

## 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:

responsibility between the province and the federal government.

Legal Aid Alberta provides eligible Albertans legal representation and support services in the following areas: adult and youth criminal law, family law and child protection, Emergency Protection Orders and domestic violence, immigration and refugee law, adult guardianship and trusteeship, service to the Siksika Nation and duty counsel services (legal advice at Court). Legal aid is available to low-income Albertans who cannot afford to pay for a lawyer, if they also meet the eligibility guidelines outlined in LAA Rules.

Reporting to the Director of Legal Aid and Grants, within SSII Division, Justice Supports Branch, the Senior Analyst is responsible for the ongoing review of applicable legislation, policies, and practices to ensure legal aid services meets the needs of clients and align with justice system and Ministry mandates and complies with provincial and federal agreements. The analyst is responsible for providing advice and guidance in the management and ongoing administration of Alberta's legal aid plan and funding provided to LAA.

The position supports the Director of Legal Aid and Grants in providing policy and program support, grant, issues, and relationship management services to ensure effective monitoring and accountability mechanisms for public funding and outcomes, including ensuring quality legal aid service delivery for vulnerable and low-income Albertans. This includes ensuring compliance with provincial and federal agreements and the provincial performance measurement framework. The position provides policy advice and program support on a variety of projects and initiatives to support and improve Alberta's legal aid plan and program in relation to the larger justice system. The position assesses the feasibility of LAA proposals and submissions against established criteria and facilitates cross-divisional analysis of legal aid and justice system initiatives that may impact Alberta's legal aid plan and program. The Senior Analyst assists the Director of Legal Aid and Grants in ensuring Alberta's legal aid plan and services are meeting requirements within the established budget and governance agreement.

The work of the position requires extensive coordination and collaboration with LAA as well as with Ministry program areas, other legal societies/associations, and legal support providers (Calgary Legal Guidance, Edmonton Community Legal Centre, Law Society of Alberta Referral Services, Student Legal Assistance), and funders (Alberta Law Foundation, Justice Canada). As well, the position responds to action requests and other requests for information (e.g., Minister, Deputy Minister, Assistant Deputy Minister, Office of the Auditor General, FOIPP and Ombudsman offices) and provides briefing and speaking notes, as required.

## Responsibilities

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

### **1. Provide research and advice, identify and synthesize issues, and develop integrated responses and recommendations to support the successful achievement of legal aid service delivery to low-income Albertans.**

- Proactively, and upon request, identify and research issues and challenges, policies and best practices and provide analysis, options/recommendations to address needs, issues and risks.
- Participate in justice system initiatives and networks, branch and divisional business planning and reporting activities, and cross-divisional and sector projects and meetings.
- Complete annual legal aid environmental scan to inform and support business planning processes.
- Analyze and summarize statistics/data/information, including financial information, for external and internal reports, presentations, and briefings.
- Develop responses, research and analysis, and recommendations for actions requests and other requests for information, materials and/or reports. Respond to, analyze, and report on client complaints and feedback, and liaise with LAA to identify areas for improvement.
- Summarize and share information gained from the Ministry, partnering ministries, the legal community/associations, and other jurisdictions.
- Regularly collaborate with other legal aid plans, jurisdictions, and Justice Canada to compile and share cross-jurisdictional research, and contribute initiatives undertaken by the FPT Working Group on Legal Aid.
- Together with LAA, maintain and report on a prioritized 5-year research and evaluation plan, and update it annually.

- Research and analyse legal aid trends and best practices and assess impacts and applications in relation to improving legal aid and justice system outcomes.
- Together with Communications, update Justice Legal Aid section on the website.

## **2. Support the management and administration of the Legal Aid Governance Agreement to maximize benefits and minimize costs to the Ministry/Government.**

- Ensure sound portfolio and project management and reporting processes are in place to successfully track and report on initiatives, programs/services, or changes.
- Providing guidance and advice in prioritizing projects and how/when to stage in initiatives/projects over the term of the agreement to achieve desired outcomes.
- Lead and/or participate on related focus groups, committees/working groups.
- Review and provide recommendations for changes/adjustments to policies and funding requirements for LAA submissions and service delivery.
- Provide advice and recommendations regarding assessment and tracking of progress, performance measures/criteria and outcomes.
- Assisting in the identification of alternative funding options or coordination/collaboration with other funders, GoA programs, and with non-government organizations.

## **3. Review and assess LAA submissions and reports, to ensure funded services comply with provincial and federal agreements, reporting requirements and outcomes.**

- Ensure LAA submissions support the Ministry objectives and outcomes and those outlined in the provincial and federal agreements and reflect best practices in reporting.
- Request, collect and analyse LAA supporting and substantiating documentation.
- Conducting site visits and service audits, as needed.
- Liaise with LAA to meet ongoing reporting requirements under the Governance Agreement, outlining the progress in meeting service commitments and expenditures.
- Provide guidance and advice to LAA in the development of appropriate submissions that meet government's requirements.
  - Review and summarize interim and final reports on the progress and achievement of goals/ performance indicators relative to operational/business planning goals and objectives submitted by Legal Aid, and in relation to the Provincial Performance Measurement Framework for legal aid.

## **4. Develop and maintain ongoing and productive relationships both internally and externally to support the effective oversight of legal aid funding, management, and service delivery.**

- Collaborative engagement with LAA, clients, providers, and stakeholders to inform policy development, evaluation, and continuous improvement opportunities.
- Identify and capitalize on opportunities to work with Ministry program areas and corporate divisions to support and improve legal aid delivery and its impact on the justice system.
- Explore opportunities within the legal/justice community to identify partnership, resources and funding opportunities, including identify and recommend the coordination or provision of services through service providers other than LAA.
- Identify and raise awareness of issues and concerns from Legal Aid and other legal services providers and provide issues management with assessment and recommendations.

### **Problem Solving**

Typical problems solved:

System, stakeholder, and program delivery challenges faced by this position require advanced analysis, evaluation, judgement, and problem-solving skills. Significant interpretative and critical thinking is required along with the ability to facilitate decision-making processes for the effective delivery of Alberta's legal aid plan and program within budget.

Examples of difficult or challenging situations faced by the position include:

- Consideration of operational issues and changing legislation, client needs and government direction when providing ongoing support to LAA. This includes responding to inquiries (from politicians, ministry executive, stakeholders, and the public) while achieving Ministry and government objectives

regarding providing legal support services to eligible Albertans.

- Utilizing negotiations, consultation, collaboration, and consensus building processes in the development and ongoing maintenance/administration of legal aid operational and financial plans.
- Assessing performance against established criteria/measures and providing analysis, summary, and recommendations.
- Problem solving that always has a strategic and long-term focus regarding delivery of legal aid services under the Governance Agreement.

The position is accountable for supporting the effective and efficient oversight of Alberta's legal aid plan in accordance with the legal aid Governance Agreement, by reviewing and assessing LAA submissions and funding requirements and its services. The position provides reports/summaries that assess and analyze the achievement of identified outcomes against established performance criteria.

Types of guidance available for problem solving:

This position functions within the context of legislation, policies, directives, guidelines, and budgets developed by Justice, and Treasury Board and Finance. Key document that sets the parameters and expectations for the work is the Governance Agreement Respecting Legal Aid.

The Director and other Unit staff provide guidance, mentorship, historical and institutional knowledge. Colleagues across branch, division and department provide information on related programs and processes, priorities and ongoing work in the department.

Direct or indirect impacts of decisions:

The Analyst is delegated considerable independence with regard to grant management and operational issues, as well as relationship management, with full authority to achieve results as agreed to with the Director.

Good judgment must be used when responding to public inquiries related to the program. Inappropriate management of information can impede program delivery, have impacts on the program budget, and seriously affect overall public services.

This position develops recommendations for senior executives and the Minister; prioritizes responsibilities to meet project deadlines and stakeholder needs; and coordinates projects and programs with concurrent time-frames.

## Key Relationships

Major stakeholders and purpose of interactions:

Director: Provide updates, emerging issues, raise awareness to significant issues and provide advice and recommendations.

Regular contacts: Coordinate inputs, analysis, and final products with staff from Finance, Legal Services, Communications, Business Intelligence, Policy & Planning Services, ADM Office, other divisions, FPT jurisdictions and legal aid plans, Statistics Canada and LAA.

Ministry executives: Provide updates, annual report summaries, responses to information requests (briefing notes, presentation material).

Ministry divisions: To coordinate/collaboration on funds provided under the Governance Agreement, share information on legal aid services, progress, and results.

LAA: Provide support in the development and ongoing management of operation and financial plans related to grant application and agreement.

Stakeholders (external entities related to legal services in Alberta, public, other jurisdictions, etc.): Provide information regarding the provision of legal aid programs and services.

## Required Education, Experience and Technical Competencies

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

If other, specify:

University degree in a related field (e.g. Bachelor of Arts, Social Science, Sciences, Business or Finance).

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

University degree in a related field (e.g. Bachelor of Arts, Social Science, Sciences, Business or Finance).

Minimum of 4 years progressively responsible related experience.

The position requires sound understanding and knowledge in the following areas:

- Ministry strategic business plans goals and policy direction as it relates to Legal Aid as well as mandates, programs and the functions of other business areas.
- Ministry and related acts, regulations, and directives/frameworks
- Roles and responsibilities of Ministry divisions, legal association and other agencies providing legal advice and services
- GoA and Ministry financial, and contract/procurement directives, policies, processes, and procedures
- Contract/Governance Agreement management
- Project and change management principles, processes and methodologies

The position requires the following skills and abilities:

- Strong communication, interpersonal and facilitation skills
- Ability to build productive relationships within the Ministry, GoA and with partners and stakeholders
- Strong influencing, conflict resolution, negotiating and mediation skills
- Innovative and creative thinking as well as strategic thinking skills
- Strong organizational, time and project management skills
- Organizational ability including the ability to manage a number of complex issues, projects and priorities while delivering results and achieving outcomes
- Ability to respond to changing priorities and timelines.
- Ability to work within a broadly defined conceptual framework.
- Ability to analyze complex issues and synthesize findings to identify actions and solutions
- Ability to synthesize large amounts of information/data effectively
- Strong microcomputer skills (i.e. Excel, Word, PowerPoint).
- Strong political and business acumen
- Attention to detail
- Strong critical thinking and problem solving abilities

### 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>	<p>Considers inter-relationships among ongoing and ad hoc initiatives in relation to department priorities; integrates emerging trends and opportunities for improvement; considers implications of different options in decision-making; considers provincial perspectives as well as individual community</p>

			perspectives.
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 methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>Ability to understand new problems, assess potential options and think through implications of recommendations to achieve outcomes and solutions. Seeks and suggests ideas and approaches to improve operational efficiency or program outcomes. Breaks problems down to facilitate creation of solutions.</p>
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>	<p>Sees the need and readily steps in to help others on the team; works creatively within policies and procedures to pro-actively meet goals; is nimble and open to adapt to changes.</p>
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>	<p>Coordinates the oversight of the program through appropriate planning and tracking, ensuring applications.</p>

Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works on maintaining close relations with all stakeholders: <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>	Builds relationships by following through on commitments, demonstrating integrity and respect for others; informs key stakeholders of relevant information in a timely manner; seeks and applies the perspectives and needs of colleagues, and stakeholders; formally and informally engages stakeholders to sustain relationships.
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**Benchmarks**

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

**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