

Update

Ministry
Education and Childcare

Describe: Basic Job Details

Position

Position ID
Position Name (30 characters)
Manager Child Care Licensing

Current Class

Job Focus
Supervisory Level
Operations/Program
01 - Yes Supervisory

Agency (ministry) code
Cost Centre
Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit
Child Care Delivery
Current organizational chart attached?

Supervisor's Position ID
Supervisor's Position Name (30 characters)
Supervisor's Current Class
Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:
Reporting to the Director of Child Care Delivery, this leadership position exists to facilitate, support, and enhance the day-to-day operations of the Child Care Delivery Branch, specifically to Child Care Connect, and supports the Regional Child Care licensing teams responsible to license and monitor Child Care facilities and Family day home agencies. This position is intended to ensure the best outcomes for Albertan families served by the Child Care Delivery branch.

The Manager helps to set and implement provincial Child Care Branch goals that aim to maximize quality child care and child development. The Manger represents the Child Care Delivery on various ministry committees and working groups and supports the work of the Child Care Delivery Division, as well as regional groups promoting quality child care.

The position is directly accountable for positions ranging from administrative to delegated child care Licensing Officers to senior human services workers who deliver a range of services both in Child Care Connect and within the regions of Child Care Delivery. This position is delegated under the Early Learning and Child Care Act and makes high level decisions on program implementation and enforcement under the ELCC Act. The position also maintains high level Expenditure Officer and Human Resources delegation as per Ministry schedules.

The Manager supervises and supports staff that are responsible for supporting new applicants applying to be licensed, moving them towards licensing, monitoring and investigations of facility based programs and family day home agencies that are licensed to ensure compliance to the ELCC Act and Regulations. The manager also supports the Provincial work related to space creation under the Alberta and Canada ELCC Affordability agreement and other divisional initiatives and will be very involved in the tracking of data and maintaining quality services to Albertans.

## Responsibilities

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

### **Oversees the operationalization of the ELCC Act and Regulations and the Family Day Home Standards.**

- Manage Licensing Officers within Child Care Connect and in the region that are responsible for licensing, monitoring and investigating as per the ELCC Act and Regulation and the Family Day Home Standards to adhere to provincial policy.
- Oversee the quarterly monitoring of child care licensing standards and staff monitoring of reporting requirements for the family day home contracts and standards.
- Facilitate, support and enhance practice in the day to day operations of the Child Care Connect and regional staff to ensure the best outcomes for Albertan's and their families within the region.
- Oversee and support staff and the Director when an atypical situation arises such as the closing of a child care program or the investigation of a provider harming a child in licensed and unlicensed child care programs,
- Review, develop and oversee responses to Ministry reportable incidents, action requests and concerns or issues raised by members of the public, community agencies or other legislative bodies such as Health in relation to service delivery,
- Build and maintain strong relationships with applicants, community and child care programs to establish trust and effectively manage child care programs.
- Support the Director by identifying emerging trends, best practices, program issues and challenges.
- Manage and track data related to space creation and funding under the Alberta Canada ELCC Affordability agreement and support the outcomes outlined by the division.
- Prepares background/research documents/reports for Regional/Branch/Ministerial requests, briefings and in response to any incoming issues from licence holders, Albertan's or government officials.
- Consult on complex situations and provide support to Licensing staff and programs to build support plans that reflect the principles of the Foundations of Caregiver support and promote the stability and well-being of infants, children and youth.

### **Research, analyze and disseminate current research and developments on evidence-based programs/developmentally informed practice and early brain development.**

- Keep updated in current research and developments on evidence-based programs/developmentally informed practice, brain development, inclusion and emerging practices.
- Assist in the evaluation of the child care delivery system, using data and dissemination of information to and from child care programs and other stakeholders.
- Research service delivery models/policies and make recommendations to assist in the development of leading practices.
- Influence leading practices, processes and policy within Child Care Delivery
- Represent the Ministry region by participating in collaborative initiatives relating to the mandate of the Child Care Delivery Division.

- Develop partnerships with stakeholders to facilitate enhanced communication and training opportunities.
- **Provide accurate and timely advice, analysis, recommendations and support to the Director, Executive Director and Assistant Deputy Minister on complex and politically sensitive matters.**
- Research trends, conduct e-scans, and examine data and best practices to identify potential and current issues, recommending solutions that impact youth and their families across the province.
- Lead staff in the preparation of policy papers, advice and briefing notes highlighting the future direction of the policy changes required to address the changing needs and trends across the province.
- Manage the ministry's response to issues (including briefing notes, reports, and action request responses).
- Draft responses to complex action requests for Executive or the Minister's signature.
- Support development of policy options and recommendations in alignment with GOA processes and standards.
- Liaise with Alberta based research organizations to maintain awareness of current research and to integrate mutual goal

#### **- Leadership, Supervision and Support**

- Supervise directly Child Care Licensing Supervisors (HSW7), and supports Licensing Officers in Child Care Connect as well as the region and associated administration team.
- Ensure personnel policies and procedures are followed.
- Manage staff performance including setting goals, learning plans, training, completing supervision and annual reviews.
- Coordinate team meetings, provide coaching, advice and mentoring to staff,
- Motivate staff focusing on continuous improvement and best practice, supporting staff development increasing knowledge, skills and competencies in Child Care and Prevention, Early Intervention to support vulnerable children and families,
- Ensure occupational health and safety procedures are followed
- Oversee and manage employee relation issues such as staff conflicts following Human Resources policies and procedures
- Ensure staff have a safe, healthy work environment. Establish training and emergency preparedness protocols for staff, i.e. Working Alone
- Ensure and promote wellness in the workplace through implementation of activities such as Flexible and Alternative Work Arrangements, work life balance to enhance self-care, healthy morale etc.

#### **Develop strategic and operational plans that guide the practice of Child Care Delivery staff.**

- Supervise and support Practice and Policy Advisors responsible for supporting practice consistency and continuous improvement throughout Child Care Delivery.
- Collaborate with leadership and staff to support organizational alignment with practice shifts such as: policy/practice supports, training, IT, forms and integrate into ongoing practice reviews.
- Provide ongoing monitoring of practice changes through monitoring reports via data analysis, practice reviews and gathering feedback from staff.
- Support the development and implementation of strategies within the Child Care Delivery Strategic Plan.
- Engage the participation of other ministries, departments and community partners.
- Oversee monitoring and reporting of project status and achievements among staff and raise awareness of significant emerging risks.
- Liaise with Communications, Legal Services and other Ministry program areas as needed.

#### **Management of Office Site**

- Ensure staff are orientated, trained and providing services within their assigned roles
- Ensure staff receive the necessary resources for completing their job functions (computers, desks)
- Ensure communication strategies are effective to keep staff informed relevant to their roles
- Ensure administrative practices are adhered to - time sheets, expense claims completed

- Work closely with Director and Regional Leadership Teams to implement consistent cost efficient strategies across program and the office site

## Problem Solving

Typical problems solved:

This position is characterized by the depth of knowledge and expertise required to perform multiple and diverse functions. The Manager requires considerable knowledge of the the ELCC Licensing Act, Regulation, Family Day home Standards, ACELCC affordability agreement, child development, early intervention and early childhood development services in order to support quality child care in facilities.

Overseeing the Child Care Connect team and regional staff in the licensing, monitoring and investigations of licensed child care facilities and the monitoring of family day homes to ensure compliance are primary elements of this position. In managing Child Care Connect, this position includes direct work with child program professionals, contracted agencies, community stakeholders, Jobs, Economy & Trade staff and staff from other Ministries and the general public. The Manager will provide leadership to staff who respond to divergent needs based on geography, rural, urban service delivery and varying degrees of available community based resources and is expected to implement high level recommendations into practice.

This position also includes direct work with contracted agencies, community stakeholders, JET staff, child care professionals and other divisions within the Government of Alberta.

The role requires strong leadership, critical thinking, organizational, teaching, training and coaching abilities, along with the ability to research best practice, and skills to evaluate the impact of quality child care, prevention, early intervention and early childhood development programs and services on child wellbeing. Additionally the role requires an ability to analyze high volumes of data related to practice, research leading practice and implement change to support continuous improvement. The position requires a high degree of autonomy and the ability to represent the region and province within the Child Care Delivery branch both internally and with external stakeholders.

Types of guidance available for problem solving:

Guidance is available for problem solving from:

- Child Care Delivery Division Leadership
- Child Care Licensing team or Practice Groups (e.g. Managers, Supervisors and Staff).
- Ministry working groups and task teams which could include stakeholders and the larger child care sector.
- Other internal and external resources and sources.

Direct or indirect impacts of decisions:

Decisions of this role can directly impact outcomes pertaining to child and families and the guidance provided to leadership, staff and external stakeholders.

In supporting the provincial licensing team, decision making around enforcement regarding compliance to the ELCC Act and Regulations can also impact the operations of Child Care facilities and Family day agencies, along with families they serve, depending on enforcement actions issued.

In managing the Child Care Connect team, decisions made can affect Albertan's that contact licensing regarding issues and concerns along with child care programs who reporting incidents or are seeking information.

## Key Relationships

Major stakeholders and purpose of interactions:

- Executive Director, Director and the Regional and Provincial Leadership Team, Child Care Licensing Team, Other Divisional Teams, Licensing Officers, and other CS staff.
- Community contracted agencies and licence holders to monitor and evaluate agreement and contract performance, analyze reporting of deliverables and outcomes, facilitate resolution of concerns between agencies and region staff, provide training and program specific consultation.
- Albertan's calling into Child Care Connect and licensing, stakeholders and other collateral contacts that intersect with Child Care Connect service delivery.
- Ministry staff to develop training and support policy as well as consult and report on program delivery issues.
- Legal services, policy analysts, FOIP/Records Management, IT and Finance representatives within the Region and Ministry for consultation on legal implications, child care policy, privacy and record retention matters, IT systems.

- Licence holders, Child Care Program staff and other Child Care professionals to monitor and evaluate compliance/performance, analyse reporting of deliverables and outcomes, facilitate resolution of concerns between agencies and region staff, provide training and program and consultation.  
 - Legal services, Communications, FOIP/Records Management, IT and Finance representatives within the Ministry for consultation on practice, policy, privacy and information management

**Required Education, Experience and Technical Competencies**

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

If other, specify:

Early Childhood Development, Child Care, Social Work

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

- The Manager requires considerable knowledge of the Early Learning and Child Care Act and Regulations and other related Acts, regulations and policies (ie. FOIP, CYFEA, etc.), Space creation initiatives and the Alberta-Canada ELCC Affordability agreement, in addition to:

- Early Child Development
- Foundations of Caregiver Support
- Signs of Safety
- Theory of Trauma Informed Care
- Impact of adverse childhood experiences
- Prevention and Early Intervention Framework
- Infant mental health (Ages and Stages Questionnaire/Developmental support plans)
- Diversity, Equity and Inclusion policy and Initiatives
- Disabilities and resources available to children with disabilities
- Child intervention program policy and safety standards
- Services delivery needs for Indigenous children and families
- Evidence based and evidence informed ECD practice
- Understanding of effective change management strategies
- Current research trends and program evaluation

- The position requires the ability to demonstrate, with a high degree of autonomy, the following skills:

- Manage and support small and large projects, prioritize and meet deadlines
- Coordinate and synthesize information in a rapidly changing environment
- Business case, needs assessment and risk assessment
- Communication - written and oral to respond to information requests, address/clarify policy issues,
- Public speaking, presentation and facilitation skills
- Organizational and time management skills to meet competing timelines and prioritize work
- Consultative skills to provide advice to influence actions and enhance capacity of Licensing staff,
- Advanced computer skills in order to develop presentations, use information systems to gather and analyze data, organize information and prepare reports
- Research
- Training skills and curriculum development
- Community development to draw on resources and services in response to service delivery needs
- Conflict resolution and mediation and ability to facilitate crucial conversations
- Proven relationship building and collaboration

**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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: • Plans for how current situation is affected by	The Manager leads the development and implementation of strategies and initiatives

		<p>broader trends</p> <ul style="list-style-type: none"> <li>• Integrates issues, political environment and risks when considering possible actions</li> <li>• Supports organization vision and goals through strategy</li> <li>• Addresses behaviours that challenge progress</li> </ul>	<p>that support practice consistency that is aligned with applicable acts, regulations and policies.</p> <p>The Manager has direct accountability for leading the transition and ongoing operation of Child Care Connect and regional staff.</p>
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	<p>The Manager is required to mentor, support and direct staff while addressing navigational issues by working with a staff team and motivating them to actively participate in the development and implementation of quality child care.</p> <p>The Manager will also work to collaborate with Jobs, Economy &amp; Trade staff and staff from other Ministries to coordinate provincial strategies and initiatives.</p> <p>The Manager will develop and maintain a culture of innovation and employee satisfaction aligned Ministry goals and outcomes.</p>
Creative Problem Solving	○ ○ ○ ● ○	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> <li>• Uses wide range of techniques to break down problems</li> <li>• Allows others to think creatively and voice ideas</li> <li>• Brings the right people together to solve issues</li> <li>• Identifies new solutions for the organization</li> </ul>	<p>With accountability and oversight for the review and implementation of leading practice, the Manager position requires a confident and inclusive leader that can assess the diverse needs and effectively work to address a range of complex issues.</p> <p>The Manager will work with staff from across Child Care Delivery division to develop and implement creative</p>

			solutions.
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> <li>• Creates impactful relationships with the right people</li> <li>• Ensures needs of varying groups are represented</li> <li>• Goes beyond to meet stakeholder needs</li> <li>• Ensures all needs are heard and understood</li> </ul>	<p>The position establishes critical collaborative working relationships across the province for gaining perspectives, mobilizing for change and ensuring goal and outcomes are achieved.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	<p>The Manager will support and oversee changes that influence the direction, design and implementation of policy and practice challenges identified.</p> <p>The Manager will use sound analysis, research and evidenced based approached options to promote and lead effective change.</p> <p>The Manager effectively deals with issues that are diverse, complex, and often politically sensitive, by developing effective relationships with staff and stakeholders.</p>

### Benchmarks

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

- Manager, Child Care Licensing, Manager (Zone 2)

## 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

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ADM Name

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Date yyyy-mm-dd

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ADM Signature

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DM Name

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Date yyyy-mm-dd

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DM Signature