

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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 Electronic Monitoring Program Community Liaison provides dedicated technical support to victims participating in the Victim Notification Program, ensuring the reliable operation of victim-facing monitoring technologies. Operating within a highly complex, politically sensitive, and high-risk public safety environment, the position is required to provide senior-level strategic advice and system-level coordination directly to senior management and program leadership.

Operating with substantial independence, this position addresses issues where clear policies or functional precedents may not yet exist. Relying on advanced analytical and problem-solving skills, the Liaison determines approaches, frames issues, and develops evidence-informed recommendations to mitigate operational risks. The role focuses on reviewing offender movement patterns and actively monitoring system alerts to enhance provincial public safety outcomes.

Furthermore, this role leads continuous improvement initiatives, guides complex project development, and acts as a vital conduit to facilitate consensus among diverse, cross-ministry stakeholders, including law

enforcement, Crown Prosecutors, Victim Services, and community partners who, may occasionally have competing operational priorities. Through these critical partnerships, this position ensures a coordinated, victim-centered response to system alerts and safety planning across the broader justice system.

Responsibilities

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

1. Victim Technical Support and Onboarding

- Serves as the primary point of contact for victims regarding the technical components of the monitoring program, navigating complex, high-risk , or sensitive cases.
- Guides victims through the complete technical onboarding process, explaining how the technology works, and ensuring processes align with legislative requirements and victim-centered principles.
- Provides ongoing, daily technical troubleshooting for victims to ensure devices remain charged, location tracking stays active, and applications function correctly.
- Coordinates victim onboarding activities with Victim Services and community partners to support consistent application of standards.

2. Offender Movement Review and System Alert Monitoring

- Actively monitors the victim notification dashboard to identify critical risks, proximity alerts, and technical issues.
- Review and evaluates the patterns and movements of clients on electronic monitoring, interpreting complex data sets to identify risks and operational impacts relevant to victim safety.
- Provides highly time-sensitive findings pattern and movement analysis to law enforcement to facilitate victim and public safety.
- Develops evidence-informed recommendations and advice for program leadership based on observed system alerts and client behaviors.

3. Technology Testing, System Implementation, and Best Practice Research

- Supports innovation and continuous improvement by researching emerging practices and cross-jurisdictional best practices applicable to electronic monitoring and victim notification programs
- Participates in the testing and validation of the monitoring application and technical updates
- Identifies and reports technical limitations, system bugs, or process inefficiencies during testing to the appropriate parties, and works collaboratively with cross branch partners to recommend improvements from a risk-informed perspective.
- Provides highly time-sensitive findings pattern and movement analysis to law enforcement to facilitate victim and public safety.

4. Law Enforcement and Cross-Program Liaison

- Acts as a senior operational advisor and the primary liaison between the EM Program and police services, Victim Services, and other community and justice partners.
- Collaborates directly with law enforcement and community agencies to establish clear communication and response protocols for when a client breaches conditions.
- Builds and maintains effective working relationships across program areas to support integrated service delivery and cross-program alignment.

5. Process Optimization and Continuous Improvement

- Leads business process evaluation and continuous improvement initiatives to enhance operational efficiency, and service delivery.
- Evaluates business processes, workflows, and system capabilities, identifying opportunities for process optimization and risk mitigation.
- Works with cross-branch partners to provide strategic and operational support for program expansion, ensuring seamless integration across the Central Monitoring Unit (CMU), correctional centres, and community offices
- Translates complex requirements into actionable implementation plans, actively supporting EMP management in navigating organizational change and cross-program integration.

Problem Solving

Typical problems solved:

- System Alert Triage and Trauma Mitigation: Evaluating ambiguous system alerts (e.g. false positives, location drifts) and determining the appropriate response, requiring professional judgment to balance immediate victim safety with the critical risk of re-traumatization.
- Program Testing and Policy Development: Evaluating the initial phased rollout to identify cross-program process gaps, directly informing the drafting of permanent program protocols, safety planning workflows, and standard operating procedures.
- Complex analytical and system-level problems affecting victim notification accuracy, timeliness, and reliability within the EM Program.
- Ambiguous or incomplete data issues requiring professional judgment, analytical rigor and the synthesis of multiple information sources.
- Troubleshooting complex system-level problems affecting victim notification accuracy, timeliness, and reliability within the EM Program.
- Navigating cross-program coordination challenges where system design, process alignment, or technical capabilities impact service delivery and program effectiveness.
- Cross-program coordination challenges where system design, process alignment, or data integration impact service delivery and program effectiveness.

Types of guidance available for problem solving:

- Substantial Independence: the position operates with substantial independence determining approaches, framing issues, and developing evidence-informed recommendations within established mandates.
- Frameworks: Guided by policy, legislative and program frameworks governing electronic monitoring, victim notification, and public safety.
- Strategic Direction: Receives direction from program management on strategic priorities and emerging issues.
- Collaborative Expertise: Relies on collaboration with subject matter experts, law enforcement, Victim Services, and operational leaders across the ministry and partner areas.

Direct or indirect impacts of decisions:

- Direct Impact on Victim Safety: The technical troubleshooting, system configurations, and alert triage managed by this role have a direct, real-time impact on victim safety, client compliance, and public confidence in the justice system.
- System and Safety Impact: Influences program design, operational practices, and system improvements that directly affect victim safety and client monitoring.
- Leadership Advisement: Informs management decision related to risk mitigation, system implementation, and resource prioritization.
- Program Integrity: Decisions contribute directly to the integrity, credibility, and overall effectiveness of victim notification processes in high-risk domestic violence contexts.
- Cross-System Cohesion: Impacts cross-program alignment and determines the quality of evidence used in senior-level decision-making.

Key Relationships

Major stakeholders and purpose of interactions:

- Electronic Monitoring Program Management: Provides senior analytical advice, options, and recommendations to support program decisions and improvements.
- Victim Services Analysts and Program Staff: Collaborates to align analytical approaches, data interpretation, and system understanding related to victim notification.
- Operational EM Staff: Engages to understand operational realities, validate analytical findings, and support implementation of improvements.
- Internal Technical and System Partners: Works collaboratively to assess system functionality and support data-informed enhancements.
- Cross-Program and Ministry Stakeholders: Participates in initiatives and working groups requiring senior analytical input on EM and domestic violence related issues.

Required Education, Experience and Technical Competencies

Education Level Bachelor's Degree (4 year)	Focus/Major	2nd Major/Minor if applicable	Designation
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If other, specify:

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

Education and Experience

- Post-secondary degree and a minimum of four (4) years of progressively responsible work experience in a related field (e.g. Criminology, Social Sciences, Business or program implementation).
- Experience supporting justice, public safety, corrections, or victim-serving programs is an asset.
- Direct experience working in high-risk, sensitive, or victim-centered environments, particularly involving domestic violence dynamics, is highly preferred.
- Experience contributing to continuous improvement initiatives, best practice research, or system validation is a strong asset.

Knowledge and Skills

- Deep Subject Matter Expertise: Advanced knowledge of Intimate Partner Violence (IPV), domestic violence dynamics, and the application of trauma-informed practices to evaluate technology interactions in high-risk environments.
- Trend Identification: Expertise in identifying and interpreting operational trends in domestic violence electronic monitoring cases, utilizing these insights to advise leadership on system performance and required policy changes.
- Deep understanding of system interdependencies across justice, corrections, and victim-serving environments.
- Advanced problem-solving skills to address sensitive, high-risk or ambiguous program and system level issues.

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 • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<ul style="list-style-type: none"> - Analyzes electronic monitoring and victim notification processes by considering system interdependencies across operations, technology, policy, and victim services. - Anticipates downstream impacts of system or process changes on victim safety, client compliance, and program performance.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve 	<ul style="list-style-type: none"> - Identifies functional gaps during technology testing or daily troubleshooting and develops practical, risk-informed solutions.

		<p>complex systems</p> <ul style="list-style-type: none"> • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>- Engages partners to collaboratively resolve system-level challenges.</p>
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>- Adjusts operational focus in response to client behavior and system performance.</p> <p>- Maintains effectiveness and judgment when working in sensitive, high-risk contexts.</p>
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>- Actively represents the EMP on cross-ministry working groups involving Crown Prosecutors, Police Services, and Victim-Serving Organizations to validate findings, establish clear communication pathways, and develop response protocols.</p>
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <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 	<p>- Produces high-quality, evidence-informed recommendations that directly inform management decisions and program improvements.</p> <p>- Demonstrates accountability for program integrity and victim-centered service</p>

