

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Administrative Support with Financials	Name
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Position Number	Reports to Position No., Class & Level Admin Supervisor	Division, Branch/Unit Child Intervention Delivery Service	Ministry Children and Family Services
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Present Class Administrative Support 4
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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](#)).

The administrative support role provides front-line services and supports within established program policies and procedures to an assigned regional office or team of Child Intervention Practitioners. This position is responsible for the accurate and timely processing of various accounts payable transactions and responds to vendor and client inquiries. The administrative support is also responsible for maintenance of data related to children in care so that it is accurately received, entered, coded, maintained and filed into various information management systems. Office administration and general administrative supports can also be provided to support effective office operations.

These positions cover any of the programs delivered in the region (child intervention – intake, assessment, ongoing case management, permanency, adoptions, supports for permanency, foster care facilities, kinship care facilities, childcare licensing,). The incumbent works with multiple information management systems on a regular basis and maintains file and records.

This position operates within a defined framework of existing Government of Alberta (GoA) and Ministry administrative and financial policies as well as existing legislation and program policy that governs child intervention programs and services, and regional/office business priorities. The administrative support position reports to the administrative supervisor or administrative team lead depending on the organization of the specific region and office.

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](#)).

Financial administration for multiple child intervention programs and services in compliance with existing policies and processes:

- Request and update vendor information and respond to all vendor inquiries.
- Ensure expenditures comply with Government guidelines and office budget allocation.
- Code and process accounts payable with a high degree of accuracy, including vouchers, invoices, and foster/kinship/permanency parents' claims.
- Monitor service expenditures and advise Child Intervention Practitioners when committed funds are depleted.

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- Enter data (i.e., Referral and Evaluations, Invoices) into relevant systems (e.g., CICIO – Child Intervention Case Information Online; CYFS – Child and Youth Financial Suite; CMAS – Contract Management Administration System; CYIM – Child Youth Information Module, 1GX).
- Maintain financial filing pertaining to child financial files and foster parent/adoption files.
- Preparation of Cash Blotters for cash office as needed.
- Maintain accurate data and documentation in information management systems for an assigned portfolio of files/team of Child Intervention Practitioners.
- Enter a range of data into electronic records systems (e.g., personal information, case data, administrative information, provider management data).
- Retrieve electronic file information as required to respond to requests for disclosure.
- Support transmission of disclosure package to requester as required.
- Complete incoming and outgoing file transfer requests relating to CICIO.
- Complete FOIP requests.
- Complete intervention record checks in accordance with existing policies, process, and standards.
- May be required to maintain Commissioner of Oaths to commission and exhibit court documents.

Complete document and file management in accordance with current records management processes:

- Create new files and volumes as required in accordance with existing policies, process, and standards.
- Receive and sort incoming documents and correspondence, completing necessary cross referencing, and checking for duplicate information.
- Review and pre-process client documentation so that the documents are organized and filed as efficiently as possible, kept up-to-date and are compliant with safety and provincial standards.
- File documents by client. Scan documents as appropriate to support program work and entry into information systems.
- Review documents for quality assurance of scanned images to reduce risk of errors and increase the effectiveness of multiple benefit programs.
- Complete indexing of imaged documents in accordance with existing security and program policies to create electronic records for program use.
- Complete all pre-work and quality assurance for information received electronically or by fax. Participate in imaging of fax as required.
- Retrieve routine request for records.
- Assist with file disposition and sending of files to records services for storage as needed.

In-Person and Phone Reception:

- Serve as the first point of contact for visitors (e.g., clients, public) to the office.
- Determine and respond to client/visitor requests and their urgency and provide a response, or redirect to appropriate individual, or refer to appropriate resources within the Department, government, or community.
- Receive a variety of government forms from clients and/or public and ensure forms are sent to appropriate government agency; ensure client and/or public are directed to the appropriate government office.
- Accurately receive, record, forward and distribute information following office and provincial guidelines.
- Update, as needed, the white board showing whereabouts of staff as per working alone policy.

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- Maintain reception area keeping forms and posters up-to-date and well-stocked.

General Administration:

- Assist in maintaining efficient operation of all office equipment as needed, as well as, working with staff and service providers to resolve computer hardware and software issues.
- Support meetings as required (e.g., booking conference rooms, set up video conferences, taking minutes).
- Draft correspondence such as letters, memos, forms for internal use and e-mail distribution.
- Provide guidance on administrative process and systems to other positions (e.g., orientation, introduction to systems).
- Process incoming/outgoing mail and arrange courier shipments as required.
- Assist in scheduling and transporting vehicles for maintenance in consult with admin team lead.
- Assist in tracking and reconciling receipts for fuel and servicing.

Contribute to achievement of branch/office business goals:

- Work with all units across the branch to foster efficient operations and achievement of goals and priorities.
- Apply the priorities identified by programs during peak periods
- Participate in the development and improvement of administrative processes (e.g., identify business processes, complete system tests for the new document management system).
- Provide support to other units in times of high demand.

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](#)).

This position provides a variety of administrative supports to impact the service delivery of multiple child intervention programs and services. These program areas may include:

- Child Intervention (including but not limited to intake, assessment, foster care, kinship care, group care, residential care, permanency, etc.).
- Family Enhancement.
- Legal Permanency.
- Youth in Transition.
- Child Youth Support Program.
- Child Care Licensing.
- DFNA.
- Collaborate Service Delivery (CSD).

The administrative support position is assigned to support a team of Child Intervention Practitioners and the associated files. The incumbent works independently and makes decisions within standard procedures and established criteria, determining the most efficient way of implementation. Critical thinking and evaluation skills are applied to identify workload priorities and to address competing priorities and deadlines.

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Working knowledge across multiple topics is routinely applied, such as programs and services that are offered internally and externally through contracted agencies, information systems (e.g., CICIO, CYFS, CMAS, 1GX, BERNIE, InfoMart), financial and administrative policies and processes, privacy requirements. Each program can have its own policies and processes. Although not every program is administered by this position, it is necessary to have the ability to have an on-going working knowledge of all programs in Children's Services to enable staff to cover off other positions. This position evaluates existing systems to determine any required changes and ensures that current processes are enhanced or maintained to meet the changing needs of the program, consistent with office procedures.

This position is expected to exercise judgement to determine how policy, procedures, and guidelines should be applied to specific situations. The incumbent will access multiple files and process daily financial transactions which consist of numerous Program and Accounts codes. Errors could lead to failure to meet operational requirements and and/or to disruption in vendors not recovering monies, agencies perhaps not providing services to Children's Services, and foster/adoptive parents not receiving financial compensation. Extraordinary problems are referred to the administrative supervisor or administrative team lead for resolution.

This position could be the first contact for the public when providing reception services; this role is responsible for portraying the Department in a competent courteous manner to a diverse range of clients. The incumbent provides general program information to clients and refers requests for more detailed or case-specific program information to Child Intervention Practitioner or other appropriate staff. Clients can include children and families, community agencies, and other government departments. Tact, sensitivity, professionalism, patience, understanding and good judgement must be displayed when interacting with clients while providing basic information to clients/employees and community partners. This position may encounter distressed and/or difficult clients and is required to exercise sensitivity and understanding in determining needs and making appropriate referral. The supervisor or administrative team lead is available to guide sensitive or emotionally charged situation, or where clear precedent is not available.

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](#)).

Knowledge of the following are necessary:

- Child intervention programs and services.
- Applicable business and operational priorities and goals of the office/region.
- Working knowledge of other regional programs and service providers and community resources.
- GoA and Ministry administrative and financial policies, processes, standards, and guidelines.
- Systems used in delivery services (e.g., CICIO, CYFS, CMAS, CYIM, 1GX, InfoMart and BERNIE).
- Provincial file standards when creating, opening, closing, transferring, and accepting of files.
- Guidelines and procedures of the *Freedom of Information and Privacy Act*.
- Working knowledge of legal authorities and time frames are required to accurately access the CICIO mainframe.

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- Cultural sensitivity and awareness of multicultural protocols.

Skills and Abilities

- Well-developed communication and interpersonal skills.
- Keen attention to detail.
- Well-develop keyboarding and data entry skills.
- Ability to work independently.
- Organizational and time management skills.
- Position requires strong teamwork and relationship-building skills.
- Ability to navigate and extract pertinent information from multiple Government systems.
- Ability to maintain confidentiality and ethical behaviour.
- Working knowledge of Ministry GOA financial policies and procedures

Education and Experience

- High School Diploma plus at least 1-2 years related experience or equivalencies. Equivalency: Directly related experience or education considered on the basis of: one year of experience for one year of education or one year of education for one year of experience.

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

- Child Intervention Practitioners – provide administrative support to enhance management of files; provide guidance/support orientation to use information management systems and/or complete administrative activities; refer client/public contacts/queries as appropriate.
- Peers/Administrative Staff – collaborate and share information; provide back-up as needed.
- Supervisor – provide updates as needed; identify potential areas process improvements might; refer complex situations for consultation/resolution.
- Clients/public/vendors/foster parents/walk-ins/phone inquiries - provide program information to first client contact.

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

N/A