

**MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Manager – Child Intervention		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Child Intervention Division	Ministry Children and Family Services
Present Class Manager Zone 2		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Director, the focus of this position is to lead the delivery of quality intervention services and programs to children, youth, and families and staff located in each of the local offices. Through leadership, guidance and support, this front-line leadership role ensures that: services delivered are aligned with the key strategies and business plan goals of the Region, reflect the vision of the Department and Ministry, and comply with appropriate legislation, regulations, provincial standards, regional policies and fiscal targets.

This position will play a key role in supporting implementation of Child Intervention Practice Framework Practice Strategies, which includes Signs of Safety, as well as supporting the strategic direction of the Ministry and implementation of new initiatives within the Region. The responsibility for: guiding the shift from a focus on child protection to healthy families; developing positive communities, promoting collaborative partnerships and achieving better outcomes for children, youth and families is integral to this role. This position will ensure implementation of regional policy and practice standards and is the primary authority/linkage with key partners such as community agencies, stakeholders and partnering Ministries.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Program Service Delivery

- Lead and manage personnel and resources to meet the needs of clients served by local offices.
- Oversee the delivery of services using project management techniques to ensure timely execution.
- Engage stakeholders to allocate resources effectively within the program.
- Ensure culturally relevant services, especially for First Nations, Métis, and Inuit children, youth, and families.
- Ensure compliance with legislation and policy directives to protect children in their homes and communities.

2. Partnership Development (build and maintain):

- Establish partnerships with community stakeholders and other ministries to foster collaboration in service delivery.
- Regularly engage with managers and staff across the region to ensure coordinated, responsive service delivery.
- Participating in partnership activities to provide education and promote co-ordination of services.
- Maintain communication with community leaders and participate in partnership activities to enhance collaboration and service integration.

3. Lead the Development and Implementation of New and Changing Services:

- Identify changing client needs and ensure systems are in place to address these evolving requirements.
- Lead the process for provincial initiatives, ensuring timely, effective, and efficient delivery and implementation of changes to existing and new programs.
- Actively participate in provincial initiatives aimed at addressing the needs of a growing workforce and client base.

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4. Employee and Organizational Development:

- Manage, evaluate and continually develop competencies in employees, teams and the organization.
- Prepare annual employee performance and learning development plans.
- Provide mentoring, coaching, and regular feedback to staff, fostering their professional growth and ensuring alignment with the organization's vision and strategies.
- Ensure compliance with human resource management practices as per the Public Service Act, union agreements, and industry best practices.
- Keep up to date with trends in the human services industry, human resource management, and financial management to enhance personal and team development.

5. Resource Management:

- Ensure financial and administrative activities comply with the Financial Administration Act, Government Accountability Act, and departmental policies.
- Regularly review expenditure reports and adjust operations to stay within financial targets.
- Forecast personnel requirements and develop contingency plans to address staffing shortages.
- Oversee contract monitoring and participate in RFP and RFQ processes to secure services that meet contract obligations and address client needs.
- Maintain active stewardship and accountability in managing resources, ensuring all legislative and policy requirements are met.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Knowledge:

- Degree in Social Work (preferred) with at least four years of relevant supervisory experience. Related Bachelor's degree/Diploma with extensive supervisory experience may be considered as equivalent.
- Strong leadership, communication, cross cultural and organization skills
- Knowledge of management systems and processes including performance management, budgeting processes, employee discipline, and collective agreements
- Demonstrated ability to manage resources and develop, implement and supervise program service delivery.
- Strong working knowledge in all the following service areas; Early Intervention, Prevention of Family Violence, Child Intervention Services, Child Care, Foster Care, Kinship Care, Adoptions and Permanency Planning, Licensing of Facilities, Complex Case Needs (including knowledge of children's mental health and Fetal Alcohol Spectrum Disorders).
- Knowledge of various applicable Acts and regulations (Child Youth and Family Enhancement Act, Drug Endangered Children Act, Financial Administration Act, Accountability Act, Protection of Sexually Exploited Children Act, Protection Against Family Violence Act, Social Care Facilities Licensing Act, Adult Adoption Act, Child and Family Services Authority Act, Family and Community Support Services Act, Social Facilities Care Review Committee Act, etc.)

LEADERSHIP AND BUSINESS KNOW-HOW: Specify the level of coordination, organization and leadership required to produce the results expected of the position. Provide recent examples (See PP Slides 38-40).

This position must manage a diverse workforce and integrate their efforts with those of community-based organizations and other Ministries. It must deliver a wide variety of complicated programs and services to a diverse and complex client base. The ability to influence the efforts of businesses and sectors outside of Children and Family Services and governmental organization, are critical to the success of this role. Exceptional problem-solving techniques coupled with superior interpersonal skills are necessary to assure the achievement of organizational and governmental goals. This role requires collaboration and partnership with cross Ministry teams as well as Local, Zone and Regional groups to ensure best practice and best service.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve and the assistance available (See PP Slides 41-43).

The Manager faces a multitude of challenges to find innovative solutions to time-pressing problems and issues affecting the safety of children. The position may sometimes rely on past experiences but more often must assess the impact and political interest in the issue to develop and implement unique solutions while ensuring all stakeholders are informed of the result. The ability to apply a wide range of problem-solving techniques and to think creatively and critically is imperative.

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
Director	Weekly or more often	Routine and sensitive operational and administrative concerns, HR and budget issues. Sensitive and unique program delivery and administrative issues. Critical and non-critical incident issues to be forwarded to the Deputy Minister or Minister.
Regional Director	As needed	
Associate Director, Regional	Monthly	
Other Governmental	Monthly or as required	Resolution of HR issues including staffing and labor relations.
Departments/Ministries	As required	Input on Business Planning and Operations
Finance/Payroll		Critical and non-critical incident issues to be forwarded to the Deputy Minister or Minister.
External	As required	Implement cross Ministry projects and provide service delivery
Office of Child Youth Advocate	As required	Budget, pay issues
	Monthly or as required	Issues related to community needs or complaints
Community Associations/Contracted Agencies	As required	Issues related to client complaints

Police Forces		Coordination of activities, program delivery issues Resolution of contract issues, ordering of contract Services Coordination of police involvement in sensitive investigations, threats to personal, child safety and apprehension.
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SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

IMPACTS AND MAGNITUDE OF JOB (SCOPE): Identify how the position directly affects results, and the extent to which stakeholders are affected by the outputs. Provide recent examples (See PP Slides 47-49).

The manager of Child Intervention manages all aspects of the child intervention services provided to the geographical areas they are responsible for. This position is responsible for results that respond to business plan goals and Regional/Ministry priorities by ensuring that services are delivered in accordance with legislation, policy and standards. This ensures public confidence in the Department and government to deliver those services and keep families and children safe, resources are developed to meet the safety needs of children and youth and required permanency planning provides timely decisions when family of origin issues are not resolved. Impacts of errors range from significant embarrassment to the government to significant harm or death of a child. It provides interpretive and advisory support services to the staff, public, and community organizations. It is responsible to achieve its goals within assigned targets and is provided the flexibility within legislative parameters to do so. This position requires the ability to work effectively with all levels of government (Provincial and Municipal), and other organizations/partners in the human services field

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

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