

Update

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Team Lead - Employee Safety of

Current 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 Employee Safety Office (ESO) Team Lead, provides leadership support, direction and consultation to **fifteen (15) permanent and five (4) Senior Radio Operators and a Technical Analyst who** deliver several distinct Workforce Support and Hot Line programs.

Reporting to the **Manager of the SA Employee Safety Office** and in accordance with strict departmental procedures to meet Client Service Agreements, the ESO Team Lead is responsible for influencing outcomes of strategic directions for service delivery across the entire province of Alberta and the front line staff level of satisfaction/productivity in the work environment. This position ensures that program services are administered in accordance with accepted practices and guidelines as defined by legislation and by departmental policy and procedure. The Team Lead has an Integral role in the financial management associated with ESOs operational programs as it is responsible to schedule staff for a 24 hours X 7 days X 365 days a year work schedule and works with technology vendors to identify and propose investment in technology solutions and improvements. This position is responsible to develop and implement training for Work Alone monitoring users and ensure their full understanding of the legislation, use of tools, and PRCC services. It is critical that users fully understand the processes as this could save their life.

Responsibilities

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

The ESO Team Lead is responsible to manage the day-to-day operations and lead a team to deliver Remote and Work Alone safety services, supporting approximately 5000 clients/ users in 13 Government of Alberta (GoA) ministries, agencies and commissions. This will be achieved through the 19 permanent staff including:

- Supporting recruitment, on-boarding and training of new staff.
- Evaluating and developing staff through established performance planning process (i.e. one-on-one formal reviews conducted quarterly and at year-end minimally); and providing timely and professional feedback in real-time coaching opportunities.
- Providing mentoring to all staff members and allowing the individual to learn and grow within the team and prepare for succession within the organization (i.e. career path).
- Documenting and reporting on staff performance, and supporting the performance management / disciplinary process, as required.
- Maintaining a qualified, engaged and motivated team.
- Supporting management in determining the organizational structure of the team.
- Recommending overtime requests to management as necessary and verifying monthly premium and overtime claims for payroll.
- Support the team by handling calls and events during peak periods and when short staffed.

The incumbent must exercise sound judgement when interacting with diverse working groups with differing goals. Developing positive working relationships is critical to this role. The Incumbent must implement strategies to reduce resistance to change, resolve problems creatively and respectfully resulting in achievement of GOA's long term vision for contact centres. Ensuring the ESO meets industry best practice standards and is compliant with the Commission for the Accreditation of Law Enforcement Agencies. Ensuring confidentiality standards of processes and systems are maintained by regular audits and reviews. Establishing and continuously working to improve ongoing training approach, standards and documentation for internal staff and client users create, edit and ensure ongoing training to all Work Alone providers and users.

Establishes an efficient 24/7 Contact Centre operation by:

- Tracking and reporting on statistical information for management. Ministries and staff to analyze operational effectiveness and opportunities for improvement.
- Complying with the Union Collective Agreement as it pertains to the ESO.
- Complying with operational procedures and standards consistent with appropriate legislation, including that set by Industry Canada.
- Analyzing compliance of staff to operational procedures, especially during escalations and hazardous incidents involving clients.
- Managing workplace safety and security procedures.

Support the monthly budget forecast and budget for the PRCC program. This will be achieved through:

- Working closely with the Manager to complete budget planning and monthly forecasts.
- Tracking all expenses and manpower costs to meet budget requirements.
- Determining when overtime is required and staff manpower to stay within budget.



Maintain, enhance and continually look for improvements to the technology systems. MRF Safety, AFRRCs radio, CMASJ, and other tools used to deliver the ESO services. This will be achieved through:

- Providing management with recommendations for operational planning and service development for the team and the Ministry regarding ESO services. This includes recommending technology upgrades/ additions/ deletions, and policy along with working standard amendments and additions for discussion and implementation, if approved.
- A strong technical knowledge and understanding of the systems used by the program.

Build and maintain relationships with internal GoA Ministries that have Work Alone staff, and vendors to assist in ensuring the best service is being delivered through various tools and systems and at the best prices. This will be achieved through:

- Working in conjunction with management as a program leader and specialist during discussions with existing, new and potential clients. Acting as the main point of contact for the contact centre:
 - Establishes network of existing and potential clients to promote services offered by the ESO to other Ministries, Agencies, Boards, Commissions, and other public sector entities.
 - The goal is to substantially grow the Work Alone monitoring program to provide a safe and healthy work environment to high-risk public sector workers across Alberta at a fair cost.
- Supporting the negotiation of service offerings, modifications and updates.
- Supporting and lending discussions with vendors and suppliers, to support management in finalizing contract requirements on existing services, service enhancements and new services as required.
- In conjunction with the management team, liaising with program staff in other GoA Ministries and program areas to determine and discuss policy and training standards for the PRCC programs.

Oversees the provision of accurate information and sufficient resources to support the PRCC service delivery. This will be achieved through:

- Managing the team to provide core safety services to GoA employees, and other GoA extended stakeholders on a 24n/36S basis.
- Supervising employees that support the safety of Work-Alone clients. These clients are monitored from the start to finish of their work day in real time, using portable devices and a variety of technologies and databases.
- Services include:
 - Identify and responding to hazardous situations.
 - Regular status check-in, as required by legislation and by the ministry.
 - Emergency response and the dispatch of officers.
 - Weather updates and warnings to field staff.

Information for emergency services and contact numbers for other agencies.



Problem Solving

Typical problems solved:

The position supports management in representing ESO in cross-government discussions to ensure client expectations are in line with department guidelines; are achievable, and can be delivered. Developing and maintaining effective working relationships is essential. The incumbent must exercise sound judgement when

interacting with diverse working groups with differing goals. Developing positive working relationships is critical to this role. The Incumbent must implement strategies to reduce resistance to change, resolve problems creatively and respectfully resulting in achievement of GOA's long term vision for contact centres.

The Team Lead:

- Supports management with presentations to potential clients and coordinates the connection of new clients to available communication systems.
- Supports management with product recommendations and technology upgrades.
- Supports management by regularly meeting with existing clients and providing strategic and operational advice.
- Maintains reporting for client groups and provides more detailed information as requested.
- Promotes the work and services offered by the ESO to other Ministries at all opportunities.
- Attends designated GoA meetings on behalf of the ESO program.
- Assists clients with the standardization necessary for an efficient implementation and interaction between client users and radio controllers, including advising and training clients on standard radio and Industry Canada voice procedures, electronic communication practices and device use.
- Maintains an understanding of internal and client programs and facilitates staff training for client service awareness to better understand and support client needs.
- Receives, investigates, resolves and reports escalations from clients. If necessary, recommends and implements procedural changes with management approval.
- In conjunction with management receives, evaluates, implements or approves/denies specific service requests from clients based on ESO / SA policy.
- Liaises with clients on equipment impairments and outages effecting service delivery.
- Sets operational and procedural standards in conjunction with clients.

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Types of guidance available for problem solving:

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

The position requires:

- Extensive knowledge of Ministry, Division, and Branch mandates, and business and operational plans.
- Extensive knowledge of the Government of Alberta structure and relevant ministry functions, reporting relationships, and business processes.
- Extensive knowledge of other levels of government (federal, municipal) legislation and policies, as they relate to the requirements and operation of the ESO.
- Comprehensive knowledge of customer service theories and principles. A strong customer service aptitude.
- Safety Patrol Monitor, AFRRCS radio, CAMS3 and CAMS2.
- Good understanding of financial, human resources, information technology and administrative processes.
- Good knowledge of applicable legislation, regulations, ministerial orders, and guidelines (e.g. Public Service Act, Collective Agreements, Financial Administration Act, Government Accountability Act, Freedom of Information & Protection of Privacy Act, and other related legislation).
- Good knowledge of the stakeholder and potential stakeholder programs, organizations, committees, advisory groups, and representatives; to better understand and identify where the ESO services may be relevant and valuable.
- Strong interpersonal and supervisory skills and the ability to lead an independent team of individuals.
- Strong analytical orientation to continuously identify, improve and innovate processes.

The position requires the demonstration of:

- Leadership, management and team building skills to build and maintain a good working environment and positive morale within team.
- Project management skills to lead ongoing innovation and improvement of technical system and processes.
- Ability to analyze, prioritize and multi-task, in situations that may occasionally be undocumented or unprecedented.
- Ability to be flexible, think strategically, analytically and creatively, analyze issues, and recommend practical solutions.
- Interpersonal and influential skills dealing with team members, clients, vendors and other key stakeholders.
- Ability to work as part of a team or independently, as required.
- Ability to develop training programs, as required.
- Professional judgment and decision-making skills.
- Facilitation and conflict resolution skills.
- Solid written and verbal communication skills, including ability to develop and deliver presentations to key decision makers and stakeholders.
- Financial management skills. Ability to track and forecast operational and project costs, and reconcile to a monthly budget of approximately \$2.8 million annually.
- Ability to handle sensitive and complex issues.
- Ability to manage stress and work productively in a paced sometimes complex working environment.
- In-depth knowledge of public safety and enforcement practices.

- Knowledge of relevant legislation, including FOIP, Protection of Privacy, the Police Act.
- In depth knowledge of industry and industry Canada Standard Voice procedures.

This position consults and collaborates with a wide range of organizations, contracted service providers, professional individuals, community agencies and government departments as part of promoting, implementing and delivering the PRCC services.

Internal (to GoA)

Daily interaction with Team members and Management.

Daily interaction with Client users and client leadership.

Weekly interaction with other ministry staff, as required, including Human Resources, Finance, Help Desk, IT.

External

Interaction with Vendors, as required, to address system and process issues, contract renewals and changes.

Interaction with other stakeholders, as required for resolution of issue escalations.

Required Education, Experience and Technical Competencies

Education Level

Focus/Major

2nd Major/Minor if applicable

Designation

High School Diploma

If other, specify:

College level preferred

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

Leading Call Center operations, Radio Center operations,

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		
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"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	
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"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes 	

		<ul style="list-style-type: none"> • Aims to exceed expectations 	
Develop Self and Others	○ ● ○ ○ ○	Seeks out learning and knowledge-sharing opportunities: <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	
Build Collaborative Environments	○ ● ○ ○ ○	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	
Develop Networks	○ ● ○ ○ ○	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	
Systems Thinking	○ ● ○ ○ ○	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	
Creative Problem Solving	○ ● ○ ○ ○	Focuses on continuous improvement and increasing breadth of	

		insight: <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	
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Benchmarks

List 1-2 potential comparable Government of Alberta:

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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