

## New

Ministry

Jobs, Economy and Trade

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Program Advisor - Wage

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

VACANT

#### Organizational Structure

Division, Branch/Unit

LaWS, Training and Employment Services

☐ 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:

The Ministry of Jobs, Economy, Trade and Immigration ensures Alberta has a skilled workforce and safe, thriving workplaces to keep growing our economy.

Training and Employment Services (TES) branch delivers employment and training services to unemployed and/or underemployed Albertans. TES also delivers grant programs to fund employment and training projects for employers and Indigenous Albertans both on-and-off-reserve.

The Program Advisor will help to deliver programs and services for Albertans that result in a productive workforce that meets the needs of the present and future economy. The position will be responsible to ensure funds are distributed according to identified parameters and guidelines, and that reporting and performance measures are accurately tracked. The position will provide research/analysis/consultation/program expertise to support the process of operational and program planning and delivery to ensure that labour market and other programs effectively and efficiently meet the goals of the department and address the needs of Albertans. Strong relationship building skills will enable the position to work collaboratively with internal and external stakeholders to ensure the effective delivery of programs and services.

## Responsibilities

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

Provide programs and services for Albertans that result in a productive workforce that meets the needs of the present and future economy by delivering programs.

### Activities:

- Deliver programs by evaluating all required criteria and respond to questions of Albertans, employers and other stakeholders.
- Assist in developing processes to effectively manage risks through the program delivery process.
- Coordinate projects to improve systems and processes to ensure that the program is innovative, the technology is effective and the program utilizes operational excellence principles. Guide change management strategies to support implementation as part of ongoing business. Participate in divisional projects to improve process, training, communication or policy.
- Reporting on processing/delivery activities to support program evaluation, financial processes, communication activities and management requests. This includes reporting from CRM systems, excel spreadsheets. Financial reporting and analysis, as accrual tracking is also required.
- Maintain processes, and procedures to sustain compliance with government accountability requirements and to meet timely and accurate reporting on compliance requirements. Investigate client compliance with eligibility, funding and legislation conditions. Provide advice to management on risk mitigation strategies and opportunities, complete reviews of potential fraud and develop recommendations for resolution, working with management, finance and legal staff.

Manage and monitor applications to achieve successful outcomes and meet key departmental performance targets.

### Activities:

- Interpret and apply varied program policies and guidelines, working with Albertans to pro-actively identify and address issues/problems to ensure defined results are achieved.
- Develop and implement processes to monitor effectiveness, timeliness, and compliance with policy of contracted services, including reviewing files and administrative systems, etc., analyze data and report on success rates, stakeholder feedback and client satisfaction.
- Pro-actively identify and resolve program delivery issues. Amend or cancel applications as may be required, taking legal, political, and client considerations into account.
- Evaluate the effectiveness of contracted services/programs and prepare statistical, financial and program activity reports for each grant/contract/application.
- Address and resolve client issues/complaints related to program delivery, program quality and eligibility.
- Provide research/analysis/consultation/program expertise to support the process of delivering programs that effectively and efficiently meet the goals of the department and address the needs of Albertans.

Work collaboratively with internal and external parties to ensure effective delivery of programs.

### Activities:

- Gather input from stakeholders (i.e. employers, training providers, individuals), identify issues and prepare recommendations to resolve procedural and delivery problems.
- Participate as required in various internal and external groups committees pertaining to employment programs, providing expertise in program development and program delivery.
- Undertake special projects or perform on-going functions related to this role.

## Problem Solving

Typical problems solved:

This role is predominantly responsible for reviewing applications for program eligibility. The role must ensure eligibility criteria are met and the legislation and/or regulations have been followed.

Types of guidance available for problem solving:

This role acts with a high degree of autonomy for problem solving and decision making, with guidance from the manager for more complex issues. The Program Advisor will have access to examples, training, and

experienced staff. Consultation with management is also available.

Direct or indirect impacts of decisions:

The decisions made in the role will determines if applicants are eligible for the program or not.

## Key Relationships

Major stakeholders and purpose of interactions:

Divisional Leadership (e.g. Manager, Directors, Executive Director, ADM) - as required - provide updates, decision requests and briefing materials as required.  
Applicants - request for more information when required. Ensure adequate communication is provided to facilitate program success.  
Employers - validation of applicant eligibility.  
Divisional Staff and other internal stakeholders - frequent and ongoing - coordinate communication, program delivery, training, project activities. Build relationships to support effective implementation of program activities.

## Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

experience equivalence considered

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

Knowledge of Alberta Jobs, Economy and Trade programs and services, relating to workplace training is a significant asset.

- Knowledge of related departmental programs, mandates and priorities, including knowledge of the planning development and implementation process for the Government of Alberta Business Plan and Jobs, Economy and Trade's Operation Plan.
  - Knowledge of all guidelines, policies, procedures and systems supporting the contract/grant/program management process within the Alberta Government. Knowledge of financial management; budgeting (analysis/forecasting), monitoring, reconciliation, financial reporting, knowledge of legislation that impacts work performed, i.e. Employment Standards Act and regulations, Workers Compensation act.
  - Comprehensive knowledge and understanding of the numerous procurement and granting methods and procedures.
  - Knowledge and delivery methods of an array of labour market programs/services and methods of contracting that impact stakeholders.
  - Adept skills in using CRM, (or other payment systems) for all contract/grant/application development, management, payment and record keeping functions.
  - Strong written and verbal communication skills; facilitation and negotiation skills in dealing with varied stakeholders.
  - Excellent verbal & written communication skills to communicate with a variety of audiences which includes facilitation and may include public speaking skills.
  - Strong organizational, interpersonal skills and capacity to manage multi-disciplinary contracts simultaneously, over time.
  - Strong strategic and operational planning skills.
  - Negotiation, mediation and conflict resolution skills to work effectively with clients, stakeholders, service providers and organizations, taking into account various cultural and business perspectives.
  - Aptitude and skill set to work independently as well as in a team situation.
  - Ability to function effectively in a fast-paced environment.
  - Ability to analyze and resolve issues, and to develop recommendations in a timely manner.
  - Ability to work effectively with branch, division and other ministry and cross ministry staff to address issues and initiatives.
  - Skills in self-management and time management, project management, compliance and reporting.
- Creativity, innovative thinking and planning skills are keys to developing and delivering labour market and training services.

## 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		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>The is role is constantly striving to improve processes and procedures to provide an effective but efficient program to Albertans.</p> <p>This role may also have to use problem solving skills to review information and come to decisions.</p>
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<p>Programs, policies and processes frequently change, and the role not only contributes to those improvements, but must also communicate the changes. They must change priorities, learn and develop new program processes to ensure programs are delivered efficiently.</p>
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>The position requires excellent time management to meet deadlines; The Program Advisor must look for and work towards program improvement for their role as well as their team's.</p>
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term</li> </ul>	<p>Assesses and identifies business improvement opportunities to enhance operational excellence and maximize efficiencies.</p> <p>Aware of other division areas and how all</p>

		outcomes, focus on goals and values • Identifies unintended consequences	operations can support each other.
--	--	---	------------------------------------

**Benchmarks**

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

**Assign**

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature