

## Update

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Service Delivery Analyst

Current 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

SSII, CPSS, Victims Programs & Initiatives

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:

Alberta Public Safety and Emergency Services ensures the delivery of programs and services to support victims of crime. The ministry provides this support through a number of grant funding programs that support a network of organizations that received funding through the Victims of Crime and Public Safety (VOCPS) fund, as per the *Victims of Crime and Public Safety Act*.

Reporting to the Service Delivery Oversight position, the Service Delivery Analyst will ensure that programs receiving Victims of Crime and Public Safety grants are delivering services as expected under the legislation and the terms and conditions of the funding agreements to ensure that:

- GOA audit and oversight requirements are being met as per the *Government Organization Act*, the *Victims of Crime and Public Safety Act*, and subsequent agreements, along with requirements by Financial Services etc.
- service delivery outcomes are being met,
  - >organizations are maintaining operational and financial compliance with the funding agreements,
  - >organizations are funded appropriately.

This position will work closely with police-based programs including Regional Victim Serving Societies (RVSS); municipalities, municipal police services, Indigenous polices services, Alberta RCMP K-Division, as

well as other specialized and integrated non-police based victim service providers.

Working collaboratively with internal team members, and acting as a primary contact for victim serving programs across the province, this position will play an integral role in the monitoring of service delivery and gathering information regarding the successes and challenges of victim services in Alberta.

## Responsibilities

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

This position assists in the development and implementation of program and operational polices, including performance measurement and evaluation. This position carries out short-term projects and is responsible for components of larger projects or initiatives that may impact the branch and/or division.

### 1. Program Oversight and Coordination

- supports the VOCPS grant process, including administering the intake process, conducting review and analysis of grant requests, advises funded partners of deficiencies with their submissions and recommending corrective actions to facilitate compliance with policy requirements.
- providing secretariat services to the VOCPS Committee including developing and distributing agendas, scheduling and participating in meetings, recording committee deliberations and relaying decisions.
- ensuring grants managed in accordance with the relevant legislation, Ministry and GOA policy, regulations and best practices through ongoing communication with funded organizations.
- ensures system of grant funding and reporting documentation meets Office of the Auditor General (OAG) requirement's
- provides first level of review on reporting as part of the two level approval required by OAG.
- develops, modifies and analyzing various reports including reporting related to agreement status, funding history, and payment commitments
- oversees payment and reconciliation process in cooperation with Financial Services. Stays tuned to changes in process required by Financial Services division, 1GX, Government act, and all other applicable internal influences.
- maintains a strong understanding of the landscape of victims services, programs that benefit victims, including applicable legislation and regulation that are reflected in funding initiatives
- acts as Liaison to the VOCPS Committee including developing and distributing agendas, working with Agencies, Boards and Commissions(ABC) requirements, facilitating and participating in meetings, recording committee deliberations and relaying decisions.

### 2. Information Management

- collaborating with diverse stakeholders, including government officials, ABC, non-profit organizations and industry experts.
- present complex ideas and program information, policies or changes to various audiences.
- research, evaluates, and analyses quantitative and qualitative data from a variety of sources.
- compiles information for key messages, briefing notes, and responses for internal use and - media inquiries

- monitors and evaluates program reports to identify enhancements or changes inline with policies and strategic department goals

- drafts reports on the development of programs and initiatives

- maintains business process documentation.

- Identifies opportunities for IT system improvements to enhance program delivery and reporting

### **3. Relationship & Capacity Building, and Communication**

- Establish and maintain key relationships and contacts with stakeholders, other department program areas, and other ministries, to ensure continued collaboration in the development and ongoing implementation of the programs

- Serves as a primary point of contact for both internal and external stakeholders, utilizing subject matter expertise to respond to questions and concerns; brings forward recommendations on how to address.

- Assists in development of briefing notes, action request response, news releases, key messages, research reports, funding recommendations, ministerial correspondence, and other documents.

- Participates in the continuous improvements and streamlining of program operational policies and processes, including grant programs.

- Collaborate with team members to contribute to a high-performance team.

- Contribute to development of training and resources materials for funded programs.

- Participate in reviews of grant-related program or policy issues to identify and propose solutions to grant processing or program issues, program improvements and benefits of new initiatives.

- Provides support when liaising with legal services, financial services, and intergovernmental relations.

Other duties as required.

### **Problem Solving**

Typical problems solved:

- identify and respond to complex and multi-faceted inquires related to victim services grants and associated funding.

- liaise with internal and external stakeholders to clarify requirements and resolve issues relating to the funding programs managed by the unit.

- identify and respond to non-compliance with funding agreements and service delivery expectations as per the applicable Acts and Protocols.

- navigate and remain informed on GoA processes and procedures that impact our funded partners (i.e. changes in 1GX processes, OAG, changes in legislation, etc.)

As the new regional model is introduced, consultation with the new leadership groups may produce conflict in a differing points of view/priorities between external stakeholders and the goals of Public Security and Emergency Services, Victims Programs. The ability to support the unit to negotiate effectively and to collaboratively promote GOA goals and in particular program priorities identified by leadership is essential.

Types of guidance available for problem solving:

- the team Liaison and Training position provide support and expertise complimentary to assist the role of this position.

- the Manager of Victims Programs and Initiatives may guide and advise this position.

- consultation and Collaboration with stakeholders allows for dialogue and problem solving processes to occur.
- SMEs in Financial Services, OAG, ABCs, Legal etc also may advise and support the work of this position.

Direct or indirect impacts of decisions:

As a new regional model is implemented throughout the province, including new and reconfigured funding initiatives, new practices and relationships will be developed to ensure a smooth transition to the new program and the phasing out of the former. This will be reflected in approaches to funding, reporting, and process requirements.

### Key Relationships

Major stakeholders and purpose of interactions:

Communication with VOCPS funded programs will be required to guide the monitoring of funding agreements. Both internal stakeholders and external clients require effective and timely communication.

#### Internal

- Service Delivery Oversight, Victims of Crime Programs and Initiatives (daily), to report on or discuss issues related to work assignments
- Other team members daily to communicate issues, opportunities, observation and concerns

#### External

- Other government department staff (weekly), to facilitate ongoing program delivery
- Specialized victim serving organizations (monthly)
- Municipal/Indigenous victim service organizations - Weekly or monthly interactions to facilitate operations and manage issues
- Professionals in other departments and jurisdictions (monthly), to to ensure work is completed and work flow is appropriate

### Required Education, Experience and Technical Competencies

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

If other, specify:

Criminal Justice, Human Service Admin, Previous GOA experience, (others considered , case-by-case basis)

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

Experience with not-for-profit orgs, grants, and Government of Alberta process.

### 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Observes and understands larger impact of role: • Sees impact of work on organization; anticipates change in own area based on activities in other	

		<p>areas</p> <ul style="list-style-type: none"> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	
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>	
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>	

Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	
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**Benchmarks**

List 1-2 potential comparable Government of Alberta:

Benchmark Evaluation- Planning and Performance Measurement Consultant

Benchmark Evaluation - Industry Development Officer

**Assign**