

## New

Ministry

Children and Family Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Regional Business Administrator

Requested Class

Administration 1

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:

Regional Business Administrators provide professional administration services and leadership to the Region, the Regional Office, and the Senior Leadership Team's Directors. Responsibilities include: coordination and operationalization of business administration throughout the region; consultation, coaching and support to worksite Administrative Team Leaders, Administrative Supervisors and/or Worksite Managers regarding complex administrative issues and administrative team functioning; leadership and efficient coordination for day to day operation of the Region.

This position provides executive support to the Senior Leadership Team Directors; and guidance and support for Managers who have Administrative Team Leads as direct reports, Regional administrative staff and/or specialized regional administrative staff and/or regional Administrative Team Leads.

The position provides input and recommendation to the Regional Business Coordinator as part of the Leadership Team that shape decisions about regional administrative policy and process, administrative recruitment/hiring, and administrative regional organizational alignment and strategic directions. The Regional Business Administrator works closely with Administrative Team Leads to foster and support administrative consistency across assigned worksites/offices in the region. As such, having a regular

presence in the assigned sites/program areas is important.

The position reports to the Regional Business Coordinator and works within the 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, and regional / office business priorities.

The position is responsible for oversight of Business Operations Support Functions within assigned portfolio/site/program area which includes collaborative integration of regional and worksite approaches and processes with a goal of efficient, effective, consistent and seamless administrative infrastructure supporting the delivery of regional services. The portfolio includes Accounts Payable and Expenditure Officer Administration, P-Card, Personnel and Expenses, Facility Management, Purchasing, Accommodations and Infrastructure, Mobile Device Management, Information Technology, and Regional Records Management.

This position provides tracking and data analysis for the assigned sites/program areas. Working with the RBC, Directors, and Managers, this data analysis is used to ensure regional workload equity and forecast future trends that impact regional operations.

Indigenous Services; Meaningful involvement consultation tracking; Status of Indigenous Services Canada checks for children in care for purposes of achieving permanency. Quality Assurance focus including Critical incident reporting and tracking, tracking non contracted but licensed residential facilities, tracking data for administrative reviews and appeals, tracking trends and reports for serious injury and death for children in care. Health partnerships such as data analysis and tracking for pediatric kids in care program, tracking trends of prescribing psychotropic medications to children in care. Tracking and data reporting for out of home placements cost sharing with the Family Support for Children with Disabilities (FSCD) program. Tracking and data reporting for adoption or private guardianship services. Tracking inter-provincial matters, inter-jurisdictional matters as more IGB's are developed/established. Tracking cases for Child Advocacy Center and Protection of Sexually Exploited Children to help program areas understand caseload trends.

## Responsibilities

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

Although this position does not have direct reports, the role will support Managers and Administrative Team Leads across multiples sites and program areas in Supervision /Performance Management for administrative staff to build an effective and highly motivated team

- Supports Managers to supervise Administrative Team Leads, establishing standards and goals for the administration team based on the Ministry Business Plan and Regional Operational plan, and that these are clearly communicated and understood.
- Supports Managers in providing ongoing direction for assigned work and ensure adequate Administrative Team Lead cover-off is available as needed.
- Monitor work to ensure adherence to departmental policies, procedures and legislation and provide policy interpretation as needed.
- Lead team building and administrative staff engagement activities.
- Coordinate and chair monthly administrative meetings.
- Support Administrative Team Leads to onboard, orient and train administrative staff.

Regional Business Operation Administration and Support Functions including Training and Development

- Along with the RBC, collaborate in the development and implementation of administrative training plan, will be called on to provide training.
- Provides direct training to Administrative Team Leads.
- Serve as the Lead for the Electronic Ordering System (EOS) and Regional WAAC (Wireless Account Authorization Coordinator).
- Monitor and update the EPS (Electronic Payment System) as needed.

- Coordinate Expenditure Officer administration for the region.
- Procurement Card Reviewer for all regional cardholders.
- Furniture Acquisition and Surplus Furniture Administration.
- Participate on various Regional committees.
- Management of leased vehicles; including ordering.
- Management of MFA devices in all worksites.
- WPA matrix role.

#### Regional Worksite Support/Consultation

- Provide consultation, coaching and support to worksite Administrative Team Leaders, Administrative Supervisors and/or Worksite Managers regarding complex administrative issues and administrative team functioning.
- Assist worksite Administrative Team Leaders, Administrative Supervisors and/or Worksite Managers to problem-solve human relations issues in the administrative team, liaise with Regional Business Coordinator and HRBP's.
- Working with the Regional Business Coordinator (RBC) provides a leadership role for the Administrative Team Leads, moving the administrative professionals in a common direction and ensuring the Terms of Reference for the committee is reviewed and met.

#### Administrative Position Mapping, Workload Equalization and Recruitment

- Support senior leadership and regional Workforce Development along with the RBC, by overseeing administrative recruitment/hiring and administrative staffing.
- Oversight of administrative position mapping for assigned site/program area.
- Chair interview panels for administrative interviews.
- Monitor administrative workloads in all worksites and recommend position reallocation, recruitment or temporary measures.
- Maintain Organizational charts, Position Tracking, and Staffing Requests.

This position takes a lead role in understanding and addressing worksite specific administrative issues in its responsible worksites. It sits on meetings with ATL and Managers to discuss known/unknown administrative issues in admin service delivery for child intervention programs. It consolidates these findings combined with its data and analysis tracking/report so as to provide recommendations to the RBC who oversees the region and develops recommendations on how to best structure/resource staff capacity to ensure business priorities are addressed and business goals are achieved in the Regional Strategic Operational Plan.

#### Occupational Health and Safety

- Working with the Regional Business Coordinator and Senior Leadership Team, provides site support in the development and updating of Risk and Hazard Assessments, compliance of Working Alone Policies, an OHS Incident Reporting.

#### Director / Regional Leadership Team Administration / Executive Supports

- Communicate extensively with the regional administrative leadership and administrative staff and key stakeholders to request and distribute information, schedule meetings and anticipate stakeholder inquiries to determine appropriate response strategies.
- Participate or lead assigned research/analytical projects.
- Act as a link between the Director / Senior Leadership Team and regional administrative staff.

### Problem Solving

Typical problems solved:

This position has diverse responsibilities that support consistent administrative and business functions across all worksites in the region. The position may also provide administration and support services to the Executive Director / Directors as well as the Regional Leadership Team. Extensive knowledge of administration, financial and human resource management legislation, policy and process is applied in combination with knowledge of the unique needs and circumstances in worksites across the region.

The position must utilize analytical techniques to assess data and provide information necessary for the Leadership Team as requested.

The Regional Business Administrator supports Administrative Team Leads and provides consolidated input on administrative topics to the Regional Business Coordinator and the larger Regional Leadership Team.

Types of guidance available for problem solving:

Works within existing Alberta Public Service and CFS Acts, Regulations, and policies.

Collaborates closely with Admin Team Leads, Managers

Collaborates with Directors, Finance, Infrastructure and HR.

Within the department's procedural framework and business plan, there is some latitude to plan, organize and carry out the work of the position in the way that seems most effective and efficient. Works within existing Alberta Public Service and CFS Acts, Regulations, and policies.

Direct or indirect impacts of decisions:

Advice and recommendations are provided on regional needs and potential changes to administrative programs and processes.

## Key Relationships

Major stakeholders and purpose of interactions:

- Administrative team - Provide leadership support, guidance, advice
- Administrative Team Leads (ATL) and supervisors across the region - coordinate implementation of regional administrative projects and/or policy or process changes; gather data to report on administration at a provincial level.
- Regional Leaders (e.g., Director) - Provide updates and reports on administrative topics at a regional level; obtain perspective on strategic direction; provide operational supports to the regional leadership team as needed.
- Regional Managers - Discussion of regional issues; development of collaborative administrative solutions and improvements
- Corporate Services - liaise on the provision of various supports (e.g., HR, records management, Accommodations, etc.)
- Other ministries - share/collect information.

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Certificate (1 year)			

If other, specify:

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

One year certificate in a related field plus two years related experience; or equivalent. 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

- Site support is required, therefore, having a reliable vehicle and Drivers License are a requirement of this position.
- Experience in child intervention service delivery is an asset
- Experience working within a regional or multi-office environment is an asset

Knowledge:

- Excellent knowledge and extensive experience with service delivery administrative workflows.
- Excellent knowledge and extensive experience with service delivery computerized information systems.

- General knowledge of relevant legislation and policies governing Children and Family Services programs and processes
- General knowledge and understanding of Children and Family Services delivery systems and programs.
- General knowledge of the GOA OHS Legislation, Program Elements and Committee Frameworks.
- General knowledge of Children and Family Services, Delivery Services and Regional Operation Plans.
- Knowledge of relevant legislation (e.g., Child, Youth and Family Enhancement Act, FOIP) and related policy and process
- Knowledge of ministry and GoA requirements for business administration programs (e.g., training, OH&S)

#### Skills and Abilities

- Leadership and supervisory skills, including team building, motivation and coaching
- Strategic thinking skills to link administration and administrative support functions to the boarder program and service goals and outcomes
- Strong ability to consolidate and integrate data from multiple sources
- Sensitivity to diversity in the workplace
- Ability to work in a fast-paced stressful environment
- Excellent time management - ability to adapt to constant change and shifting priorities
- Ability to initiate action independently, using sound judgement
- Strong organization skills
- Strong written and oral communication skills
- Conflict resolution, mediation, negotiation, analytical and problem solving
- Interpersonal skills-ability to establish and maintain a strong and healthy relationship with regional staff at multiple levels, vendors, internal and external stakeholders
- Proficient in computerized information systems used in the delivery of CI programs and service delivery, administration and finance (e.g. CICIO, CYIM, CYFS, EPS, 1GX)
- Proficiency with Microsoft Office products

#### 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work</li> </ul>	

		<p>methods and what made projects successful; shares learning</p> <ul style="list-style-type: none"> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> </ul>	

		<ul style="list-style-type: none"> <li>• Recognizes and appreciates others</li> </ul>	
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Plans according to career goals and regular development: <ul style="list-style-type: none"> <li>• Aligns personal goals with career goals</li> <li>• Leverages strengths; attempts stretch goals</li> <li>• Provides feedback and openly discusses team performance</li> <li>• Values team diversity, and supports personal development</li> </ul>	