

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 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:

The Program Oversight and Strategic Workforce Planning unit guides the development of Alberta's adult learning system by identifying systemic needs, opportunities and risks, and by ensuring high-quality programs of instruction delivered by post-secondary institutions. The unit builds excellence and capacity in post-secondary programming across the province, and supports efficient, effective program delivery for learners through sustainable, collaborative models. The unit works closely with other areas of the Ministry, other ministries, post-secondary institutions, regulatory bodies, community organizations, and other stakeholders to develop, implement and monitor adult learning program priorities and system planning to meet the province's economic, workforce, and societal needs.

Reporting to the Manager, Program Approval and the Campus Alberta Quality Council (CAQC) Secretariat, the Program Resource Officer supports the administration and management of quality assurance coordination for the Program Oversight and Strategic Workforce Planning (POSWP) Unit of Advanced Education (AE). The Program Resource Officer provides guidance and support for communication, stakeholder applications and website, and system coordination review and operations. Key outcomes include working with government, the post-secondary system, and provincial/territorial partners for the administration and management of 1) stakeholder technology communications (e.g., SharePoint site, public website, other forms of communication) and research, 2) system coordination review of new programs and changes to existing ministry-approved programs, 3) quality assurance, auditing, changes, and

monitoring of new degree programs, and 4) key CAQC, POSWP and Ministry activities/initiatives in the post-secondary system. The role supports team relationships and initiatives with Workforce Strategies team and other business areas, ministries, and adult learning system stakeholders in Alberta and Canada.

Responsibilities

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

Manage quality assurance communication, stakeholder applications and website, and system coordination review and operations in alignment with AE strategic direction from the Manager, Program Approvals and CAQC Secretariat and POSWP through the following outcomes and activities:

- I. Provide relevant, well-supported and timely briefings on post-secondary issues and recommendations concerning new program and program change proposals to the Minister and senior ministry officials, by:**
 - Thoroughly researching and analyzing issues/topics using available historical documents and online sources, and by leveraging established communication and working relationships with key partners, clients, and stakeholders.
 - Working with institutions and stakeholders in the review of new and revised proposals as part of the system coordination review.
 - Researching comparable programs, student and employer demand, and policy priorities as needed to support review of proposals.
 - Reviewing proposals in light of ministry/government priorities, learner and employer needs, etc.
 - Provide guidance and support for communication, stakeholder applications (Sharepoint) and public website, and system coordination review and operations.
- II. Provide strategic support to Program Approvals and CAQC Secretariat, POSWP and Ministry officials, by:**
 - Liaising with institutions to answer questions of clarification on degree program proposals.
 - Ensuring that policies, procedures, and standards are followed with respect to consideration of applications for new degree programs and monitoring of approved degrees once implemented.
 - Preparing desk review summaries, backgrounders and other documents as required to assist Council and its subcommittees with its reviews.
 - Providing analyses, advice, briefings, reports and decision-making support reflective of current trends and issues.
 - Overseeing and completing environmental scanning activities, including information from other jurisdictions, department and government directions/policies, and institutions.
 - Researching issues, assessing impacts and policy options, and making recommendations for changes to CAQC standards and policies to meet changing requirements.
- III. Monitor approved degree programs to ensure that CAQC's and Pan-Canadian standards of degree quality assurance continue to be met, by:**
 - Providing consultation and assistance to institutions in preparation of their annual reports and other reporting.
 - Reviewing and assessing annual reports, comprehensive evaluations, subsequent evaluations and periodic reporting, as well as identifying any significant issues needing to be brought to CAQC's

attention.

- Developing and maintaining tracking systems and processes to ensure that monitoring expectations are up-to-date and being met for all approved degree programs.
- Participating on any relevant committees relating to quality assurance, as required by the Manager, System Quality and CAQC Secretariat.
- Drafting and reviewing research reports on topics related to degree quality assurance.
- Communicating ongoing and sharing best practices with other Canadian and international quality assurance agencies and contacts.

Problem Solving

Typical problems solved:

- Issues and proposals dealt with are typically complex. Review of program proposals requires reasoned and balanced application of multiple criteria to support the ultimate recommendation. Particularly for innovative program initiatives, robust information about student and employer demand, further education opportunities, program costs and other relevant factors may be lacking.
- A key aspect of this position is that it entails a dual role as resource to Council on one hand, and as public servant responsible to the Minister on the other. This position is required to foster alignment of CAQC's direction with that of the Ministry, the latter necessitating balancing competing interests in a responsive and agile manner.
- Determining the relevance of emerging issues and deciding which information and issues need to be advanced to Council and senior Ministry decision-makers requires a solid understanding of the post-secondary system, of government as well as a good sense of timing.

Types of guidance available for problem solving:

- There is an established, standardized process for program review, but the actual collection and evaluation of information and its integration to support a particular recommendation draws upon individual creativity, judgment and knowledge of the program field.
- Careful diligence founded on experience and sound knowledge of the policy environment of both the Ministry and Council is required to distinguish what information can be shared and what cannot. Interaction with CAQC necessitates cooperation, collaboration, team work and understanding.
- The Manager, and more senior team members, are available to provide support for complex issue resolution; however, through application of professional knowledge and experience and consultation with others, or reference to existing legislation, policy and process, most issues can be resolved independently.

Direct or indirect impacts of decisions:

The work of the position can have widespread effects on the post-secondary system and its stakeholders. For instance, program review and approval can impact student access to post-secondary programming in specific regions. By making program proposal recommendations that balance the needs of learners and employers and that take into consideration institutional goals and strategic positioning, as well as the capacity and evolution of the post-secondary system overall, the position can indirectly impact the overall economic and social well-being of Albertans. Accordingly, to ensure system coordination, the position requires regular and ongoing contact with a wide range of post-secondary stakeholders.

Impact on particular stakeholder groups are potentially large: for learners, access to high quality programs of their choice; for employers, a supply of qualified graduates; for institutional faculty, employment opportunities; for regulators and professional associations, maintenance of training standards commensurate with professional standing and the public interest; and for taxpayers, effective and efficient use of public resources.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders:

- Branch Director, Manager of Program Approvals and CAQC Secretariat, and POSWP staff.
- Divisional Managers, Directors and Support Staff
- Senior Department Officials (Executive Directors, ADMs, DM and Minister)
- Other ministry officials

Relationships result in higher quality of information, services and documentation to students, institutions, and others; facilitate discussion and completion of work assignments, projects, and other initiatives; allow for the collaborative and cordial resolution of issues in an efficient manner; and provide for mentoring and knowledge transfer.

External Stakeholders:

- Senior PSI staff (Presidents, VPAs, Provosts, Registrars, Program Heads, Deans)
- Chair of Council (primary), and other Council members
- Private Institutions/Non Resident Institutions
- Provincial Regulators, Professional Associations and Accreditation Organizations
- Interest Groups - provincial, federal and community-based (e.g. Learning Disabilities Association of Alberta)
- Staff in other provincial government departments
- Quality assurance colleagues in other jurisdictions

Relationships allow for consultation and advice on specific issues/inquiries, including draft program proposals, policies and procedures, and other operations, and provide for the exchange of information. These relationships facilitate the work of Council.

Relationships also assure currency and access to important information such as regulated competency requirements for various occupations. They provide for increased awareness and understanding of provincial priorities, for the integration of feedback for strategic planning purposes, and for the researching and implementing of best practices.

Collaborative working relationships are established and maintained. Labour and Immigration, Education, Community and Social Services, Alberta Health and Children's Services are regularly consulted.

Required Education, Experience and Technical Competencies

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

If other, specify:

Minimum 2 years experience in government/post-secondary, with competencies/equivalencies considered

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

- Thorough knowledge of relevant legislation, regulations and key policy initiatives, including but not limited to the Post-secondary Learning Act, Programs of Study Regulation, Skilled Trades and Apprenticeship Education Act, Tuition Fees Regulation, Public Agencies Governance Framework and Alberta Public Agencies Governance Act, Institutional Management Agreements, etc.
- Thorough knowledge of institutional and ministry program review and approval processes.
- In-depth knowledge of the programs, content, and environmental context of assigned disciplines/fields (e.g., Health, Business, Human Services, Arts and Sciences, Agriculture, Education, Engineering, Fine Arts, Apprenticeship, etc.).
- Knowledge of the Canadian post-secondary degree-granting landscape, including the regulatory regime within which other Canadian institutions operate.

- Comprehensive knowledge of CAQC operations, including policies and procedures in order to assess information, provide advice, respond to inquiries and effectively represent CAQC interests, including knowledge of board governance best practices to maximize the efficiency of CAQC's operations.
- Strong consultation and negotiation skills, including the ability to represent the Branch/Department and project influence in a variety of settings and at a senior level.
- Ability to facilitate a strong network of relevant contacts in institutions and among stakeholder groups.
- Ability to function under pressure and use tact, diplomacy and good judgment.
- Demonstration of highly developed critical thinking, analytical, research and policy development skills to assess issues, evaluate diverse and complex information to inform and support program approval and review decisions.
- Demonstration of highly developed written and verbal communication skills to clearly articulate often complex and diverse information suitable to the target audience.
- Knowledge of research methodologies and performance measurement to develop and refine tools and procedures for CAQC's organizational, program and comprehensive evaluations.
- Competence in the use of relevant software packages and ministry database applications, including but not limited to MS-Word, MS-Excel, MS PowerPoint, MS Teams, and relevant Government of Alberta databases (e.g., ARTs, PAPRS, LERS).
- Knowledge of Ministry financial systems and processes, including contract generation and management, budgeting and business planning.

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		
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	The position may be called upon to organize working groups and meetings; to assist in the design of funding initiatives/competitions; to negotiate and structure agreements with institutions and other governments and post-secondary entities; to design and contract or conduct research projects; and to participate on or act as an expert resource to boards, program advisory committees and other authorities.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change 	The position draws heavily on interpersonal skills, including the capacity to work collaboratively with many different individuals and entities in assessing the

		<ul style="list-style-type: none"> • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	need for new degrees and other programs.
Systems Thinking	○ ○ ● ○ ○	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • 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 	Extensive knowledge of the post-secondary system in Alberta and of relevant legislation, regulations and key policy initiatives, combined with a comprehensive knowledge of CAQC operations, allow this position to assess information, provide advice, respond to inquiries and effectively represent Ministry interests.

Benchmarks

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

023PS70 - Business Analyst, Mineral Development
023PS69 - Planning and Performance Measurement Consultant

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
_____	_____	_____
ADM Name	Date yyyy-mm-dd	ADM Signature
_____	_____	_____
DM Name	Date yyyy-mm-dd	DM Signature