

New

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Branch Coordinator

Requested 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 Branch Coordinator manages the day-to-day activities of the Professional Assurance Branch, including coordination of administrative and operational activities that support the Branch in achieving operational, Divisional and Ministry goals and objectives. In addition to a thorough understanding of the Branch's responsibilities, the position is required to have an in-depth working knowledge of relevant legislation, operational procedures, procedural elements of quasi-judicial proceedings, and highly developed competencies for managing within a digital office environment to support a team with high caseloads and short legislated and internal service timelines.

The Branch Coordinator performs executive, administrative, paralegal and other related duties for the Branch head and Commissioner. The incumbent must respond effectively to complex issues, take appropriate action and use strong problem-solving and decision-making skills, often requiring the application of ethics and discretion in relation to disclosure of confidential and highly sensitive information. Sound judgment is needed in making decisions, applying policies, procedures and established practices. Where issues are not clearly defined, the incumbent draws on experience and/or implements innovative solutions appropriate to the situation.

The Branch Coordinator is required to apply a high degree of initiative and critical analysis to all responsibilities. The incumbent is required to maintain confidentiality on all matters related to operations, duties and assignments. The work of the Branch, and in turn, the incumbent's responsibilities have high impact on parties accessing Commission services and on the integrity of the teaching profession. The incumbent must demonstrate highly development

judgment and appropriately advise management on issues that may bring risk to the organization.

The Branch Coordinator interacts regularly with members of the public and the teaching profession, representatives to respondents to complaints including external legal counsel and Alberta Teachers' Association representatives, as well as legal counsel for the Commissioner. The incumbent receives, organizes and manages a high volume of confidential and sensitive information and must demonstrate excellent interpersonal and communication skills, both oral and written. The incumbent provides support in a highly professional manner using strong organizational skills, unquestionable integrity, and a thorough knowledge of the paralegal discipline.

The Branch Coordinator is required to demonstrate a high degree of flexibility and adaptability in daily and annual work assignments. The incumbent is required to continually assess and evaluate systems within their designated responsibility and to recommend to management procedural or system changes to support operational efficiency and effectiveness in meeting the organization's mandate. Development and refinement of administrative procedures will have a long-term impact on the overall success of the Commission and impact the Commission and Government's reputation in the regulatory oversight of the teaching profession.

Responsibilities

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

Key Areas of Responsibility:

1. Administrative support and coordination for Branch
 - a. Support branch operations and administration.
 - b. Provide administrative support to management and staff for ongoing case management of complaint files. Internal information management protocols and Freedom of Information and Protection of Privacy (FOI/PPA) Act are adhered to all times.
 - c. Support the Branch head in managing schedule and email.
 - d. Coordinate and support meetings, including room bookings, agenda and meeting material preparation and highly effective minute taking.
 - e. Coordinator, track and respond to public and stakeholder inquiries through email, mail and phone.
 - f. Manage multiple administrative email boxes for the Commission.
 - g. Manage day-to-day responsibilities for mail, including registered mail and courier services ensuring legal requirements for effecting service of Commissioner Decisions.
 - h. Maintains accurate and effective digital filing systems.
 - i. Effectively tracks and manages assignments, including responsibilities that are often urgent and with short timelines.
 - j. Administrative coordination for onboarding/termination of Branch employees.
 - k. Day-to-day administrative support for Branch staff, including assistance with document management of case files.
2. Administrative case management and coordination of complaint process determinations
 - a. Organize, prepare, and track, legal/procedural documents, including file status management, disclosure and submission packages, final decisions for the Commissioner's signature, in accordance with judicial proceeding requirements, precedent and operational procedures. Accurate tracking and bring-forward of complaint process activities and deadlines is critical in ensuring the Commissioner's statutory obligations are met.
 - b. Verify legal text by retrieving cases, checking citations and statutes in accordance with the guidelines set out in the *Canadian Guide to Uniform Legal Citation*.

- c. Review documents prior to signing by Branch head or Commissioner; responsible for proofreading, detailed editing and formatting.
- d. Coordinate case file movement with the Alberta Education Office of the Registrar and the Professional Conduct and Competency General Panel as required.
- e. Maintain internal precedent and caselaw libraries for Commission staff.

3. Broad range of administrative support for branch and division leadership

- a. Provide senior administrative support for the Division/Branch; the incumbent has a high degree of independence to identify barriers to Commission success and recommend solutions, includes proposals for improving the administrative processes and systems of the Division.
- b. Provide cover off for critical duties for Division Compliance Coordinator, including management and tracking of proceedings for hearings and appeals.
- c. Liaises with Ministry Assistant Deputy Ministers, Deputy Minister, Ministry Communications and Minister's Office as required.
- d. Supports Division forecasting, budget monitoring, contract expenditures and other financial related responsibilities.
- e. Provide ad hoc support to the Commissioner when required.
- f. Provide administrative cover off as required for Investigations Branch.

Problem Solving

Typical problems solved:

The Branch Coordinator manages the day-to-day activities of the Branch and supports the administrative needs of the Commissioner's Office, including coordinating administration and operational requirements to support Commission and Ministry goals and objectives. In addition to requiring a thorough understanding of the Alberta Teaching Profession Commission and Ministry mandate, programs, and services, this position requires an excellent understanding of relationships with key stakeholders to coordinate the Branch operations and support effective administration of quasi-judicial processes.

Types of guidance available for problem solving:

The Branch Coordinator is expected to apply rigor, diligence, administrative expertise, creativity and initiative to all responsibilities. A high degree of professional judgement and respect for confidentiality of information is critical, given that decisions and recommendations made impact directly on the operation of the Commissioner's Office. In addition, this position must have the ability to prioritize a high volume of time-sensitive assignments, and bring these items to the attention of the Branch head and/or Commissioner in a timely manner. This position also evaluates existing systems to determine if changes are required to resolve administrative problems and influences division staff in terms of adapting to the new systems and processes.

This position works within the parameters of established GOA/Ministry/Division policies, processes, and procedures as well as within directives established by the Minister, Deputy Minister, and the Commissioner. The Branch head set the objectives for the position; however, the Branch Coordinator has latitude to determine areas of focus and priorities, while meeting all directed timelines.

Direct or indirect impacts of decisions:

The Branch Coordinator's responsibilities have significant impacts for the Commission achieving its mandate and ensuring public confidence in the regulator. The incumbent must consistently deliver high quality work within an environment of high volumes and tight timelines, that have significant impacts on parties to the complaint process, including high reputational impacts for Government.

Key Relationships

Major stakeholders and purpose of interactions:

The Branch Coordinator has regular and ongoing contact with:

- Offices of key education stakeholders and senior government representatives and officials to coordinate schedules, organize and distribute information, respond to inquiries, and provide information and assistance.
- Staff members throughout the Commission, including the Commissioner, Directors, and Managers, to interpret administrative policies and procedures, obtain or report information, including case file information, schedule meetings, and exchange and clarify information.
- The Deputy Minister's office and the Minister's office to coordinate schedules, organize and distribute information, provide information and assistance, and resolve administrative issues.

Required Education, Experience and Technical Competencies

Education Level

Diploma (2 year)

Focus/Major

Business

2nd Major/Minor if applicable

Law

Designation

If other, specify:

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

Required:

- Administrative Professional Diploma
- Legal/Paralegal Assistant Certificate / Diploma,
- Minimum 4 years experience directly related experience
- Extensive experience working with the Microsoft Office suite of applications
- Highly development written and verbal communication skills, including note taking, editing and proofreading

Assets:

- Experience supporting legal and/or quasi judicial proceedings
- Experience working within statutory/legislative frameworks
- Experience within the Government of Alberta, working knowledge of GOA procedures and systems

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"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none">• Takes holistic long-term view of challenges and opportunities• Anticipates outcomes and potential impacts, seeks stakeholder perspectives	Seeks clarity. Identifies analytic techniques and sources of knowledge to break apart complex problems. Understand role within the context of the organization and the teaching profession as the professional regulator.

		<ul style="list-style-type: none"> • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	
Agility	○ ○ ○ ● ○	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	Seeks out new opportunities. Identifies alternative approaches or courses of action in unclear and complex situations. Supports others to identify, assess, and use alternative approaches. Prioritizes competing workload pressures in an effective manner.
Drive for Results	○ ○ ● ○ ○	Takes and delegates responsibility for outcomes: <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	Plan for results. Sets goals and prioritizes work to accomplish goals and priorities in order to deliver outcomes consistent with Commission objectives and directives. Follows through on duties and tasks and reports progress and challenges. Seeks support and direction when appropriate.
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 	Ability to interact positively. Builds relationships and works effectively with others. Promotes collaboration and positive relationships, even in challenging circumstances, within and across groups. Is committed to reaching desired results.