

Update

Ministry

Jobs, Economy, Trade and Immigration

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Learner Specialist

Current Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Workforce Strategies/Training and Employment Serv

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-02-05

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Learner Specialist (LS) is responsible for providing training and expert program support to the Training and Employment Services (TES) Management Team, delivery staff, and all contracted service providers funded by TES branch of Jobs, Economy, Trade and Immigration (JETI) through TES branch within Alberta. Reporting to the Learner Specialist Supervisor, the Learner Specialist will draw on extensive policy, program expertise and knowledge to ensure quality training and expert advice are provided to clients, TES staff and contracted training providers.

The purpose of this role is to improve the overall effectiveness and efficiency of the delivery of all skills investment programs contracted and granted by TES Branch. This role draws on program expertise and knowledge of current provincial procedures to ensure consistent application of policy and guidelines are adhered to across TES. This role also provides the training on all TFW Programs and Services and Client Management Systems to all delivery staff and contracted training provider staff.

Main duties include:

1. Providing policy interpretation to internal staff and external training and service providers to interpret and apply TFW Policies and Procedures.
2. Interfacing with Contracted Providers to Approve full time training participants in their programs.
3. Responsible for assessing and approving any exceptions as allowed in Guidelines, (e.g. Duration, Council to Leave etc).
4. Contact point between the Branch and Foundational Learning Assistance (FLA) and Service Canada to solution client and contractor issues that arise in TFW programing.
5. Provides training, direction, advice and issues resolution support to internal staff, training and service providers using the department's client management system, including the utilization of new technologies to provide training services.
6. Assist TES Branch Management with the research and response to ARs, Public Inquires, etc.
7. Conduct TFW Participant, Outcome and CMS data Analysis.
8. Research and develop Branch processes and procedures to ensure programs are delivered in a consistent and efficient manner branch wide.
9. Sit on inter-ministry committees and working groups to develop better collaboration on the delivery of programs to common clients.

Additional tasks include involvement and input in the development and delivery of all TFW Guidelines, Client Management System, and Career & Employment Services training.

Developing and maintaining strong communication mechanisms within the TES Branch to internal staff, service providers, other Divisions and GOA Ministries and many community agencies and stakeholders is critical.

Responsibilities

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

1. Provide TFW guideline interpretation, consultation and guidance to staff and contract-based service providers regarding program participants.

Activities:

- Consult with staff and training providers on individual client issues and provide expert program and policy advice on the appropriate actions required to resolve issues.

- Assist staff/providers to interpret and apply TFW Policy and Procedures for LMDA, WDA, and Provincial funded TFW programs.
- Provide consulting support to Management, the Contract Service Coordinators (CSC) and service providers to facilitate effective delivery of assessment and case management services to ensure that the guidelines and intent of the TFW programs are met.
- Liaise with training providers regarding client assessments and Service Plans to ensure the guidelines and intent of the TFW Programs are being met.
- Complete reviews of participant Service Plans and approve clients for TFW program participation.
- Resolve any individual client concerns regarding their participation and prepare written responses on behalf of the Minister and MLAs as required.

2. Authorize funding support decisions for departmental programs within established guidelines and delegated authorities to develop a skilled, competitive workforce.

Activities:

- Determine eligibility and authorize or decline participation requests for funding for participants attending training at a contracted training provider.
- Review participant eligibility for exceptional circumstances.
- Inform TES Branch staff and training providers promptly of any changes in policy.
- Inform TES Branch staff and training providers of funding programs and services administered outside of JETI.
- Inform TES Branch staff and training providers regarding eligibility for specialized services such as Feepayer.

3. Collaborate with CSCs to support effective delivery of TFW programs.

Activities:

- Participate in on site monitors of TFW contracted providers at the request of CSC.
- Provide input on participant assessment and Service Plans in support of quality assurance. Will act as a resource in monitoring the implementation of Skills Investment Plans, compliance with TFW programs.
- Identify and report issues to the CSC when there are problems with service delivery, interpretation and application of TFW policy and procedures, and make recommendations for resolution.
- Identify potential client service issues resulting from contracted service delivery and work collaboratively with the CSC to evaluate risks and mediate differences.
- Contribute to the development and delivery of training via technology and other means to TES Branch Staff and Contracted Service Provider staff.

4. Provide expert Client Management System (CMS) advice to internal staff and external service providers.

Activities:

- Respond in a timely manner to requests from external users for clarification of data entry problems, as well as providing interpretation of CMS business rules. These requests will require the Learner

Specialist to possess expert knowledge of JETI TFW Guidelines, Employment Insurance, and a strong understanding of the TFW suite of programs.

- Refer for corrective action CMS errors that require “administrator capacity”. This involves evaluating the circumstances for requesting changes in the data base (e.g. changes to dates, status, as well as making changes).
- Provide support and guidance to internal staff when CMS issues arise.
- Work with CSC to resolve CMS issues that arises with providers; this often involves setting up meetings with the providers and clarifying data input requirements.
- Respond to requests from management for clarification of CMS business rules.
- Deliver training on CMS modules including via online delivery methods and in person delivery methods.
- Contribute to the development and delivery of CMS training modules for providers and staff.
- Provide one on one CMS training/coaching as required.

5. Assist with the effective communication mechanisms linking the TES Branch and other JETI Branches, Government of Alberta Ministries or Government of Canada Departments

Activities:

- Liaise with JETI staff to identify issues related to administrative processes, client flow, systems and training needs.
- Collaborate with CSC and providers to resolve provider and client issues.
- Liaise with Service Canada, other GOA Ministries and Foundational Learning Assistance (FLA) to facilitate information exchange and to resolve specific client concerns and student funding issues.
- Liaise with other members of Workforce Strategies Division to ensure effective communication where activities inter-relate.
- Inform and update staff/providers on TFW and Employment Insurance policy and procedures.

6. Other Duties

- Assist with development of investment plans.
- Assist with development business processes for funding related initiatives and programs.
- Sit on committees both (Regional and Provincial) as required.
- Sit on provincial committees and contribute to the development of provincial policy as required.
- TFW Participant, Outcome and Data research and analysis as requested by TES Branch Management.
- Staff may be required to deliver time-limited TES Branch projects as they arise.

Problem Solving

Typical problems solved:

Impacts:

Through the interpretation of policy and issue resolution strategies, the Learner Specialist impacts the following:

- Workforce Strategies Division Business Plan and the achievement of Department goals.
- Public and Private training providers.
- Industry sectors, organizations and employers.
- Participants who access TFW programs including unemployed and underemployed Albertans.
- Groups who are specifically impacted by changes in the Alberta Labour Market or have unique employment needs such as Indigenous people, immigrants, youth, people with disabilities and older workers.
- Albertans accessing services.

Diversity and Complexity:

- Responsible for complex program issues.
- Work under considerable pressure to provide sensitive, accurate and thorough information in short timelines.
- Decisions made by the Learner Specialist can affect the lives and well-being of Albertans.
- Works with a wide range of internal and external contracted training providers, Advanced Education, Assisted Living and Social Services, Service Canada (EI) etc.

Creativity:

Employs a high degree of independence while functioning in a team environment.

Uses assertiveness and diplomacy while working with TES Branch staff, training providers and other provincial and federal government departments (Service Canada) to ensure department outcomes and objectives are achieved.

This role will draw on TFW Program expertise as well as up to date knowledge of current procedures that will provide eligible Albertans with income support while they undertake training. The incumbent requires knowledge of all TFW Programs including Training for Work, Integrated Training, Transition to Employment Services, Workplace Training, and Self-Employment Programs. A working knowledge of Employment Insurance, and Foundational Learning Assistance is also required.

This role undertakes the work necessary to translate approved policy/program direction into clear and accurate instructions so that training providers and JETI staff can effectively deliver the TFW Program. It is regularly required to promote understanding of how program principles are integrated with reporting expectations. In addition, this role requires the skills to develop and deliver many training activities.

Types of guidance available for problem solving:

The LS will have a high degree of autonomy. They will work closely with other LS and Contract Services Coordinators (CSC) to ensure they have the support needed to assist contracted providers. They will access numerous self-directed resources available, including the Training and Employment Services Directory, Program Guidelines, Targeting Referral and Feedback System (TRF), and the Alberta Learning Information Service (ALIS). They will access program guidelines.

Direct or indirect impacts of decisions:

Contracted providers will meet their required outcomes for their contracts. Clients will gain skills that are required by employers. All programming an individual will be referred to will lead to employment.

Employers will have a skilled labour force.

Key Relationships

Major stakeholders and purpose of interactions:

LS Specialist Team (Daily) - to discuss case decisions.

Unemployed Individuals impacted by sudden Labour Market transitions, such as tariffs (Daily) - assisting individuals to provide referrals to services that will help them reattach to the labour market.

Contracted Service Providers (Daily) - asking for feedback on applications sent and approving participants to full time training programs. Providing referrals of individuals to contracted programming through a warm hand off of the unemployed individual to the service provider.

Contract Services Coordinators - to provide feedback on referrals to programs as needed.

Supervisor - for mentorship and feedback on progress of the program.

Manager - to provide program information and feedback as needed.

Division staff - for program information as needed.

Cross Ministry staff - for program information and referrals as needed.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Arts

2nd Major/Minor if applicable

Education

Designation

If other, specify:

Equivalent experience will be considered

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

Knowledge:

- Expert knowledge of TFW Guidelines and the Labour Market Transfer Agreement (LMTA).
- A degree in a related field, plus considerable progressively responsible related experience is required.
- Knowledge of ALSS and AE training Programs and procedures and the interrelation to TES Branch processes, skills programs, their intent and specified purpose.
- Thorough understanding of how other programs providing financial support impacts funding (e.g. AISH, Child Tax Benefit, Canada Pension Plan Survivor benefits, etc.)
- Strong in-depth knowledge of Client Management Systems
- Knowledge of TFW programs and the respective policies.
- Considerable knowledge of career development practices and use of labour market information.
- Knowledge of and an ability to efficiently apply adult learning theories and practices.
- Specific computer knowledge and expertise in EIBIS, Internet and MS Office Suite, and Targeted Referral System.
- Knowledge of Protection of Privacy Act (POPA) and Access to Information Act (ATIA) legislation
- Knowledge and understanding of TES Branch internal delivery practices.

Skills:

- Excellent conceptual, analytical and problem-solving skills.
- Excellent communication, interpersonal and writing skills.
- Superior interpersonal, communication and negotiation skills.

- Strong organizational and time management skills.

Abilities:

- Ability to be both a team player and also to work independently.
- Ability to deal with stress and short, critical timelines.
- Ability to deal tactfully and confidentially with sensitive issues.
- Strong interpersonal skills including: consulting, advising, negotiating, presentation and facilitation skills.
- Demonstrated problem solving skills and resolution implementation.
- Sound judgement and good common sense accompanied with tact and diplomacy.
- Skilled in collaboration, assessment, action planning and case management.
- Interpretation and analytical skills needed to review information and data and to identify issues.
- Attention to detail as well as the capacity to see big picture.
- Strong leadership and team building skills and the ability to work collaboratively.
- Well organized and able to manage a fast paced workflow.
- Flexibility and creativity to deal with continuing change.
- Self-management skills: the ability to work independently and make independent decision when issues arise.

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		
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	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 	Good relationships with internal and external stakeholders will be a key to success in this role. Will need to balance the diverse needs of different stakeholders.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	Role processes a large volume of referrals from contracted agencies. Requests from contracted agencies are time sensitive and multiple priorities must be accommodated. Will develop strategies to ensure outcomes are met. +
Develop Networks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range 	By maintaining good relationships with contracted providers, this role ensures that Albertans are accessing the services they need to

		of interested parties <ul style="list-style-type: none"> • Actively incorporates needs of a broader group • Influences others through communication techniques 	find employment.
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	Position exists within a complex ecosystem of contracted providers. Incumbent needs a strong understanding of how these contracts function and how their decisions affects the contracted providers and the unemployed worker they are assisting.

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