

NON-MANAGEMENT JOB DESCRIPTION POINT RATING EVALUATION PLAN

Working Title CI Administrative Supervisor		Name	
Position Number	Reports to Position No., Class & Level CI Administrative Team Lead	Division, Branch/Unit Child Intervention Division	Ministry Children and Family Services
Present Class		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](#)).

This position is responsible for supervision of administrative support staff.

The position is responsible for monitoring and adjusting workflows to meet;

- Operational priorities,
- Compliance with current policy and process
- Working with staff to resolve emerging issues

The administrative supervisor is responsible for reviews and releasing in an accurate and timely manner: expense claims, CYFS/CMAS Invoices, Foster Care Payments, and provides administration services to support office operations and program delivery with an office. This position is also the back up to the Administrative Team Lead. Collectively, this work addresses the administrative needs of the Child Intervention Practitioner, casework supervisor and manager, in alignment with accepted administrative timelines, policies and procedures. Within this framework, the incumbent is required to make decisions within short time frames while maintaining a standard of excellence within the office.

This position operates within a defined framework of existing Government of Alberta (GoA) and Ministry administrative and financial policies as well as existing legislation and program policy that govern Child Intervention Programs and Services, along with regional/office business priorities. The administrative supervisor reports to the administrative team lead depending on the organizational structure of a specific region.

These positions cover any of the programs delivered in the region (child intervention – intake, assessment, ongoing case management, permanency, adoptions, supports for permanency, foster care facilities, kinship care facilities, childcare licensing,). The incumbent works with multiple information management systems on a regular basis and maintains files and records

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](#)).

Supervision of Administrative Support Staff: In accordance with existing operational priorities and administrative policy and processes:

- Provide ongoing direction for assigned work, establishing team standards and goals, addresses adequate cover-off in the unit(s)
- Supervise the day-to-day operations of an assigned administrative support team
- Monitor work to ensure adherence to departmental policies, procedures and legislation, guiding the resolution of significant issues as they arise
- Complete Employee Performance Reviews; foster and support related personal and professional development of staff and/or corrective action as required
- Lead team building and staff engagement, along with recognition of staff accomplishments
- Work with other supervisors to sustain consistent practice and standards across teams; maintain information sharing and collaboration
- Foster a healthy, safe and positive work environment (eg. Encourage improved service delivery, sustain a fair, safe and healthy environment for staff, facilitate clear and open communication within the office)

Financial Administration: For multiple child intervention programs and services in compliance with existing provincial and regional financial policies/procedures which are adhered to within specified timelines:

- Provide supervisory release of all CYFS/CMAS payments. Ensure that referral and evaluation contracts that are entered by financial operators, are coded correct (vendors, Children and Family ID, master contract numbers) and are signed by the appropriate expenditure officer. If errors are made, they are returned to the operator for corrections if necessary.
- Request and update vendor information and respond to all vendor inquiries.
- Clarify, correct and ensure expenditures comply with government guidelines and office budget allocation
- Code and process accounts payable with a high degree of accuracy, including vouchers, invoices, and foster/kinship/permanency parents' claims.
- Monitor service expenditures and advise Child Intervention Practitioner when committed funds are depleted.
- Work with provincial and contracted auditors, providing information and files as requested.
- Preparation of Cash Blotters for cash office as needed
- Raise awareness to and follow up with Admin Team Lead for out-of-the-ordinary expenditures as necessary
- Interpret policy and procedures regarding financial matters for administrative support staff
- May be required to be a Pcard holder at a worksite

Office Administration:

- May be required to maintain Commissioner of Oaths to commission and exhibit court documents
- Provide training on administrative topics to staff so they have a well-grounded understanding of complex regulations, policies and operational procedures/techniques
- Provide advice/guidance on administrative functions/topics to Child Intervention Practitioner, casework supervisor and other administrative support staff
- Communicate and liaise with internal and external stakeholders, including other government agencies, community resources, clients and vendors
- Enter a range of data into electronic records system CICIO (e.g., personal information, case data, administrative information, provider management data)
- Assist in maintaining efficient operation of all office equipment as needed, as well as, working with staff and service providers to resolve computer hardware and software issues.

- Support meetings as required (e.g., booking conference rooms, set up video conferences, taking minutes).
- Draft correspondence such as letters, memos, forms for internal use and e-mail distribution.
- Process incoming/outgoing mail and arrange courier shipments as required

Records Management: Complete document and file management in accordance with current records management processes:

- Create new files and volumes as required in accordance with existing policies, process, and standards.
- Receive and sort incoming documents and correspondence, completing necessary cross referencing, and checking for duplicate information.
- Review and pre-process client documentation so that the documents are organized and filed as efficiently as possible, kept up-to-date and are compliant with safety and provincial standards.
- File documents by client. Scan documents as appropriate to support program work and entry into information systems.
- Review documents for quality assurance of scanned images to reduce risk of errors and increase the effectiveness of multiple benefit programs.
- Complete indexing of imaged documents in accordance with existing security and program policies to create electronic records for program use.
- Complete all pre-work and quality assurance for information received electronically or by fax. Participate in imaging of fax as required.
- Retrieve routine request for records.
- Assist with file disposition and sending of files to records services for storage as needed
- Retrieve electronic file information as required to respond to requests for disclosure.
- Support transmission of disclosure package to requester as required.
- Complete FOIP requests
- Complete incoming and outgoing file transfer requests relating to CICIO.
- Able to complete intervention record checks in accordance with existing policies, process, and standards.

Back Up Functions to ATL:

- Schedule and transport vehicles for maintenance
- Track and reconcile receipts for fuel and servicing
- Coordinate IT needs for the office in BERNIE (phones/computers)
- Maintain and update inventory for all mobile devices and laptops
- Assist with surplus of equipment (OSSI – Online Surplus Sales Information)
- Assist with ID request (building access cards)
- Assists with coordination of office accommodations (parking assignments, office moves, WORTS requests)
- May be required to serve as an OHS contact for FERP

Contribute to achievement of branch/office business goals.

- Work with all units across the branch to foster efficient operations and achievement of goals and priorities.
- Apply the priorities identified by programs during peak periods
- Participate in the development and improvement of administrative processes (e.g., identify business processes, complete system tests for the new document management system)
- Provide support to other units in times of high demand

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

This position provides first-level supervision of administrative staff that support the management of all office case files and serves as the back-up and support to the Administrative Team Lead.

This position routinely applies a broad span of knowledge about the Child Intervention programs and services to be able to effectively guide staff and interpret policy and direction or changes as needed (e.g., CICIO, CYIM, CYFS, CMAS, 1GX, BERNIE, InfoMart). Effective team development and leadership skills are applied as a first-line supervisor for staff. A variety of issues can arise that draw on the incumbent's ability to assess options and make decisions within the framework of existing legislation and policy. Critical thinking and problem-solving are applied to create, enhance and maintain a high level of client services. This skill set is used to identify workload priorities and to address competing priorities and deadlines.

The position is responsible for multiple administration functions that draw on the knowledge of financial and administrative frameworks, policies and standards. The administrative supervisor must be able to identify linkages between program delivery and financial policy (eg. how frontline administrative activities contribute to broader program or budget goals and determine how to navigate and work within program, financial and administrative policies to adapt to unique or complex situations. The administrative team lead is available to provide support to complex issues or unique situations where precedent is not clear.

This position provides a variety of administrative supports to impact the service delivery of multiple child intervention programs and services. These program areas may include:

- Child Intervention (including but not limited to intake, assessment, foster care, kinship care, group care, residential care, permanency, etc.)
- Family Enhancement
- Legal Permanency
- Transition to Adulthood Program (TAP)
- Child Youth Support Program
- Child Care Licensing
- Designated First Nation (DFNA)
- Collaborate Service Delivery (CSD)

Working knowledge across multiple topics is routinely applied, such as programs and services that are offered internally and externally through contracted agencies, information systems, financial and administrative policies and processes, privacy requirements. Each program can have its own policies and processes. Although not every program is administered by this position, it is necessary to have the ability to have an on-going working knowledge of all programs in Children and Family Services to enable staff to cover off other positions. This position evaluates existing systems to determine any required changes and ensures that current processes are enhanced or maintained to meet the changing needs of the program, consistent with office procedures.

This position could be the first contact for the public when providing reception services; this role is responsible for portraying the Department in a competent courteous manner to a diverse range of clients. The incumbent provides general program information to clients and refers requests for more detailed or case-specific program information to Child Intervention Practitioner or other appropriate staff. Clients can include children and families, community agencies, and other government departments. Tact, sensitivity, professionalism, patience, understanding and good judgement must be displayed when interacting with clients while providing basic information to clients/employees and community partners. This position may encounter distressed and/or difficult clients and is required to exercise sensitivity and understanding in determining needs and making appropriate referral. The administrative team lead is available to guide sensitive or emotionally charged

situations, or where clear precedent is not available.

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 of the following are necessary:

- Sound working knowledge in Ministry GoA financial policies and procedures (Fee for Service Guidelines)
- Sound working knowledge of administrative policies and procedures within a worksite
- Expenditure Office Authority knowledge to accommodate worksite and/or client expenses
- Applicable current legislation (Master and Collective Agreements, FOIP, OHS, Child/Youth & Family Enhancement Act)
- GoA and Ministry administrative and financial policies, processes, standards, and guidelines
- In-depth working knowledge of Ministry information and financial payment systems including but not limited to: CYFS/CMAS/CICIO/CYIM/Expense Claims/BERNIE/EPS/Info Mart/1GX)
- Applicable business and operational priorities and goals of the office/region
- Working knowledge of other regional programs and service providers and community resources.
- Provincial file standards when creating, opening, closing, transferring, and accepting files.
- Cultural sensitivity and awareness of multicultural protocols.

Skills and Abilities:

- Leadership and supervisory skills, including team building, motivation and coaching
- Well-developed communication and interpersonal skills, written and spoken
- Conflict resolution mediation, negotiation, analytical and problem solving
- Sensitivity to diversity in the workplace
- Ability to work in a fast-paced environment
- Keen attention to detail
- Well-develop keyboarding and data entry skills
- Ability to work independently within existing policy and process, using sound judgement to determine the best path forward among various options
- Excellent time management – ability to adapt to change and shifting priorities
- Ability to navigate and extract pertinent information from multiple Government systems.
- Ability to maintain confidentiality and ethical behavior
- Proficient in computerized information systems and Microsoft Office products

Education and Experience:

- Minimum recruitment standards of high school diploma and 3 years related experience. Directly related experience or education considered on the basis of: one year of experience for one year of education or one year of education for one year of experience
- Post secondary schooling is an asset

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide **Pages 14-15**).

- Front-line Administrative Staff – provide ongoing supervision and guidance; support the resolution of complex issues; interpret policy and performance targets
- Fellow Administrative Supervisors – collaborate on regional or local initiatives; foster consistent practice and process across teams
- Worksite Manager/ATL – provides updates and reports on administration functions; raise awareness to opportunities for administrative improvements
- Child Intervention Practitioners – provide administrative support to enhance management of files; provide guidance/support orientation to use information management systems and/or complete administrative activities; refer client/public contacts/queries as appropriate.

- Casework Supervisor – provide updates as needed; identify potential areas process improvements might; refer complex situations for consultation/resolution.
- Clients/public/vendors/foster parents/walk-ins/phone inquiries - provide program information to first client contact.
- Service Alberta – refer questions related to accounts payable, accounts receivable and vendor management
- Community and agency stakeholders – share program information; respond to escalated queries re: payments

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