA privacy and security requirements
- Designs and implements onboarding processes to train and develop new employees
- Commissions documents
- Identifying gaps in services/programs and advocating for services to be provided.
- Provide linkage to the Region and Delivery Supports

Community Liaison and Partnership Development

Co-ordinates and facilitates communication with internal and external stakeholders in support of client needs, plans for and provides services to meet the needs of clients in the community to ensure effective and responsible client services.

Activities:

- Develops and maintains Networks with community members, agencies and other stakeholders to develop communication networks to enhance service delivery

- Actively participates in Community Initiatives that will improve the quality of life for Albertans in our communities: Low Cost Housing Initiative, Public Transportation Initiative, Safety First, Disaster Services, United Way, service needs assessments etc.
- Participates in individual/case conferences and/or community partnerships that support addressing client needs.
- Establishes protocols and liaises with other areas of the department, other government departments, MLA offices and other stakeholders in the community.
- Has an excellent understanding of organizational awareness – understands how the role/culture of the organization in order to better serve the client to anticipate changes and say both versatile and committed.
- Establishes partnerships internally at the local/regional and corporate levels.
- Effectively manages internal/external resources to achieve organizational goals
- Advocates on behalf of the customers to employers, landlords, contractors and other community agencies.
- Participates in consultation processes through individual/case conferences or community partnerships as they relate to client needs.
- Uses multiple actions to affect the outcome of complex situations and anticipates the impact and action or other detail.
- Organizes internal and external training to be provided to AISH department staff and employees in other ministry program areas.
- Design, develop and deliver information sessions to partners/stakeholders in the community.
- Identifies issues to the Region in regards to provincial policy development, policy interpretation, and implementation methods.
- Works with the Region and Delivery Supports on various formal and Adhoc Committees.
- Engages in professional consultations and liaison with community partners and the legal community.

- **Resource Stewardship**
 Manages human and financial resources to achieve departmental goals.
Activities:
 - Ensures that the programs and services are delivered in a cost-effective manner.
 - Makes decisions relating to the administration of the unit and office, including the effective utilization of human and financial resources (most cost effective).
 - Ensures that office resources are allocated appropriately to meet the needs of program delivery.
 - Provides feedback on the effectiveness of delivery services, including contracted services.
 - Ensures effective use of human, technical and operating resources within allocated budget.
 - Participates and may take the lead in area or regional planning processes.

- **Productive Positive Work Culture**
 Builds a climate that encourages teamwork and provides a positive work environment.
Activities:
 - Responsible for team building within the working unit/ office levels and stakeholders/partners.
 - Fosters a safe and healthy environment for staff and clients.
 - Provides a history of the department and context for how decisions are made within the organization.
 - Facilitates clear and open communications within the office.
 - Recognizes staff accomplishments and encourage staff development.
 - Fosters team learning, development and capacity building.
 - Leads change and encourages staff to contribute to continuous improvement.
 - Develops and maintains win/win relationships and partnerships.

Knowledge/Experience/Competencies:

Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. [Insert Link to writing guide] Critical competencies (technical

and behavioural) required to do the work should be included – please reference the [APS Competency Model](#) [See the [Job Design Writing Guide](#) for further assistance]

Knowledge:

- Specialized knowledge of the AISH Act, Regulations, and Program/Operational Policies, and working knowledge of all appropriate Acts/Regulations/Policies, Programs/Services which are delivered through Alberta Supports centres and contracted agents as well as related government programs (provincial and federal) and community programs.
- Knowledge of effective Leadership and Partnership practices. Understanding and application of theoretical knowledge pertaining to leadership, supervision, team building, goal setting and performance management
- Knowledge of other government programs and supports.
- Knowledge of department and community services/resources to ensure effective utilization of resources and evaluate effectiveness of service provided and provides support.
- Principles of assessment, planning activities and knowledge of referral resources to provide consultation.
- Various computer programs such as LISA, CCD, AIMS, TOI, Recoveries, Word, Outlook, Internet etc.
- Knowledge of effective Leadership and Partnership practices. Understanding and application of theoretical knowledge pertaining to leadership, supervision, team building, goal setting and performance management
- Knowledge of Human behaviour theories to provide for crisis and emergency situations and knowledge of other government and community resources in order to provide referrals for career development, employment counselling and labour market services.
- Knowledge of Social, psychological, psychiatric and medical disorders to provide consultation.
- Awareness and understanding of community resources, trends, strengths, economic opportunities, and key stakeholders.
- Knowledge of major stakeholders groups to facilitate mutual understanding and promote co-operation between department and community.
- Area Operational Plan, Regional Operational Plan and the Departmental Business
- Excellent understanding of the strategic directions being undertaken by the department and the ministry goals, vision and values
- Knowledge of multi-cultural issues
- Effective communication skills verbal and written.
- Conflict resolution mediation negotiation skills.
- Analytical and organizational abilities.
- Strong team building, motivating, influencing and leadership
- Personal maturity to deal with pressure and sensitive situations
- Strong organizational skills and ability to work in a fast paced, stressful environment.
- Leadership skills, including team building, motivation and influencing others
- Knowledge of how to present the departments position in both appeals and in court proceedings / protocol including court procedures in reciprocal jurisdictions
- Knowledge Human resources practices and strategies (Master Agreement application, HR delegations and policies
- Effective communication skills verbal and written.
- Knowledge of Freedom of Information and Protection of Privacy Act (FOIP), Collective agreements, Employment Insurance, Federal Income Programs (CPP, OAS) Labour Relations Act, Assured Income for the Severely Handicapped (AISH) Act, Alberta Human Rights Act, Adult Interdependent Act, Maintenance Enforcement Act, Occupational Health & Safety Act, Employment Standards Act & Regulations, DRES, Provincial Court Act, Federal Child Support Guidelines, Government Organization Act, Financial Administration Act, Interjurisdictional Support Orders Act.
- Community Development/Public Relations/Community Liaison skills

Experience:

- Experience in delivering complex programs
- Experience in Leading, including team building, motivation and influencing others

- Experience working with income support programs, relating to a highly diversified client group
- Experience working with individuals living with disabilities
- Experience partnering with other GOA and HS programs
- Related post-secondary education(preferably university degree in related field)

Competencies:

- Ability to support and respect diversity in the workplace
- Ability to work in a dynamic fast paced and stressful environment. With frequent interruptions and crisis situations.
- Responsibility and initiative for own performance , learning and progress towards achieving departmental and personal goals
- Ability to generate and implements creative solutions to complex issues
- Independent Decision Making skills
- Strong conflict resolution, crisis management, problem solving ,mediation , de-escalation and negotiation skills
- Organization skills & Time Management – Ability to meet time sensitive deadlines
- Ability to deal with ongoing change
- Leadership skills, including team building, motivation and influencing.
- Highly developed interpersonal/people skills
- Community Liaison/relations.
- Effective Public relations, networking skills.
- Strong communication skills(written and verbal) including interviewing, group facilitation and public speaking/presentation skills
- Analytical and organizational abilities.
- Sensitivity to diversity in the workplace.
- Ability to teach/instruct staff
- Must have political astuteness
- Human Resource Management Skills

Primary Relationships/Contacts:

Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact [See the [Job Design Writing Guide](#) for further assistance]

Clients	Frequency	Nature/Purpose of Contact
Internal: Front line delivery staff	Daily	To support the delivery of services to Albertans
Area Management, leadership team and staff.	Daily	Carry out area business plan/serve Albertans.
Regional teams/staff.	As required	Respond to regional issues, consultations, team work, information sharing,
Community and Social Services colleagues all divisions includes program staff, HR, communications	As required	Consultations, Response to client concerns, etc.
Other provincial government departments including Education, Children’s Services and Justice and Solicitor General, and Service Alberta	As required	Consultations, Response to client concerns, etc.

<p>External:</p> <ul style="list-style-type: none"> • Public and private post-secondary educational institutions • Schools • Contracted service providers – agencies, psychologists, doctors, physiotherapists, occupational therapists • Social workers • Community agencies • Workers’ Compensation Board • MLAs • Employers • Advocacy groups • Canada Revenue Agency/ CPP / OAS and other Federal Government departments • Accountants / Lawyers • Family members • Doctors and other health practitioners 	<p>As required</p>	<p>Consultations, Response to client concerns, etc.</p>
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Organization Chart:

A current organization chart that includes supervisor, peers and staff must be attached. Include whether the positions are permanent, wage, temporary or contract and indicate position numbers [See the [Job Design Writing Guide](#) for further assistance]

Changes Since Last Review: (if applicable)

Identify significant changes that have impacted the primary responsibilities and accountabilities assigned to the position since the last review, including organizational changes [See the [Job Design Writing Guide](#) for further assistance]

Signatures:

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned [See the [Job Design Writing Guide](#) and the Human Services [Delegated HR Authorities](#) for further assistance]

Incumbent

Name Signature Date

Manager

Name Signature Date

Division Director/ADM

Name Signature Date

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