

New

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager, Workforce and Operations

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant - New Position

Organizational Structure

Division, Branch/Unit

Child Intervention, CI Delivery Services



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Director

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director lead, the Manager - Workforce and Operations is responsible for managing and supporting Human Resources operations and business administration functions within the region. This includes: Coordinating staffing needs, implementing administrative processes, and ensuring organizational efficiency and compliance in consultation with the Public Service Commission (PSC). The Workforce development manager will build on manager competencies, provide coaching and direction on 1GX processes and act as a resource for Manager knowledge on their responsibilities as it relates to their delegated authority in the HR decision Matrix.

This position requires the individual to work directly with Talent Acquisition and other HR service centres within the PSC such as classification and the Human Resources Business Partner. The position may arrange recruitment, select and on-board new staff as positions become vacant. The ideal candidate will have the ability to develop strong relationships with HR consultants in the PSC and have a strong knowledge of the HR decision matrix and management functions in the Alberta Public Service. The role will facilitate communication between Children and Family Services(CFS) and the different Service Centres throughout the PSC to ensure positive outcomes.

The manager will oversee the Occupational Health and Safety Programs across Calgary Region to ensure continuity and consistency. The Person in this position will be the primary contact for all worksites within

the CFS Calgary Region providing information to staff related to all aspects of OHS. Tracking of site inspections as well as ensuring follow-through of corrective measures to ensure staff and clients are safe at all times.

Due to the volume of staff movement, excellent position management and creative problem solving is required. As such, the position will need to work very closely with their colleagues and have a strong sense of understanding of all of the unique needs of the region. The incumbent will work to implement the regional workforce plan ensuring that the workforce is aligned with ministerial and provincial priorities. Supporting recruitment and retention is of significant importance. Planning is a key deliverable.

Working with all program areas of the Region's business and workforce, this position will work within a team to implement regional human resource priorities to ensure that specific trends and issues are taken into consideration in planning. This position implements planned approaches to corporate priorities and initiatives within the Region which include but are not limited to: Employee Engagement, Workforce Planning, Succession Planning, Leadership Development, Health and Wellness, Employee Learning and Development, Organizational Development, the Workforce Model (Growth Model), training and establishing practices and standards in relation to regional human resource best practices.

The Manager also has a leadership role as required to ensure alignment of services with Ministry requirements. The Manager provides a range of personnel and Business Admin services, including their diverse skill to support the delivery of high quality services to our staff. The incumbent will work closely with senior leadership to ensure efficiency and accuracy of services across the region.

Responsibilities

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

Operational Planning

- Supports the coordination, completion and tracking of operational and position management planning for all sites, working in close consort with the Regional Business Coordinator (WPA).
- has day-to-day oversight for regional administration including records management, staffing across offices, implementation of provincial projects such as pathway to paperless, digitization of invoices, and general financial practices, all of which occurs with in close relation with the Regional Business Coordinator who is the subject matter expert in administration
- Tracks operations key performance indicators and presenting updates internally.
- Maintains a system for tracking progress of the development and approval of Conflicts of Interest Disclosures, Duty to Accommodate, briefing materials, reports, or other materials within operations as well as maintaining the associated records management system.
- Tracks progress on operations major initiatives to ensure timely and coordinated progress, and regular updates to others.
- Researches, analyzes data, and prepares reports and presentations as requested.
- Works with various teams in the development of internal and external communication materials and advises on specific operational issues and content.

Business Continuity and Facility Emergency Response Planning

- Collaborates site managers and Directors to create and maintain a business continuity program (BCP).
- Coordinates the periodic review of business continuity and recovery plans as well as ensure they are maintained and current.
- Provides support with coordination and preparation of BCPs and the development of tools and instructional guides. Also Maintains up-to-date records.
- Maintains accurate worksite BCP Site contact lists.
- Ensures communications of Facility Emergency Response plans are aligned and compliant with internal stakeholders and subject matter experts and distributed to regional staff.
- Works alongside regional leadership in the enactment of BCP.
- Supports the facilities in all other tasks, as required, including BCP/Emergency preparedness workshops, training, debriefs, scheduling and exercises, and other duties as assigned by management.
- Ensures personnel have clear and concise access to information, on paper and electronically, in the event

of an emergency.

- Coordinates the documentation, tracking system and follow-up of lessons learned/best practices from exercises and incident briefings.
- Develops an in-depth understanding of the business processes, assets, facilities, responsibilities, regulatory requirements, and interdependencies within the region.

Essential Services Planning

- Collaborates site managers and Directors to create and maintain an essential services plan (ESP).
- Coordinates the periodic review of ESP as well as ensure they are maintained and current.
- Provides support with coordination and preparation of ESP and the development of tools and instructional guides. Also maintain up-to-date records.
- Maintains accurate worksite ESP site contact lists.
- Works alongside regional leadership in the enactment of ESP.

Accommodation/Facility Management

- Works with Managers and Directors to develop facility plans to determine space requirements for worksite staff and the ability to be creative to meet the demands of reorganization and Ministry restructuring.
- Responsible for the coordination and scheduling of services to move staff within or between other facilities across the province.
- Provincial support and contact along with RBC and worksite manager to address any future expansions and/or major renovations with infrastructure.
- Point of contact for Strategic Planning and Accommodations regarding facility requirements including staff parking, building security.

Employee Wellness/Engagement/Occupational Health and Safety

- Responsible to assess employee wellness and engagement which includes the gaps and needs and make recommendations to Regional Directors team regarding focus areas moving forward
- ongoing monitoring and follow through regarding wellness and engagement activities will be required, working in close contact with site managers in respect to their own staffing complement
- Primary point of contact for the Occupational Health and Safety Consultant, responding to concerns or issues related to OHS and employee well-being.
- Deals with health and safety issues and facilitates resolution of identified problems.
- Monitoring and compliance according to workplace health and safety legislation.
- Ensures compliance and completion of annual hazard assessments along with bi-annual worksite inspections.
- Regional contact and support for inquiries pertaining to health and safety matters.
- Works with ministry contacts and the PSC to ensure that the Calgary region is in alignment with GOA Policies and processes.
- Aligns with stakeholders and subject matter experts to ensure that communications are deployed throughout the appropriate mediums to regional staff.
- Maintains documentation and tracking for first aid training, incident reports, and hazard assessments.
- Coordinates with worksite representatives to ensure participative approach to OHS policy management, hazard identification and risk assessments.
- Provides information to staff regarding evacuation procedures.
- Coordinates the maintenance of emergency equipment such as first aid/bio-hazard kits.
- Ensures staff security form and the incident near miss reports are completed and submitted through 1GX.
- Interprets readiness gaps (personnel, stock, and systems) and support the development and implementation of new and revised emergency readiness.

Regional Training and Development/Practicum Student Coordination

- Oversight for regional training and development to complement of over 500 employees, ranging from administration to leadership. This will include supervision to the Training and Development Coordinator.
- Relationships with key stakeholders include provincial Workforce Force Development as well as community partners such as Alberta Health Services and Legal Services. Training is inclusive of Blended Delegation for new hires as well as external training which supports practitioners growth, development,

and skill set

- Oversight responsibilities for the recruitment, selection, matching, and onboarding of summer students. Summer students augment the work for the Region, and are often future employees. The coordination with PSC (Talent Acquisition) and regional managers is critical for the successful and expeditious onboarding of these wage staff.
- Practicum Students is a specific area of concentration and this manager will act as the main liaison and connection point with post-secondary institutions to provide information and facilitates information sessions for potential practicum students; the Training and Development Coordinator will support these processes.
- Oversees the coordination of practicum placements for all four sites.
- Supports and monitors the experience of practicum students by keeping in close contact with them and their supervisors.
- Ensures that affiliation agreements between the ministry and the post-secondary institutions are in place prior to offering a practicum placement.
- Works with the Ministry's legal department and HR to ensure alignment with GOA policies.
- Provides orientation and the delivery of key training sessions to practicum students and their supervisors.
- Maintains provincial standards set out by the Provincial Community of Practice for Practicum Students.
- Tracks and reports up to the provincial contact on practicum student's statistics.

Program Quality and Continuous Improvement

- Utilize extensive and in-depth knowledge of CFS programs and services, service delivery models, related acts and regulations.
- Works closely with site managers and supervisors in the delivery and supervision of the development of programs intended to increase the skills and knowledge of front line staff such as case planning tools, documentation of notes, writing of treatment plans and record keeping.
- Develop quality assurance frameworks which can be used to conduct on-going audits, ensuring conformity to standards, monitoring performance, and evaluating service provision.

Human Resources

- Provide leadership, advice and support to the Region in the development, modification and implementation of the Region's annual work force plan which includes its response to departmental and corporate initiatives and priorities. As this position requires the knowledge of highly sensitive information pertaining to employees, the successful incumbent needs to be excluded from bargaining under the AUPE.
- Work collaboratively with the Regional Leadership Team to facilitate the alignment of human resource policies, programs and best practices when implementing business goals of the Region.
- Lead and manage the development of the teams programs, pilots and resources related to employee engagement, workforce planning, succession planning, retention, performance management, training and development, leadership development, team-building, and management skill set development. This may include provincial participation on working/implementation groups.
- Establish a process for effective monitoring for compliance of mandatory RSW registration, Performance Management, mandatory training audits and on-going evaluations to provide assurance to the Strategic Leadership Team that managers are working within the scope of their Human Resource Delegation of Authority.
- Act as a regional resource for employee and leadership development initiatives, team-building initiatives and providing leadership for coaching supports.
- Responsible for recruitment and retention leadership with PSC including but not limited to the development of exit and stay surveys.

Regional Office Administration

- day-to-day oversight for the administrative operations of the Regional office in Calgary Region, which includes approximately 65 Calgary CID staff, in addition to approximately 20 other Divisional staff who work from Kensington office. The Calgary Region Executive Director and its 8 Directors work from this location.
- specific responsibilities include facility management, parking, accommodations, and oh&s matters specific to the Regional office

- responsibilities will include leadership to the administrative staff, including performance management
- administrative personnel in this office support a variety of program areas including, Intervention Record Checks, Pediatric for Kids in Care (P-Kic), as well as general administrative responsibilities within the office such as invoicing and payments.

And other related duties

Problem Solving

Typical problems solved:

This position must utilize analytical techniques to assess data and provide information necessary for the Leadership Team to evaluate their priorities in guiding the operations of CFS.

This position is challenged with leading and implementing projects or programs within the Region, being a resource to manager colleagues and assisting in working through barriers and problems through difficult communication processes, collaboration, and consensus building; and giving recommendations with regional implications and client life impacts.

The position will be called upon to respond to issues quickly in order to brief Directors and management on issues as they arise.

The position requires a quick response turn around to action requests from the Minister's Office.

The position will require the ability to manage staffing shortages, challenges with recruitment while at the same time ensuring compliance with the master agreement.

The position collaborates with the Public Service Commission to resolve Human Resources Issues regarding performance, leaves, legal issues and Duty to Accommodate.

Types of guidance available for problem solving:

This position assists the site managers and associate directors in improving retention, recruitment and position management processes, while working collaboratively with the Public Service Commission, Alberta Public Service and CFS Acts, Regulations and policies.

Collaborates closely with the Director lead, provincial tables and HR.

Direct or indirect impacts of decisions:

Results have direct impact on front line regional management and their ability to deliver programs and achieve desired outcomes.

Indirect - with rigorous HR plans in place including quality assurance and tracking of deliverables, management is able to recruit, retain, train and plan for the future - the indirect impact will be on improved service delivery to Alberta's most vulnerable children, youth and families.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Partnership with Senior Leadership Teams and Regional Management Teams.

Public Service Commission of Alberta: HR Business Partners (HRBP), Talent Acquisition Services (TAS),

Employee Relations (ER), Alberta Union of Public Employees (AUPE), Regional Finance Department,

First Nation Communities

Universities and Colleges

Required Education, Experience and Technical Competencies

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

If other, specify:

Related Degree in Social Work, Public Administration, Human Resources.

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

University graduation in a field related to the position assignment, supplemented by four years of progressively responsible experience and related experience. Experience in Child Intervention is an asset as it provides the individual greater knowledge of the inner workings of the ministry. Delegation under the Child Youth and Family Enhancement Act is not required, but may be considered an asset.

Related experience or education may be considered as an equivalency on a one for one basis.

The position requires strong verbal and written communication skills; relationship building and networking skills, diplomacy, empathy, and decisiveness.

Diverse experience in a complex and multi-disciplined organization, in the areas of planning, performance management, project management and business analysis.

Demonstrated knowledge and experience in the areas of human resources and business administration management.

A good understanding of Employer/Union relationship and best practices relating to employee relations, grievances and designated officer responsibilities within a unionized environment.

Progressively responsible project management experience with proven success as a leader of a group directing diverse responsibilities is required.

Ability to initiate and lead change. Proven analytical and problem solving skills and demonstrated ability to think strategically and analytically.

Experience in effectively supervising, managing, coaching and developing a highly skilled team of professional and technical staff.

Superior organizational and time management skills.

Must be proficient with Microsoft Office Suite.

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		
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks: <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	

		<ul style="list-style-type: none"> • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	
Creative Problem Solving	○ ○ ○ ○ ●	<p>Creates the environment for innovative problem solving:</p> <ul style="list-style-type: none"> • Generates new ways of thinking; ensures right questions are being asked about a problem • Eliminates barriers to creativity and innovation • Encourages a culture of innovation 	
Develop Networks	○ ○ ○ ○ ●	<p>Builds trust to fairly represent every party:</p> <ul style="list-style-type: none"> • Uses network to identify opportunities • Establishes credibility and common purpose with a range of people • Actively represents needs and varying groups • Creates strategic impression by inspiring and connecting with values and beliefs 	
Systems Thinking	○ ○ ○ ● ○	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions 	

		<ul style="list-style-type: none"> • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	

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