

## Update

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

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****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

**Job Purpose and Organizational Context**

Why the job exists:

The Commission oversees the model for teacher and teacher leader professionalism and disciplinary matters that brings Alberta in line with best practices used in comparable provinces and other regulated professions. The Commission will further protect students and enhance accountability and transparency for disciplinary matters.

As a result of the disciplinary process, the Office of the Registrar increased its intake functions as well as gained the new responsibility for maintaining the Online Teacher/Teacher Leader Registry. The intake unit is responsible for ensuring that all alleged complaints related to teacher/teacher leader conduct and competency are received and forwarded onto the Alberta Teaching Profession Commission, as well as maintaining information contained on the online registry. Reporting to the Intake Manager, this position will also conduct ad-hoc research projects related to teaching and leadership excellence.

## Responsibilities

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

### **1. Intake of complaints of alleged unprofessional conduct or incompetence against teachers/teacher leaders.**

Assist the public and education stakeholders in understanding the teacher/teacher leader discipline process and provide clarity on how a complainant can file a complaint.

Receive all complaints of alleged unprofessional conduct or incompetence filed by the public and education stakeholders. Review the subject of complaint for teacher or teacher leader certification status at time of incident and a preliminary check of whether an indictable offense has occurred.

If the subject of complaint is a teacher/teacher leader (at time of incident), transfer complaints to the Alberta Teaching Profession Commission for review in a timely manner, following the established processes and deadlines of the Office of the Registrar and the Alberta Teaching Profession Commission.

Ensure that all complaints are retained for the required period of time, as outlined in the *Education Act*.

Produce reports on intake statistics for the Intake Manager on an agreed upon basis.

Ensure the public facing intake mechanism are fully functioning and accessible by the public (the branch's email in-box). Work with counterparts within the Ministry of Education and Communications and Public Engagement and Service Alberta as required to monitor and improve intake functions as required.

### **2. Maintain the discipline decision content within the Online Teacher/Teacher Leader Registry.**

Work with colleagues within the Office of the Registrar to ensure the discipline decision content within the Online Teacher/Teacher Leader Registry is up to date, accurate, and reflects current legislation and established policies.

Ensure that the Online Teacher/Teacher Leader Registry is searchable and contains all certificates dating back to 1954, and all suspended and canceled certificates dating back to 1990. This includes:

- the names of all Alberta certificated teachers and teacher leaders who currently hold a certificate
- the type of certificate(s) held by the teacher or teacher leader (teaching, leadership and superintendent) and the date a certificate was issued.

If the certificate has been suspended or canceled since 1990, ensure that the online registry includes:

- The date the certificate(s) was issued, suspended or canceled, and date of when it may be reinstated if applicable.
- Whether the certificate(s) was canceled for unprofessional conduct and/or professional incompetence.
- Full copies of hearing, appeal and Ministerial decisions where a certificate is suspended or canceled.

Ensure that the identity of others who may have been involved in matters are not disclosed and any

indicators that can reasonably lead to the identity of another person, other than the teacher or teacher leader are redacted or replaced with a generic nonidentifying information.

Receive and review exemption requests for teachers/teacher leaders who wish to not be included on the searchable registry. Provide advice to the Intake Manager on a case-by-case basis on the nature of the exemption request and the completeness of documents provided. The Intake Manager will then process and make a recommendation to the Registrar and Associate Registrar. Contact externals to request additional supporting documents as needed.

### **3. Draft correspondence and briefings related to unit activity.**

Liaise with Communications colleagues on the formulation of public messages and other communications products as appropriate.

Draft action requests, following the established guidelines and procedures.

### **4. Analyze investigative findings for applicants applying for teacher certification as required.**

Determining the nature of the conduct or conviction before a teacher becomes certificated in Alberta.

Ensuring procedural guidelines in assessing applicant files for suitability to hold a teaching certificate are carefully considered.

Determining, recommending and developing a course of action for the Associate Registrar regarding an applicant's suitability to hold a teaching certificate.

### **5. Assist in the management and delivery of grants and bursaries in the branch.**

Work with the Intake Manager to assist in the development, implementation, and evaluation of grant and bursary funded programs that reflect ministry business plan goals.

Track the budget for grants and bursaries in the branch, to execute processes relating to grant and bursary management and disbursement.

Advise the Intake Manager on the stakeholder relations of grant and bursary management for the branch.

### **6. As a member of the team, contributing to the Division success by promoting and implementing strategies to effect and support teacher and leadership excellence in Alberta's education system. This is accomplished by:**

Sharing learning regarding the process of embedding accountability and responsibility for ensuring system excellence thinking into the development, assessing and measuring of ministry policies, practices and legislation.

Sharing research relative to best practices and application to policy development.

Sharing information regarding trends, societal changes, pressures and issues regarding teaching and leadership excellence, including workforce development.

Researching inquiries from the public, pan-Canadian questions, including responding to action requests.

Working with Justice Legal Services on matters related to the teacher discipline process, as required.

Participate in Office of the Registrar policy and legislative reviews.

Provides environmental scans, literature reviews and information, and research support and analysis for evidence-based policy development and management decisions.

## **Problem Solving**

Typical problems solved:

This position prepares advice to the Intake Manager, Associate Registrar, and Registrar as it relates to teacher discipline policy and legislation. Further, this position intakes complaints, and provides advice on next steps for complaints.

The incumbent must think strategically and act quickly to formulate solutions in high pressure and often controversial situations. The individual is also in frequent contact with the public.

The incumbent must actively lead and participate on teams to design and implement strategic initiatives projects, programs, and processes for quality improvement for matters related to the teacher discipline process.

This position is responsible for researching, analyzing, and sharing information relative to best practices and application to policy development. This requires ongoing awareness of trends, societal changes, pressures and issues regarding teaching and leadership excellence, including workforce development. It is critical that the individual remains continuously sensitive to the larger political and societal context in which the key departmental objectives are achieved.

Types of guidance available for problem solving:

Relying upon knowledge, skills, and past experience to solve problems and provide advice, particularly in response to emergent issues related to teacher and teacher leader discipline matters.

Consulting with the other Intake Officer and relying on their knowledge skills and past experience.

The Intake Officer functions within the context of established policies, statutes, directives, and guidelines, with key pieces of legislation setting parameters for the work including the Education Act, Teaching Profession Act and Practice Review of Teachers and Teacher Leaders Regulation.

The Intake Manager and Associate Registrar/Director will provide overall branch direction and guidance.

Direct or indirect impacts of decisions:

This position is primarily accountable for providing advice and expertise to the Intake Manager and Associate Registrar in matters related to intake of complaints in determining the appropriate course of action to take in a complaint, as well as the and maintenance of discipline decision content within the online registry.

Decisions of this position directly impact the ability of the Office of the Registrar to make well informed decisions regarding the transfer of complaints to the Alberta Teaching Profession Commission and on publications on the online registry, and indirectly impact the teaching professional as a whole.

## Key Relationships

Major stakeholders and purpose of interactions:

### Internal:

- Intake Manager, Branch Director/Association Registrar, Registrar: Receives direction, supports initiatives, provides briefings and recommendations.
- Branch and Sector Staff: Works collaboratively with Branch team as well as sector staff as it relates to teacher certification matters.
- Justice Legal Services: Seeks legal opinions.
- Alberta Teaching Profession Commission: Works collaboratively with the Alberta Teaching Profession Commission staff to provide complaints of alleged unprofessional conduct and incompetence.

### External:

- Complainants: The position directly interacts with complainants.
- Past/Present Teachers and Teacher Leaders: The position directly interacts with past/present teachers and teacher leaders to maintain the Online Teacher/Teacher Leader Registry.
- School Jurisdictions: Provides support for implementation of provincial standards, certification and programs. Change implementation is monitored when change is mandated.
- Provincial Counterparts: Collaboration on provincial initiatives.

## Required Education, Experience and Technical Competencies

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

If other, specify:

University degree in a related field (public administration, education, etc.)

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

Completion of a University degree in a related field and considerable, related experience working with providing advice, dealing with highly sensitive issues, preparing reports and/or analyzing data.

The position requires knowledge and experience in the following areas:

- GoA, and Ministry strategic plans, objectives and direction regarding providing and delivering excellent educational programming and services in Alberta.
- GoA and Ministry policy development processes.
- Research methodologies and tools.
- Stakeholder perspective and understanding on teacher conduct and competency responsibilities.
- Stakeholders affected by Ministry programs and services.
- Research and development abilities in relation to legislation and policy.

The position requires the following skills and abilities:

- Excellent interpersonal skills due to the nature of the work.
- Superior communication skills (written, verbal and presentation), including the ability to clearly convey ideas and the ability to actively listen to others.
- Strong analytical and evaluation skills in relation to assessing the complaint brought forward.
- Strong public speaking skills when making presentations.
- Well-developed organizational skills to work independently on multiple projects and tasks.
- Ability to anticipate future issues and impacts on the Ministry mandate/strategies/policies/commitments.
- Planning and coordination skills.
- Ability to build productive relationships within Ministry, across-GoA and with other stakeholders.
- Ability to analyze complex issues, identify options or courses of action to address the issues, set priorities and carry out the work efficiently and effectively.
- Ability to synthesize findings into valid and credible recommendations.
- Excellent project, time and organizational management skills to balance effectively multiple demands and timelines.
- Strategic and systems thinking skills.
- Daily use of computer systems and office software including Action Request Tracking System (ARTS), the Teacher Workforce Information System (TWINS), Word, Outlook, Excel, and PowerPoint.

## 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 type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>Maintains discipline content within the online teacher/teacher leader registry with knowledge of how the information may be used, and what information ought to be including according to legislation. Understands that some aspects of the registry are controversial and is the point of contact for individuals who wish to file for exemptions. Works with colleagues across the Department to ensure registry information is accurate and up to date.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	<p>First point of contact for individuals who would like to file a complaint of unprofessional conduct and/or professional incompetence against teachers/teacher leaders. Some individuals seeking to file a complaint may wish to file a complaint against an individual who is not a certificated teacher/teacher leader. The Intake Officer must work with this individual to explain the processes and parameters of the teacher discipline process and while maintaining professionalism. The Intake Officer must also constantly look for ways to improve the intake processes, in order to meet the Office of the Registrar's legislated responsibilities.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is</li> </ul>	<p>The Intake Officer is responsible for multiple public facing components of the Office of the Registrar's functions. The Intake Officer ensures that these public facing systems, the Online Registry and the intake</p>

		<p>good for Albertans even if not immediately accepted</p> <ul style="list-style-type: none"> <li>• Reaches goals consistent with APS direction</li> </ul>	<p>function of the teacher/teacher leader discipline process is of high quality and ensures the needs of Albertans are met.</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>The Intake Officer is a new position, and required due to the new responsibilities of the Office of the Registrar from the Students First Act and the Reforming Teaching Professional Discipline Act. The Intake Office will need to be agile to build up the capacity of the Office of the Registrar, proactively address issues, and identifies approaches to projects.</p>