

Update

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

50026839

Position Name (30 characters)

Director, PPMO

Current Class

Senior Manager (Zone 2)

Job Focus

Corporate Services

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

CFS

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

RQB, SPO/PPMO

Current organizational chart attached?

Supervisor's Position ID

50027169

Supervisor's Position Name (30 characters)

Executive Director, SPO

Supervisor's Current Class

Executive Manager 1

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-10-10

Responsibilities Added:

This role now leads the CFS responsibilities related to tracking and monitoring all recommendations issued to CFS. Recommendations issued to CFS are received from a variety of sources. As per section 105.793 of the Child, Youth and Family Enhancement Act (CYFEA), CFS is legislated to publicly respond to specific recommendations that are issued to CFS. This position leads the PPMO in the coordination of internal and cross- ministry action planning to collaborate with stakeholders on accepting and responding to recommendations issued in a public report to CFS. Progress that CFS makes towards meeting the recommendations is then tracked and stored by the PPMO.

Responsibilities Removed:

On behalf of the Assistant Deputy Minister, this Director is the Divisional representative to corporate priorities such as the Ministerial Panel on Child Intervention, CS/CSS Knowledge management Strategy, Occupational Health and Safety, Emergency Management, AUPE Local 6 Advisory Committee and Human Resources Strategies such as Employee Engagement and the Workload Assessment Model (WAM). This position will often be the first contact for the Ministry of Children's Services with AUPE local 6, external researchers, academics and stakeholders from other provincial, national and international areas.

Job Purpose and Organizational Context

Why the job exists:

The Regulatory Compliance, Quality Assurance and Business Supports (RQB) Division is responsible for the legislation and standards for the Child, Youth and Family Enhancement Act including internal quality assurance services provided by the Statutory Director. RQB provides strategic support services to the ministry including data and performance analytics, technology supports for case management, workforce learning and development, strategic planning and reporting, emergency management, accommodations, and project and change management. The division coordinates the ministry's response to corporate initiatives, such Public Recommendation and Tracking and Red Tape Reduction.

Reporting to the Executive Director, Strategic Planning and Reporting this strategic leadership position has responsibility to provide advice to the ADM, the Deputy Minister, and Children and Family Services Executive team to lead and facilitate strategic and program partnerships to fulfill CFS strategic goals and corporate priorities through integrated approaches to portfolio, program and project planning, knowledge management and mobilization, and system recommendation tracking and reporting.

This role requires focused and ongoing collaboration with all divisions and branches within the CFS Ministry to think, plan, and design and monitor strategic projects, manage CFS Portfolio and project governance, disseminate information, and enabling the use of information for quality assurance, policy, practice and program development purposes. This includes leading the development of the appropriate change management, practice, and implementation supports as required.

This role supports RQB ADM who is the executive lead in CFS to facilitate a collaborative relationship with the Child and Youth Advocate. This Director role manages CFS responsibilities related to tracking and monitoring of CFS all recommendations issued to CFS and Minister mandate commitments. Recommendations issued to CFS are received from a variety of sources. As per section 105.793 of the Child, Youth and Family Enhancement Act (CYFEA), CFS is legislated to publicly respond to specific recommendations that are issued to CFS. This position leads the PPMO in the coordination of internal and cross-ministry action planning to collaborate with stakeholders on accepting and responding to recommendations issued in a public report to CFS. Progress that CFS makes towards meeting the recommendations is then tracked and stored by the PPMO.

This position, in concert with ministry and divisional leadership, is integral in demonstrating strategic action through the Strategic Planning and Reporting Framework to align CFS Organizational portfolio and project management to meet organizational strategic goals and mandate. This position continues to provide leadership across CFS in building capacity for implementation/execution, knowledge mobilization and continuous improvement.

Responsibilities

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

Deliver the Ministry's Project and Portfolio service that is comprehensive, flexible, and efficient.

Manage centralized processes for Ministry's portfolio and project service/governance to ensure project activities are initiated, planned, implemented and evaluated effectively and are aligned with CFS Business Plan, Minister Mandate and public recommendations and continuous improvement activities.

Provide processes to coordinate, manage and lead priority projects in the Ministry, including the assessment and prioritization of incoming project proposals, assessment of organizational capacity and resources.

Provide leadership and direction to the continued accountability for projects to deliver on their commitments.

Provide clear, consistent reporting on status of deliverables, risks, and benefits at the project and portfolio level.

Establishes an organizational culture in which effective project and change management is a consistent expectation.

Support enhanced capacity for project management and facilitate knowledge management to advance best practices, PM processes, tools, and standards.

Develop capacity and support the alignment of procurement processes to enable access to contingent labour for CFS priority projects.

Establish and maintain Ministry project program/portfolio reporting framework and processes.

Provide leadership and direction for CFS system tracking and reporting

Support the RQB ADM who is the CFS executive lead responsible for the collaborative relationship with the Child and Youth Advocate providing leadership related to information requests, regular meetings and annual reporting.

Lead the CFS responsibilities related to tracking and monitoring all recommendations issued to CFS. Recommendations issued to CFS are received from a variety of sources. As per section 105.793 of the Child, Youth and Family Enhancement Act (CYFEA), CFS is legislated to publicly respond to specific recommendations that are issued to CFS.

Lead the coordination of internal and cross- ministry action planning to collaborate with stakeholders on accepting and responding to recommendations issued in a public report to CFS. Ensure that progress that CFS makes towards meeting the recommendations is then tracked and stored by the PPMO.

Lead the CFS and RQB coordination of information requests and evidence requested by the Office of the Child and Youth Advocate, Office of Auditor General and French Policy Secretariat.

Support strategic planning and alignment of ministry priorities to strategic goals

Through department-wide processes and service to individual areas of the department, staff has an increased understanding of the Ministry project priorities and how their activities contribute to the Ministry's Core Businesses, Goals and Priorities.

The position is responsible for advancing briefings and strategies to Executive Team as requested. The Director is accountable for developing strategies; leading the implementation of strategies as required and reporting progress on these strategies.

Establishes and maintains a network of relationships to influence decision making affecting project outcomes.

Liaise with executive and project sponsors as required with respect to project initiation and evolution.

Chairs project proposal assessment panel and the communication and change management committees (s) providing leadership related to the Portfolio and Project processes/ activities.

Lead knowledge management and mobilization strategies

Lead the development of appropriate resources and processes to optimize the use of information and knowledge in CFS. Support research and the dissemination of critical information, research findings and knowledge to ensure frontline service delivery and practices are current, relevant and evidence-based.

Implement a holistic approach to the collection, evaluation, monitoring and reporting of system information. Work across program areas and service delivery to enable the use of diverse forms of evidence for informed decision making and continuous improvement.

Lead the design, delivery and refinement and evaluation of knowledge mobilization tools and tactics which includes learning sessions (i.e. Policy to Practice Webinars), maintaining the online resource environment to support learning and ensure information is readily available, accessible and usable for staff.

Lead the research request, review and approval and monitoring process. Work with program areas, the Privacy Office, the Office of the Statutory Director and Legal Services to ensure the research review process and agreements meet legislative requirements.

Support CFS Divisions by facilitating the regular review of Affiliation Agreements with Post Secondary Institutions for

student practicum placements.

Problem Solving

Typical problems solved:

Example: The Director must use consultation, facilitation and conflict resolution approaches in working with stakeholders with varying and often conflicting perspectives, interests, expectations and priorities pertaining to planning and program and service development and delivery to children, youth and families at risk.

Example: The Director is expected to meet the needs of all parties to the extent possible when assisting with the development of options to meet program delivery needs. For instance, if there is competing priorities for resources or time pressures to address a CFS mandate commitment or emerging issue this position must work with stakeholders and leadership to identify options/solutions.

Types of guidance available for problem solving:

Work directly with management, executive directors and SPO leadership to guide the ongoing development and implementation of Strategic Planning and Reporting Framework for CFS.

Guided by best practice in the fields of implementation science, research and project management processes.

Work within GoA policies and directives and related legislation.

- Understanding where to find needed resources, including subject matter experts and providing adequate time for research, training and knowledge sharing.
- Encourage peer-to-peer networking, internal and external mentoring programs.
- Leveraging information through HRBP, myAPS, cross-jurisdictional research, and conducting lessons learned and evaluations.
- Hold recurring work performance evaluations and direct report meetings, as required.

Direct or indirect impacts of decisions:

The Director is expected to demonstrate a proactive approach in alerting senior department and government representatives to potential issues and developing recommendations and solutions to meet the identified challenges.

Clients and stakeholders rely on the advice and recommendation of this position, project support, and technical and professional direction and advice. Therefore, advice provided and judgement exercised by the Director must be sound and based on balanced, comprehensive, well researched and substantiated information.

This position, in concert with other ministry and divisional leadership, is integral in demonstrating strategic action and minimizing the impact of the historic criticism of system ineffectiveness. There continues to be increasing public awareness and expectation that the GoA, Ministry and Division will respond to, monitor and report of progress of OCYA and other public recommendations. Through the provision of credible, effective and comprehensive management systems this position supports senior management and officials to demonstrate progress and the the extent to which all Albertans are affected by the results achieved.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

Minister, Deputy Minister: As required. Respond to and consult and brief on issues.

Assistant Deputy Minister, As required. Respond to and consult and brief on issues.

CFS Executive Directors: Consult with monthly and as needed for direction, portfolio and project governance and

issues.

Divisional Executive Directors Daily: Consult with monthly and as needed for direction, portfolio and project governance and issues. Provide expert advice and information to planning and decision-making relating to priorities, strategic, business and operational planning; establish collaborative working relationships, advice on risk management issues.

CFS Directors and Senior Regional Delivery staff and other Divisional Management and staff: Regular, ongoing and as required management of portfolios, project and system tracking and reporting.

Regular and ongoing work collaboratively with other strategy and delivery divisions to plan, implement, evaluate, report, and mobilize knowledge for the programs and services provided by the Ministry as a whole.

External:

External contacts include executive leadership of the Office of the Child and Youth Advocate as needed; post-secondary institutions, Federal/ Provincial /Territorial partners and the general public.

External Representatives or leaders of:

- Office of the Child and Youth Advocate
- Post- Secondary institutions
- Other Provincial, National and International stakeholders

Regular, ongoing and as required exchange information, participate on internal and external committees, develop strategic partnerships, identify complex issues, facilitate integration of planning, identify opportunities for collaboration, communicate divisional mandate/priorities, encourage innovation, make presentations, exchange leading or best practices.

Required Education, Experience and Technical Competencies

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

If other, specify:

Prosci or CM Designation

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

University degree in Business, Public Administration, Master's Level preferred or related degree along with 10 years of progressive management experience.

PMI certified preferred along with experience in management, and managing interdisciplinary teams and resources. Broad knowledge of ministry business plan goals, priorities, and strategic issue.

Comprehensive knowledge of business, operational, financial, and human resource planning and accountability processes as well as related GoA frameworks to effectively lead the unit;

Comprehensive knowledge of applicable legislation and regulations, including FOIP requirements, and their relationship to corporate and planning services (e.g., *Financial Accountability Act*, Expenditure Officer guidelines, Treasury Board directives, and *Fiscal Planning and Transparency Act*)

In depth knowledge of process change, transformation and standardization and business knowledge to manage competing interests to ensure quality improvements are implemented and quality results are delivered from project and programs under their control.

In depth knowledge of all stages of the project delivery process for determining project scope, schedule, and requirements; obtaining relevant approvals; managing and directing project design and implementation processes; and monitoring schedule and executive reporting.

Knowledge of Ministry and Divisional business plan goals, strategic priorities, accountability processes, issues, programs, resources and legislation.

In depth knowledge of research and knowledge management and mobilization practices.

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"> • 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 	
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the</p>	

