

Reclassification

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Operations/Program

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

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Organizational Structure

Division, Branch/Unit

Strategic Services, OPGT Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

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Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

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Responsibilities Added:

This role now demands deeper subject matter expertise and a more prominent role in the program improvement projects/initiatives than it did historically. This role is expected to bring the subject matter expertise and continuous improvement project expertise for all administrative work perspectives.

This role now sits at the PG leadership table and is expected to represent the needs and perspectives of the administrative team.

This role now also supervises summer students.

Additionally, there is a marked increase in skills and knowledge to meet the demands of internal GoA system changes and regional program responsibilities. The internal GoA system changes include, but are not limited to:

- A change to the IT contracts has resulted in the Supervisor, Program Administration requiring increased knowledge around the IT lifecycle, hardware, and providing support to regional staff.
- Changes to the GoA recruitment and onboarding procedures have increased the Supervisor, Program Administration's involvement and knowledge requirements.
- Imagis/My Agent changed to 1GX, which requires a more comprehensive skill set.
- SRC changed to BERNIE, fundamentally changing the SRC role.

- As a result of moving Ministries within the GoA, there have been changes/additional tasks such as completing surplus declarations and ordering cell phones as a couple of examples.

The changes in the regional program responsibilities are partly due to,

- The amalgamation of OPG and OPT has required an increased knowledge around trusteeship services to serve and support Albertans.
- Loss of the APDM contracts has resulted in a shift to the regional offices providing increased supports to the Albertan.
- Review of the AGTA Regulations
- An effort to take a provincial approach to service delivery requiring coordinated administrative effort.

Responsibilities Removed:

None

Job Purpose and Organizational Context

Why the job exists:

Position Purpose

Reporting directly to the Public Guardian, the Supervisor, Program Administration is responsible for the administrative team's adherence to the legislation that governs the Office of the Public Guardian and Trustee; the *Adult Guardianship and Trusteeship Act* (AGTA), *Personal Directives Act* (PDA), and *Mental Health Act*. The Supervisor, Program Administration also functions within the parameters of applicable government and Ministry legislation, regulations, policies, directives, and guidelines.

This position is responsible for the completion of a diverse range of tasks including training and supervision of all administrative staff in the designated regional offices. Through leadership and guidance of staff, this position oversees the regional OPGT administration involvement with the Support to Court process.

In addition, the Supervisor, Program Administration oversees provision of comprehensive administrative services and systems for the designated regional office of the OPGT. In addition to preparing and monitoring the regional budget, this position coordinates purchasing, accommodations, building maintenance, records management, and human resource administration functions and serves as the Information Technology (IT) site contact.

The Supervisor, Program Administration also assumes a principal role in OPGT initiatives that require the development and/or enhancement of business processes and systems.

Responsibilities

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

Supervision - Supervises the regional administration team (AS3 and AS4) and summer students, in accordance with best supervisory practices, APS and consistent with Human Resource policies to ensure the development and retention of highly skilled and service-oriented work units.

Activities:

- Monitors work loads and standards to ensure effective workflow and use of manpower.
- Provides training and development to enhance employee competencies.
- Establishes unit goals and objectives to meet divisional requirements.
- Promotes teamwork.
- Monitors and provides feedback on employee performance.
- Participates in the reporting and resolution of complex employee issues.
- Coordinates the completion of special projects to ensure objectives, standards and deadlines are met, e.g. update policies, procedures and forms in accordance with Rules of Court and Alberta Statutes revisions; assist with electronic records retention and disposal program to facilitate ARC (Alberta Records Centre) project.
- Monitors employee Performance Agreements highlighting key results, strengths demonstrated, and areas of focus to ensure on-going development of skills.
- Providing staff with feedback, guidance, and training
- Participates in the recruitment process.

Program Development and Continuous Improvement: Support to Court - This position provides expert advice and

assistance to management in the development and maintenance of precedent documents pertaining to court applications for adult guardianship, co-decision making, and trusteeship in accordance with applicable legislation, policies, and guidelines.

Activities:

- Responsible for the performance and continuous improvement of the administrative team in court application activities.
- Manages the preparation and processing of court documents pertaining to guardianship, co-decision making, and trusteeship applications and reviews to ensure compliance with legislation, policies, and protocols.
- Manages the screening of court documents for completeness prior to Review Officer approval for filing with Clerk of the Court, Court of King's Bench; identifies associated issues related to court documents and processes.
- Oversees provision of information to legal agents, lawyers, private guardians, the public, and other interested parties in relation to documentation and other requirements associated with court documents and court application processes for guardianship, co-decision making, and trusteeship applications and reviews.
- Maintaining all court orders on the *AGTA Registry*.
- Coordinates the activities involved with the various options of payment for the court action fee. Cheques are recorded, receipts are issued, and monthly audits are completed. Emails are obtained for payments made by credit card directly to the Court. Hardship applications are processed when costs are requested to be paid by the Crown.
- Key role as liaison with the Clerk of the Court.
- Monitors and manages accurate data entry on existing databases for the purpose of ensuring timelines are met within set service standards and data can be pulled for future planning.
- Interprets data to facilitate workflow and identify roadblocks.
- Develops and implements procedures, forms, schedules, and reports to support the operational requirements of the Support to Court unit and to standardize and facilitate processing.

Regional Office(s) Operations - Comprehensive administrative and operational services are provided to ensure the effective and efficient operation of the designated regional office(s).

Activities:

- Reviews, develops, and implements administrative systems, processes, and procedures to support business needs and enhance efficiencies.
- Identifies administrative issues with potential to impact operations, recommends solutions to the OPGT management team and implements appropriate response.
- Prioritizes, assigns, and coordinates administrative activities within the regional office(s) to ensure administration, filing, reception, data collection, and program support needs are met.
- Provides human resource administration for the region, including liaising with the appropriate Human Resources and Salary Administration.
- Coordinates submission of documents to Service Alberta Payroll and Benefits.
- Maintains employee records in accordance with applicable policies and procedures.
- Interprets human resources-related policies, directives, and agreements and ensures associated adherence.
- Coordinates with accommodation services, infrastructure and/or building maintenance, security, parking, and fleet management engaging with multiple IT systems and reporting platforms, both internal and external to GoA.
- Submits, monitors, and approves applicable BERNIE requests for a variety of operational needs including, but not limited to, lifecycle of staff, telecommunications, IT equipment.
- Manages maintenance and disposition of records according to Ministry policies, including the archiving, transfer, and destruction of files.
- Manages asset inventory and facilitates the appropriate disposition of government assets through the applicable surplus platform.
- Coordinates requests for and acquisition of materials and supplies, operating within the approved procurement procedures.
- Tracks lease agreements and equipment contracts

Regional Financial Administration - The regional budget is prepared and monitored and associated financial activities are tracked and coordinated in accordance with applicable legislation, regulations, policies, and processes.

Activities:

- First point of contact for the region at the opening of the annual and monthly forecast cycle.

- Prepares, coordinates, updates forecast documents for the region based on 1GX and actual expenditures.
- Analyzes variances and identifies significant budget and financial pressures.
- Ensures supporting reports and documentation for reconciliation are available for approval by the regional Expenditure Officer., Responsible for regional accounts payable, resolving invoice discrepancies with suppliers and ensuring invoices are submitted for payment. This includes confirming the business partner is in 1GX and if needed, submitting the request to have a new business partner added or contact information updated.
- Responsible for various roles in 1GX including, but not limited to, *AP Inquiry Role, Requestor Role, Purchaser*
- Prepares procurement card reports in 1GX for review and approval by the Expenditure Officer.
- Responsible for the review and approval of direct report's Concur expense claims, prior to EO approval. Responds to inquiries regarding any regional financial activities.

Information Management - Information pertaining to OPGT programs and services are provided to clients, stakeholders, the public, and other interested parties.

Activities:

- Responsible for the regional administrative team to provide courteous, timely and accurate information to stakeholders regarding associated OPGT legislation, programs, and services.
- Responsible for the input, accuracy, reporting, and continuous improvement of AGTA Application data tracking at the provincial level.
- Responsible for the development and maintenance of a Provincial Administrative Procedure Manual
- Responsible to ensure the security of confidential information in accordance with department and GoA standards and FOIP Commissioner.
- Identifies provincial needs respecting creation of new or amended documents.

Information technology (IT) - services and requirements for the region are appropriately coordinated and administered.

Activities:

- Submits, monitors, and approves applicable BERNIE requests for a variety of IT needs. This includes but is not limited to, the approval and ongoing maintenance of Network Folders, Distribution Lists, Shared Mailboxes and Security Groups.
- Coordinates the on-site maintenance and upgrades of IT equipment within regional office(s).
- Provides orientation and basic training to regional staff members for business applications, ie. OPGIS, SharePoint, AGTA Registry, VISTAS, CASES, 1GX, BERNIE etc.
- Serves as provincial administrator and business expert for OPGIS, providing feedback and recommendations for ongoing maintenance and enhancement of OPGIS. Also responsible for on-going updates made to the OPGIS Manual.
- Monitors OPGIS and the AGTA Application Tracker for accuracy of data entry.

Problem Solving

Typical problems solved:

The Supervisor, Program Administration has sole regional accountability for the provision of Public Guardian administrative services and administrative consultation. These services impact the entire office and stakeholders, business partners and clients of the office. Additionally, this role is responsible for provincial consistency in the delivering of these services.

Responsible for direct supervision of administrative staff, consisting of AS3, AS4, and summer student positions.

This position has a key role in processing court documents pertaining to desk and court hearings for guardianship, co-decision making, and trusteeship applications and reviews prior to Review Officer's approval for filing with the court.

The Supervisor, Program Administration requires a thorough understanding of OPGT operations and court processes and requirements relating to guardianship, co-decision making, and trusteeship applications and reviews, as well as

government and Ministry policies, regulations, guidelines, and procedures for diverse administrative functions. This position must also have a strong understanding of relationships with clients, stakeholders, service providers, and other parties with interests in the OPGT mandate to ensure enquiries and requests for information are responded to appropriately.

The Supervisor, Program Administration demonstrates initiative, creativity, and judgment when developing and implementing administrative and operational procedures and processes to support the administration of the AGTA and PDA and the operational efficiency of the regional office. This position must be able to develop and coordinate administrative, tracking, and information retrieval systems; interpret administrative guidelines in unusual or complex situations; and solve related problems. The Supervisor, Program Administration is also relied on to forecast expenditures and analyze variances, coordinate provision of diverse administrative services for a fast-paced regional office and prioritize issues and workload. Work is often performed under the pressure of multiple deadlines and tight time frames.

This position works independently within the parameters of established policies, processes, and procedures, and is responsible for ensuring that these policies, processes, and procedures are efficient, current, and accurate. The Public Guardian provides general objectives and direction for the Administrative Team Lead, with work often assigned in terms of an explanation of a problem and the results desired. Considerable latitude to determine priorities and execute the vision is delegated to this position and work is performed with limited supervision. Decisions and recommendations made by the Supervisor, Program Administration directly impact the effectiveness and efficiency of regional and provincial office operations. Failure to implement and manage effective processes and procedures could leave the department vulnerable to malicious litigation, result in service backlogs to Albertans, and may impact the integrity of client data.

The Public Guardian is consulted for direction and expected results for projects and unique or unusual circumstances. Decisions outside established policies, guidelines, processes, and procedures or without clear precedent are discussed with the Public Guardian, as are recommendations for major changes to administrative systems and processes with potential to affect regional office operations. Work is assessed for quality of administrative services and systems; accuracy, completeness, effectiveness, and timeliness; compliance with relevant policies and procedures; and ability to set and meet workload goals.

Types of guidance available for problem solving:

The Supervisor, Program Administration requires extensive knowledge of:

- applicable legislation, regulations, and policies governing the OPGT (e.g., AGTA, PDA, *Mental Health Act*, *OPG Policy Manual*, *Freedom of Information and Protection of Privacy Act*), including understanding of OPGT interactions with other public bodies and citizens.
- court procedures and Rules of Court, Court of King's Bench, Surrogate Matters, including strong working knowledge of legal precedents and court practise notes regarding the AGTA, PDA, and Decision Maker of Last Resort under the *Mental Health Act*
- applicable policies, guidelines, directives, and procedures for the delivery of administrative services (e.g., records management; expense claims; accommodations; fleet vehicles, budget, financial, and human resource administration)
- Ministry mandate, business plan, and reporting relationships
- OPGT mandate, operational plan, structure, services provided, and linkages to other areas of the Ministry.
- the client population served by the OPGT (e.g., adults with developmental disabilities, illness, or mental health issues, aging adults)
- business productivity and other information systems used to carry out responsibilities (e.g., Microsoft Office Suite; *AGTA Registry*; PDA Registry; 1GX, BERNIE; EPS; VISTAS; OPGIS; CASES, Safety Aware, OPGT website)
- operation of office equipment including computers, scanners, printers, phones, and ability to troubleshoot problems.

The Supervisor, Program Administration must have well developed and demonstrated:

- interpersonal, consultation, and client service skills
- verbal and written communication skills, including ability to communicate professionally with people in crisis or experiencing a wide range of emotional states; must display empathy, patience, and understanding in highly charged and difficult situations.
- relationship, conflict management and collaboration skills to interact effectively with OPGT regional and provincial staff members and diverse clients, partners, and stakeholders.
- analytical and problem-solving skills, including ability to recommend viable and effective administrative solutions and compile, summarize, and coordinate information.
- supervisory skills
- organizational and time management skills to coordinate and prioritize multiple activities and anticipate and meet

deadlines, often under tight time pressures.

- records management skills
- commitment to confidentiality, tact, diplomacy, and client service
- understanding of the fundamentals of complex databases, and ability to analyze information drawn from those databases.
- advanced computer skills

The Supervisor, Program Administration must be able to:

- plan, prioritize, and coordinate multiple tasks, projects, and activities in a fast-paced environment.
- be agile and change course when organizational priorities change or program improvement is required.
- work independently as well as lead and contribute within a team environment.
- demonstrate attention to detail and accuracy, creativity, and flexibility.
- proactively identify concerns, issues, and potential administrative solutions and recommendations
- demonstrate sound judgment and take initiative without direction.
- ability to analyze situations, solve problems and make decisions.

Direct or indirect impacts of decisions:

Direct impact to Albertans as this role is responsible for public facing front line service delivery time lines.
This role is responsible for provincial consistency with regard to OPGT administrative functions, meaning that a lack of consistency may result disparate services being provided to extremely vulnerable Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

The Supervisor, Program Administration has regular and ongoing contact with:

- OPGT regional and provincial representatives to exchange information; resolve administrative and program support issues; and collaborate on policy and program-related projects and initiatives.
- Ministry representatives (e.g., Budget, Information Management, Records Management, IT, Human Resources, Facilities) to exchange information, resolve issues, and coordinate operations.
- representatives of other ministries (e.g., Service Alberta - Pay and Benefits, Vehicles Coordinator) to exchange information and resolve issue.
- Clerk of the Court, Family Law representatives, Public Trustee, legal agents, and private decision makers for processing of guardianship, co-decision making, and trusteeship application and review court documents
- service providers, agencies, the public, and other interested parties to respond to and refer enquiries as appropriate.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

Plus 4 years of related experience.

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

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Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and	This role is responsible for all administrative functions, which means that it must work with a variety of internal and external stakeholders at

		<p>opportunities</p> <ul style="list-style-type: none"> • 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>all levels to meet OPGT goals. This includes the Clerks of the Court, Corporate Finance, Service Alberta, private attorneys, GoA senior leadership, and more. It is necessary to be able to successfully engage with a wide variety of stakeholders.</p> <p>In performing support to court work, the role must understand the impacts on its processes and performance on private applicants, the clerks of the court, OPGT staff, etc.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>Historically, this role has performed its duties as dictated by policy and procedure created by someone else. Now, this role is responsible for the policies and procedures that govern the work. This role is creating an Administrative Procedure Manual that is the sole responsibility of the role to both execute and update. This is a new solution that requires the ability to include all voices in the development and maintenance. Procedures solve problems and this role is responsible for developing procedures to solve problems.</p>
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 associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles 	<p>This role is responsible for ensuring that the administrative team is responsive and agile when new direction/vision is communicated. An example of this would be this role's development of the OPGT Hardship Criteria and the implementation of it. This criteria came about</p>

		<p>and stays focused on goals</p> <ul style="list-style-type: none"> • Makes decisions and takes action in uncertain situations and creates a backup plan 	as a result of the possibility that significant budgetary resources were being spent without cause. This role developed this alternate approach and managed the resistance of certain stakeholders to deliver a successful product.
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 	This role developed and implemented a new business model for support to court work. This featured an application tracker that provided instant, moment in time visibility for administrative team application performance. It created a surge capacity function that has eliminated backlogs across the province, which was a clear goal.

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