

## New

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Director, Victims Services

Requested Class

Senior Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

SSII, CPSS, Victims Services



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Executive Director, CPSS

Supervisor's Current Class

Executive Manager 1

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

This position reports to the Executive Director, Community and Public Safety Services. The Director of Victims Services provides leadership, direction, and oversight of services to victims of crime and other related programs and strategic initiatives. The Director is responsible for delivering victims services across Alberta in alignment with recommendations from the MLA review of victims services, and in consideration of evidence, best practice, the *Victims of Crime and Public Safety Act* and *Canadian Victims Bill of Rights*.

The Director is accountable for program delivery, grant management, operational policy, legislation, ongoing program refinement, and monitoring and evaluation of services to victims. This requires consideration of federal, provincial government legislative and/or policy directives, and ministry and cross-ministry initiatives that impact provincial and community capacity to deliver and monitor services to victims of crime.

The Director oversees a budget of approximately \$35 million and leads a team of approximately 30 managers and professionals performing varied and specialized work relating to direct services (VAP), legislation, policy development, research, training, grant management, public awareness and education, stakeholder consultation, and other community initiatives.

The Director provides strategic leadership and oversight of the Victims of crime Assistance Program (VAP) that provides direct supports and services to eligible victims of violent crime to help them mitigate the immediate aftereffects of a crime and to aid them while they navigate complex criminal justice system processes. The Director is also responsible for the administration of funding to support the operations of police-based and community-based programs and specialized services that provide services to victims, including the Counseling for Children program. Also included are the Restitution and Recoveries Program, Victim Impact/Community Impact Statement program, and providing support to programs and initiatives involving specialized services such as sexual assault, family violence and human trafficking.

The Director provides expert advice and recommendations to department leadership on issues related to victims services which requires interpretation of legislation, complex problem solving, and the ability to interact effectively with senior levels of government (municipal, provincial and federal) and external stakeholders and organizations. The Director manages strategic relationships with Victims Services organizations across Alberta.

The Director works in collaboration with the Executive Director and peer Directors on cross-government and intergovernmental initiatives. The Director provides leadership to the Division and is guided by Alberta Public Services' values of respect, accountability, integrity, and excellence.

## Responsibilities

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

### **1. Deliver, measure, and monitor victims services.**

- Deliver Victims of Crime Assistance Program (VAP) and Victims Services across Alberta.
- Coordinate provincial funding to victim service providers and related contracts and or service agreements.
- Lead evaluation of VAP and Victims Services.
- Recommend and implement program adjustments in response to recommendations from the MLA review and learnings through program delivery and evaluation.
- Chair, Co-Chair and/or participate in ministry and/or cross-ministry committees to coordinate government's priorities and initiatives.

### **2. Provide expert advice and recommendations relating to legislation, delegated authorities, programs and funding initiatives.**

- Ensure Executive Director, Assistant Deputy Minister and Executive Team are briefed on issues arising and funding pressures in a timely manner.
- Monitor emerging legislation or legal authorities and provide advice when there are impacts on victims of crime, the Victims of Crime and Public Safety Act, Canadian Victims Bill of Rights, programs with Orders in Councils for Restitution, Community Impact Statement, and Victim Impact Statement.
- Direct grant administration (including monitoring and accountability) of all funded programs.
- Work with legal services, cross-ministry, judicial and community stakeholders to review and amend legislation through government processes.
- Monitor implementation of legislative changes and reports on issues and successes to Executive Director and executive through Briefings.

### **3. Provide leadership, direction and guidance to ensure the effective operations of Victim of Crime Services.**

- Provide grant funding to police-based and community-based victims services programs to ensure no disruption of services.
- Develop and implement outcome-based agreements for the effective and efficient utilization of Ministry resources to grant recipients.
- Lead engagement with associations, municipalities, Indigenous communities and other providers and stakeholders to identify trends and develop core and specialized strategies that respond to the needs of victims of crime.
- Provide leadership under the direction of the Executive Director to develop the Victims Services business planning process, including identification of business plan priorities and strategies.
- Report on initiatives through established reporting systems and processes, including Premier's priority reporting, Minister's status report, quarterly reporting via the ministry's operational plan reporting system, government and Auditor General's annual reporting.

### **4. Provide leadership, direction, and guidance to a team of management and professional staff in support of staff reaching their full potential.**

- Manage human resources by leading a team of staff, including managers, professional and administrative support

staff, and ensure performance standards are met. This includes coaching, staff development, and training, scheduling, knowledge transfer, and performance assessments.

- Promote the use of innovation, collaboration, consultation, information and facilitation.
- Directly support the Executive Director and colleagues to participate and/or lead as a team within the Branch.
- Prepare and manage monthly budgets and assist with divisional financial reporting to ensure adherence to government and ministry financial requirements.

#### **5. Establish and maintain collaborative partnerships with all levels of government, community organizations, and other internal and external stakeholders.**

- Build and maintain collaborative, open, and consultative relationships and partnerships with multiple complex stakeholders.
- Meet regularly with stakeholders to ensure effective and efficient operations, address legal and financial implications, and develop strategies to address operational needs in victim services.
- Direct staff in the promotion of cooperative partnerships and develop working relationships with other branches and other provincial, federal, and municipal government departments.
- Participate on the FPT Directors of Victims of Services Working Group.
- Direct and coordinate key initiatives with major stakeholders, including all levels of government. Act as a consultant to external organizations.
- Oversee grant management and program delivery by funded partners.

### **Problem Solving**

Typical problems solved:

Problems are inherent in managing diverse interests from multiple stakeholders. Challenges include the following:

- Anticipating short and long-term implications of legislation, strategies and initiatives and developing options to deal with potential scenarios, including negative outcomes.
- Responding to public pressure and political expectations on high profile issues.
- Managing the dichotomy of community and government expectations, in accordance with available resources and policies.
- Managing numerous daily operational and administrative issues, coupled with the ability to create and conceptualize complex social frameworks for new operational initiatives or processes.
- Meeting tight timelines for program and policy responses and developing program and fiscal responses that resolve issues and operate within fundamental government policies and practices.
- Supporting a team that is expected to provide interpretation and advice on legislation, program policy and consultation on case/individual situations related to family violence and bullying.
- Collaborating with service delivery partners to develop systemic approaches, evaluations on initiatives, and specific expertise related to issues, interpretations, and complex family violence and bullying situations.

Types of guidance available for problem solving:

The Director works independently under the leadership of the Executive Director. Advice and guidance can be obtained from leadership and colleagues as required. Recommendations from the MLA review and subsequent direction from government scope out expectations for Victims Services.

The programs are delivered under the VOCPSF Act and Regulations. Policy and procedures provide guidance for implementation. Guidance can also be found through past decisions and legal opinions. MOUs with RCMP and grant agreements outline expectations for program delivery.

Direct or indirect impacts of decisions:

The position impacts the province's ability to deliver a comprehensive, coordinated and sustainable approach to services for victims. These programs have provincial impact affecting many ministries and the social and economic experiences of Albertans. This position is responsible, under the leadership of the Executive Director, to develop strategic policy and operational objectives to achieve results and to introduce new or enhanced services.

The Director's responsibilities contribute to the day-to-day functioning of programs and services to victims of crime. The Director's position involves developing and implementing legislation, programs and policies that directly affect the government priorities and the Ministers mandate.

The Director works in a highly collaborative manner with divisions across the Ministry, senior government and stakeholder representatives to coordinate the development and delivery of programs and initiatives that impact victims services. The Director's position impacts the work of several other ministries.

Divisions across the ministry are also impacted by the advice and subject matter expertise provided by this position. The position also consolidates and presents recommendations to the executive leadership of the Ministry. To carry out these responsibilities, the Director must have a sound knowledge of the core businesses, programs and issues within the Ministry and the justice system. The Director must also be aware of trends and issues that arise outside of the Ministry and be capable of identifying how those trends and issues may impact Ministry initiatives and business.

**Key Relationships**

Major stakeholders and purpose of interactions:

- PSSES Leadership and other GOA ministries:**
- provide advice, guidance and support on priorities and initiatives
  - collaborate on projects, participate on cross-ministry committees.,
  - Exchange information and provide support, consult, plan, and share resources.
- Federal/provincial/territorial governments:**
- participate on FPT fora, collaborate on FPT initiatives and strategies.
  - share information and advice to improve service delivery and collaborate across jurisdictions
- Providers of Victim Services** (RVSS, police based, municipal and Indigenous organizations, Integrated Service Delivery organizations)
- interact daily with organizations delivering Victims Services to develop, deliver and maintain services to victims, and to provide oversight of service delivery/grant management
- Indigenous and community stakeholders** including RMA and MA, local boards and agencies, Legal Aid Alberta, Police Services and other associations
- Establish and maintain community partnerships to maintain services.
  - Liaise, consult, inform, gather information, maintain positive relations, problem solve, assist, inform, educate,
- Victims and clients:**
- Ensure victims and other clients are heard and receive a response in a timely manner

**Required Education, Experience and Technical Competencies**

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

If other, specify:

Experience and/or training in law enforcement, victim services or other related fields.

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

The position requires a related degree (such as Social Sciences) and progressively responsible directly related experience. The role requires an experienced leader who can function under pressure and use tact, diplomacy and good judgment to deliver results. The role requires a demonstrated ability to develop relationships, lead projects and work collaboratively with others. A proven track record navigating complex political/social issues and partnership frameworks is required.

**Knowledge:**

- Knowledge of the criminal justice system and associated legislation, acts, regulations and government policies, including the Canadian Victims Bill of Rights, Victims of Crime and Public Safety Act, Claire's Law, and Protecting Survivors of Human Trafficking, Police Act, Protection Against Family Violence Act; Child, Government Accountability Act; and Government Organization Act.
- Strong working knowledge of victims services, community development practice, and quality assurance systems.
- Knowledge of the stakeholder community, including community agencies, non-government organizations, enforcement agencies, Indigenous communities and organizations, the public, and relevant organizations, committees, and advisory groups.
- Understanding of strategic and business planning and reporting processes.
- Understanding the political environment within which the Ministry operates and government processes for the development and approval of legislation, regulations, policies, and programs.
- Knowledge of human resource management within GoA, including the collective agreement, and related systems such as performance excellence, pay and benefits, budgeting, purchasing and resource allocation.

#### Experience required:

- Proven ability as a team leader with experience managing complex projects to deliver results.
- Proven ability to identify and manage politically sensitive issues.
- Experience developing and maintaining excellent working relationships and partnerships with stakeholders, both within and outside the Alberta public service.
- Related senior leadership experience with expertise in public sector policy development and planning, performance measurement, and issues management.
- Experience with financial and human resource planning, including budget management (including contract negotiations)

#### Skills required:

- Strong leadership, communication (written and oral) and interpersonal skills
- Exceptional strategic thinking ability
- Demonstrated ability to build strategic partnerships and work collaboratively with a broad diversity of stakeholders inside and outside of government.
- Demonstrated negotiation, consultation, mediation and facilitations skills
- Able to design innovative solutions, engage in collaborative activities and build consensus.

### 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		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<b>Works to remove barriers to outcomes, sticking to principles:</b> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> </ul>	<b>Providing services to victims across Alberta is the priority for the Director. They anticipate barriers and work with colleagues and stakeholders to remove obstacles before they become a problem.</b>

		<ul style="list-style-type: none"> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	Through open and honest communication they build consensus and deliver services to Albertans.
Develop Networks	○ ○ ○ ● ○	<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>	Supports and links both internal and external stakeholders to ensure program needs are met in an evolving environment with competing priorities. Brings in colleagues and other organizations as needed to meet the needs of victims.
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>	Works with partners to deliver victims services across Alberta. Addresses conflict and confusion quickly to minimize impact. Creates a shared vision and drive to deliver results.
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>Coordinates work between complex stakeholders and ensure that these entities work together to deliver a unified service.</p> <p>Encourages team members to bring ideas forward to maximize outcomes for Albertans.</p>
Systems Thinking	○ ○ ○ ● ○	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> <li>• Plans for how current situation is affected by broader trends</li> <li>• Integrates issues, political environment and risks when considering</li> </ul>	This work fosters a strategic and integrated approach to program delivery to ensure there is consistency across Alberta and alignment with government priorities and stakeholder expectations. organizations.

		possible actions <ul style="list-style-type: none"><li>• Supports organization vision and goals through strategy</li><li>• Addresses behaviours that challenge progress</li></ul>	
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**Benchmarks**

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

[https://www.alberta.ca/system/files/custom\\_downloaded\\_images/psc-benchmarks-mjep.pdf](https://www.alberta.ca/system/files/custom_downloaded_images/psc-benchmarks-mjep.pdf)

**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