

NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN

Working Title Program Advisor		Name	
Position Number	Reports to Position No., Class & Level	Ministry Seniors, Community and Social Services	
Present Class Program Services 4		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

This position reports to the Director, North Operations, Homeless Supports and Housing Stability Branch. The position facilitates the relationship between the department and the homeless-serving sector including community based and non-profit organizations and adult homeless shelter providers. It also facilitates relationships with other government departments and municipalities within the constraints of legislation and provincial and departmental business plans, to ensure that all programs, policies and funding related to homeless initiatives are administered and delivered in the most efficient and cost-effective manner.

The job exists to ensure organizational performance targets are met. Operating results are largely produced through consultation with others, and the provision of specialized knowledge, information and recommendations, which are directly needed to support operations or to implement projects. The position is responsible for the advisory, facilitative, monitoring, and compliance roles associated with the implementation and administration of homeless initiatives.

The incumbent's role is to a) provide input and support into improvement of existing programs, and development and implementation of current and new initiatives and b) act as a resource to assist communities to resolve homeless related issues.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1) Ensures compliance with the Business Plan and goals identified in the plan.

- Facilitates Albertans experiencing homelessness have access to a range of housing options, including housing with supports.
- Represents the province on internal, interdepartmental and external committees relating to homeless issues and to address emerging issues.
- Assesses the need for homeless programs and initiatives in a given community and collaboratively assesses potential solutions while working within budgetary parameters.
- Homeless programs and initiatives are effectively managed and focused on goals and strategies of the Ministry's Business Plan.
- Supports best practice solutions for the homeless population through participation in initiatives, data and information collection, research, working groups and committees.

2) Provides assistance and support in negotiations, mediation, to enhance the effectiveness of the existing supportive and affordable housing portfolios and the development of new homeless initiatives.

- Provides assistance and support to service providers, non-profit organizations involved in the delivery of homelessness initiatives and other stakeholders on a variety of housing and associated topics.

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- Participates in public forums as an individual, or as part of a team that is involved in public consultation/orientation process.
- Acts as a mediator or negotiator to resolve disputes involving housing and shelter providers representing various special interest groups.
- Works with other government departments to address gaps in the provision of housing and support services as required.
- Attends meetings called by stakeholders in a consultation capacity to problem solve housing and support related issues for at risk populations.
- Responds to needs for housing homeless individuals and families in crisis in partnership with other government departments and community service providers.

3) Provides analytical and pertinent information to management and others on emerging and/or critical issues relative to homelessness. This ensures issues are dealt with quickly, efficiently and minimizes the need for political involvement.

- Prepares precise and thorough reports.
- Keeps current with homeless and housing issues in various communities throughout Alberta.
- Builds rapport with shelter operators, non-profit operators, Community Based Organizations, and other government departments to facilitate the delivery of homelessness and housing services and initiatives.
- Completes assignments for internal and external use to establish needs relative to providing support to homeless individuals and families, Community Based Organizations, Adult Homeless Shelters e.g. Shelter Use Statistics, funding, number of units.

4) Assists shelter operators and supportive housing providers to work within the constraints of the provincial and departmental business plans to ensure that programs and agreements are administered in the most efficient and cost effective manner.

- Oversees all aspects of grant funding agreements: preparation, execution, implementation and amendments
- Budget review, negotiation and recommendation.
- Monitors financial and operational activities.
- Assists with administration, financial, maintenance and resident issues.
- Supports the implementation of new housing initiatives through partnerships and community involvement.
- Verifies informed practices in service delivery amongst funded programs and projects.

5) Carries out projects and assignments in the areas of emergency shelters and housing focused programs and services.

- Assists with the development and implementation of new initiatives, recommended program modifications as required, to ensure client needs are being met.
- Provides support in the development of policies, procedures, standards, agreements and forms.
- Projects will often involve working on a coordinated task-oriented team consisting of internal and external stakeholders including other government departments.
- Supports consistent delivery of shelter programs with focus on delivery of emergency shelter services and permanent supportive housing options throughout the province and ensure appropriate support services are available to clients accessing services.
- Internal and external committee work.
- Attends Community Based Organization meetings to serve as a resource to committee and community.

6) Ensures compliance by shelter providers to the legally binding operating grant funding agreements under which they are governed. Ensures that policy, procedures and regulations keep current with the requirements of service providers and the communities they serve.

- Regular monitoring and review of shelters to ensure they are meeting shelter accommodations expectations and ad hoc reviews when required/requested, where the interest of the Division or Department are to be represented, and provides analysis, recommendations and advice to shelter providers/stakeholders.
- Assists in preparing program and operational recommendations for senior management.

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- Provides input to other departments and agencies regarding housing i.e. Alberta Health Services, Government ministries of Mental Health and Addictions, Justice etc.
- Applies expertise in the areas of shelter operations and supportive housing to assess homeless funding needs in rural and remote communities.

7) The position is required to coordinate and respond to executive requests for information on provincial homelessness issues. Provides resource information on homeless initiatives to other internal and external partners.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

- Must be able to operate effectively carrying out a broad range of assignments independently, relying on knowledge, and experience and general guidelines with minimal direction.
- Effectively manage three distinct but not necessarily complimentary roles: advising, monitoring and quality assurance.
- Manages the grant funding agreements with shelter operators and Community Based Organizations.
- Provide advice/consultation to in-house resources i.e. financial advisors, legal council, policy and planning and communications.
- Deal with issues that can involve several competing interests. Recognizing the complexity and interdisciplinary nature of the issue is paramount to successful dispute resolution. Failure to do so can result in escalation of the conflict, political feedback and strained relations between the department and the groups involved.
- The need for onsite representation requires a representative who can speak at a public meeting or at a meeting with shelter operators, housing management groups or municipal councils and who represents the department's goals and objectives as identified in the department's business plan.
- The incumbent must build a solid working relationship with all stakeholders and client groups involved in providing housing supports and services. Failure to accomplish this could result in poor management practices, financial liability and the department not meeting goals identified in the business plan.
- Each year the incumbent negotiates an operating budget with each shelter provider. These negotiations may result in considerable impact to the department budget.
- May require participation in annual homeless counts (by community). May attend the homeless connect events to observe agency representation and overall attendance. This position must also deal with staff and managers, in other departments with respect to issues impacting shelters and homelessness, such as community agencies, other government departments and municipal representatives.
- Strategic thinking must be displayed through policy development both internally within Homeless Supports and Housing Stability and externally through collaboration with community partners and stakeholders.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Expert knowledge of issues pertaining to Homeless Supports and Housing Stability branch objectives.
- Knowledge of all stages of grant administration
- Knowledge of program monitoring and evaluation processes, including data analysis and research.
- Knowledge of project management.
- Requires proficiency in financial analysis and budget processes.
- Requires a good knowledge of administrative and financial administration, GoA policy development and legislative process.
- This position makes significant use of coordination, consultation, mediation, negotiation, facilitation, communication, investigation, presentation, writing, and organizational skills.
- Excellent written communication skills for the preparation of briefing material and reports.
- Excellent verbal communication skills for participation. Leadership on committees.
- Ability to identify key issues, determine priorities and develop solutions.

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- Networking skills with a wide range of stakeholders.
- While most homeless shelters do not fall under any Government of Alberta Act or Regulations, the position should be knowledgeable in the following housing related legislation:
 - Alberta Housing Act
 - Residential Tenancies Act
 - Innkeepers Act
 - Protection of Persons in Care Act
 - Public Health Act
 - Freedom of Information and Protection of Privacy Act
 - Child Youth and Family Enhancement Act
- Requires travel.
- Requires strong interpersonal, facilitative, and communication skills; a strong aptitude for analysis; innovative ideas for resolution and the ability to make independent decisions in addition to being politically astute and culturally sensitive. Ability to work independently.
- Good knowledge of a variety of common office software (PowerPoint, Word, Excel, MS Project, etc.).
- Conceptual, analytical, and problem solving skills in order to help identify issues, assess alternative options, recommend the most viable approach, develop new processes, and evaluate results.
- Ability to anticipate, identify, and analyze trends and issues, and recommend strategic response options and potential solutions.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

- Director - to receive direction, review progress.
- Other Program Advisors – to ensure consistency in approach and gain a working knowledge of other geographic portfolios
- Business staff including other professional and management staff in other divisions, departments and government including finance, legal and communications – to seek advice or provide accurate information when requested.
- Homeless shelter operators and community-based organizations – to ensure effective administration of GoA funding and the delivery of ongoing homelessness and support services and initiatives.
- Municipalities, other GoA ministries (Health, Justice etc.) and community organizations working with vulnerable populations – to facilitate cross-sectoral collaboration and maximize clients access to a variety of supports and services to meet urgent needs.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

Participates in branch-wide initiatives (branch plan, accountability reviews, benchmarking, future trends and performance measures).

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

None. Minor changes to reflect new Ministry, Division and Branch names.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).