

JOB DESCRIPTION

Working Title:

Contract Specialist

Name:

Position No.:

Various

Reports to Position No., classification and level:

Division, Branch/Unit:

Community and Social Services

Present Classification:

Program Services 3/Human Services Worker 7

Requested Classification: *(if encumbered only)*

Human Services Worker 7

Position Summary:

Briefly describe the main purpose of the position, and why it exists for the most part [hyperlink writing guide]

The Contract Specialist is responsible for effectively developing, procuring, managing and administering various types of agreements across a wide breadth of social programs and client populations. This position leads and/or supports the procurement of services and management of contracts to meet the needs of Albertans, within the framework of a ministry and regional strategic procurement plan.

The Contract Specialist draws on a strong working knowledge across social programs, including that of program development, system outcomes, service design and delivery. Familiarity with associated legislative, policy and practice frameworks is critical to plan for, procure and monitor services that meet the complex needs of Albertans through their lifespan. A thorough understanding of client needs and community/sector issues, paired with a working knowledge of procurement practices, is key to implementing effective contract and grant management.

The Contract Specialist works independently with a high level of autonomy and has strong negotiation, monitoring and consultative skills. This role requires the development and maintenance of a strong network of collaborative relationships with a wide range of stakeholders, including Community and Social Services delivery staff and service providers, to assess service needs, identify emerging issues, and ensure that services are in place to meet the needs of multiple client groups.

Primary Accountabilities/Responsibilities:

List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each [hyperlink writing guide]

1. Relationship Management and Communication - Build and facilitate an effective network of linkages and collaborative relationships with regional staff and management, service providers, key industry/sector organizations, other Ministries and governments, and community organizations representing a variety of client groups to improve program delivery and outcomes for Albertans with disabilities and those requiring

financial, employment and other supports.

- Promote, build and maintain positive relationships and support collaboration and linkages between
- Community and Social Services delivery staff, service providers, other levels of government and sector associations to encourage engagement in provincial and regional procurement planning and initiatives.
- Identify the needs of a range of stakeholders and emerging issues in the region.
- Identify emerging issues in the region/sector, assess potential impacts and recommend and implement mitigation strategies to support service providers and address client needs.
- Apply discretion and professional judgement to resolve complex issues, and notify/involve or escalate for decision making if required.
- Building on trusting and transparent relationships with service providers, manage and de-escalate issues in politically charged, highly sensitive environments.
- Determine and provide appropriate level of involvement (support collaborations, mediation, coordination and communication) with stakeholders as needed for advancing regional and ministry procurement direction.
- Leverage relationships with service providers and draw on program knowledge to assess and mitigate risks related to quality of services provided to meet ministry/client outcomes.

2. Monitoring and Reporting - In collaboration with program delivery staff and service providers, manage and monitor contracts and grants to ensure compliance with terms of the agreement and achievement of outcomes.

- Develop a contract/grant monitoring plan.
- Develop and implement processes to identify and effectively manage risk (client, political, program, community, and financial).
- Review and reconcile, against contract schedules, service provider invoices for payments, prepare budget estimates/forecasts and monitor expenditures.
- Identify and resolve service agreement or compliance issues and amend or recommend termination of agreements taking legal, political and client considerations into account.
- Monitor contracts and grants for outcomes and compliance to terms and conditions.
- Evaluate agreements to ensure they are effective and support overarching goals of services and service level agreements.
- Participate in, and where appropriate, lead reviews pertaining to quality of care, abuse allegations or safety concerns of the clients/individuals and assist in the development of a corrective action plan and monitor as required.
- Maintain a working knowledge of multiple accreditation standards to support input to the accrediting body, consult to internal program queries, enhance program monitoring and outcome delivery, and to support agencies advancement on the spectrum of continuous improvement.

3. Planning- Participate, within the context of the ministry's strategic procurement plan, business plan, program initiatives, and regional priorities, in the development of the region's procurement plan by identifying trends, providing analysis based on consolidated client and program outcome data, service

delivery gaps and emerging best practices, to ensure quality of service that meets the dynamic needs of clients throughout their lifespan.

- Provide input into the development of the provincial/regional procurement plan by identifying and assessing service needs, priorities and trends by collecting and analyzing statistical data and reports from internal and external sources including regional delivery staff, clients, service providers and community interest groups.
- Contribute to the development and implementation of the provincial/regional procurement plan by identifying existing and emerging service and fiscal priorities and pressures.
- Conduct ongoing environmental scan of social issues, market demographics and trends gathered from statistical reports, external sources, client input and consultations with service providers, sector associations, community associations, etc.
- Apply an integrated perspective, by assessing a continuum of services and identifying gaps and duplication in future service design.
- Develop, implement and participate in internal and external initiatives as required and to foster collaborative relationships, develop skills, build and/or increase capacity within the community/sector.

- 4. Procurement Management** - In alignment with the ministry and regional strategic procurement plans, ensure procurement of services that are timely, effective, aligned with ministry policies, procedures, and regulations and compliant with procurement policy and legislation.
- Contribute to the development of recommendations for provincial/regional procurement strategies and services that respond to evolving trends and issues that meet the needs of Albertans.
 - Recommend the regional procurement approach and develop associated comprehensive planning and solicitation documents, including desired outcomes, performance measures, costs and communication strategies.
 - Lead and/or support the tendering, awarding and selection processes in alignment with procurement legislation processes and Ministry practice.
 - Negotiate and finalize agreements with service providers including the terms, conditions, budget, risk identification and measures to minimize risks, in accordance with legislation to ensure quality supports and services.

Knowledge/Experience/Competencies:

Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. [Insert Link to writing guide] Critical competencies (technical and behavioural) required to do the work should be included – please reference the APS Competency Model [hyperlink APS competency model]

KNOWLEDGE:

Education: University degree in a related field (e.g. Bachelor of Social Work, Business Administration, or Social Sciences, etc.)

Experience: Minimum of 4 years of progressively responsible related experience.

Knowledge:

- Demonstrate strong working knowledge of Community and Social Services programs, legislation, and regulations. (Note: there is a large breadth of Community and Social Services programs and associated legislation. The depth of working knowledge in a specific area will vary depending on the assigned portfolio. All positions are required to have general knowledge of all Community and Social Services legislation and regulations.)
- Demonstrate strong working knowledge of legislation, trade agreements, directives and policies that govern contracting and procurement.
- Demonstrate working knowledge of procurement management practices including solicitation methods, monitoring, evaluation techniques, outcome measurements and risk management practices.
- Demonstrate knowledge of social services delivery models and ability to work across and between programs and ministries.
- Demonstrate a strong knowledge of community agencies and resources to provide consultation and assist in the development of new resources.
- Demonstrate a strong understanding of the needs of a diverse group of stakeholders and ability to engage as required.
- Demonstrate strong business acumen.
- Demonstrate knowledge of the political environment within which the Ministry operates.
- Demonstrate a comprehensive knowledge of financial requirements - policies and procedures, budgets.
- Demonstrate knowledge of the client tracking system, report capability, and data integrity requirements.
- Demonstrate knowledge of computer information systems, software applicable to word processing and spreadsheets, information management, data quality principles, best practices and processes.
- Demonstrate knowledge of program development and trends when developing criteria for proposals.
- Demonstrate a strong working knowledge of change management and engagement strategies.
- Demonstrate a working knowledge of service delivery standards, including accreditation and licensing requirements.
- Maintain a working knowledge of a range of accreditation standards to support effective monitoring and evaluation and to inform discussions with contractors and program personnel.

SKILLS AND ABILITIES:

- a. Excellent verbal and written communication skills.
- b. Excellent collaboration, teamwork and facilitation skills.
- c. Strong analytical and strategic thinking skills.
- d. Strong organizational and interpersonal skills and capacity to manage multi-disciplinary agreements simultaneously over time.
- e. Negotiation, mediation and conflict resolution skills to work effectively with stakeholders, taking into account various cultural and business perspectives.
- f. Ability to work independently as well as in a team environment.

- g. Creativity, innovative thinking and planning skills.
- h. Ability to perform financial analysis related to planning/analysis for the purposes of contracting budgeting and forecasting.
- i. Leadership skills (internal/external)
- j. Ability to multi-task and manage workload with competing priorities and deadlines.

Primary Relationships/Contacts:

Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact [hyperlink writing guide]

Clients	Frequency	Nature/Purpose of Contact
Internal: Regional Delivery Staff	Daily	■ Review and evaluation of current contracted services and programs. ■ Recommendation of new services as required to meet program needs.
Direct Manager	As required	■ For direction or clarification on regional direction and issues that may escalate. ■ For direction or clarification of contract and grant policies and procedures.
Centralized Procurement Office Staff	As required	■ For direction or clarification of provincial procurement direction and unique contract and grant policy issues.
Regional and Corporate Finance Staff (where necessary)	As required	■ For direction or clarification on regional finance administration policies and procedures as they pertain to contract management. ■ Consultation on financial questions or concerns with regard to contracts. ■ Monthly forecasts and quarterly accruals
Legal Services	As required	■ After discussions with direct supervisor, may contact legal using the appropriate engagement procedures, regarding specific issues as they relate to agreements.
Program Policy Branches/ Divisions	As required	■ After discussions with direct supervisor, may contact regarding program needs, practice, policy, and legislation interpretation.
Other Ministries	As required	■ Consultation and collaboration on collective mandates and outcomes.
External: Contracted Service Providers	As required	■ Monitor agreements and delivery of services; discuss and resolve contentious issues; review, assess, evaluate agreement outcomes and make decisions on the effectiveness of the services provided by third party provider;

		provide direction and expertise to service providers in carrying out their agreement. ▪ Support and develop capacity within service provider organization, sector and/or community.
Service Provider Associations, Networks, Accrediting Bodies	As required	▪ With direct supervisor, will share information, consult and remain up to date on new initiatives. ▪ Develop and maintain understanding of the community. ▪ Understanding of issues and challenges within the various sectors and networks.
Community organizations	As required	▪ Identify issues and concerns, as well as to consult, advise, and share information.
Other Governments (Federal, Municipal, other jurisdictions)	As required	▪ Collaboration on achieving common outcomes or goals.
Indigenous Organizations	As required	▪ With direct supervisor, cultural awareness and understanding to enhance service delivery and develop services.
Family/Individual	As required	▪ To participate in an investigation of abuse allegation/critical incident review.
Public Inquiries	As required	▪ Information, referral and support.

Organization Chart:

A current organization chart that includes supervisor, peers and staff must be attached. Include whether the positions are permanent, wage, temporary or contract and indicate position numbers [hyperlink writing guide]

Changes Since Last Review: (if applicable)

Identify significant changes that have impacted the primary responsibilities and accountabilities assigned to the position since the last review, including organizational changes [hyperlink writing guide]

- Community and Social Services continues to integrate the services we provide to help ensure Albertans receive the best services and supports possible. This includes developing a ministry-wide strategic plan and approaches for procuring contracted services that will result in more consistent, transparent and effective service delivery.
- The Contract Specialist in Community and Social Services blends strong program knowledge with working knowledge of procurement and contract management practices.
- Our new organizational structure includes new integrated Contract and Procurement Units, which will be supported by this position (Contract and Procurement Specialist). The new approach to contracting includes aligning and establishing a consistent Contract and Procurement Specialist position in the service delivery regions.

This position under review (PUR) will replace the current contract positions that are responsible for the day to day management of contracts and grants, including Contract Specialists, Contract Service Coordinators, Contract Consultants and others. This position will shift away from having a single program