

Working Title CI Administrative Team Lead		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry Children and Family Services
Present Class		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

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](#)).

Reporting to the Worksite Manager this position is responsible for managing the day-to-day administration functions of the office which covers a diverse range of responsibilities including; supervision of administrative support resources, accounts payable / receivable, procurement, budgetary monitoring, human resources, records management, accommodations, Occupational Health and Safety and IT support. Children and Family Services Offices deliver a variety of Child Protection and Family Enhancement programs or they may be a 24/7 facility providing Emergency after hour services or residences for high risk youth. This Administrative Professional position is a key player on the worksite management team and is often the first point of contact at the worksite to ensure Administrative Support activities are resourced equitably amongst the units and program areas and for the overall administration, safety and personnel needs for all worksite staff.

The worksite Manager relies heavily on the Administrative Team Lead to interpret and implement Regional and Ministry Administrative, Human Resource and Financial policies and acknowledges their Administrative Team Lead as the go-to person for any issues in these areas. The size of the worksite may vary based on geographic locations within a Region where staffing complements can range between approximately 30 – 150 + staff. Typically, Administrative Team Leads located in larger worksites will have a broader oversight of administrative functions with more dependence on program supervisors to oversee the Administrative Support staff's day to day output. In smaller worksites, the Administrative Team Lead will have direct oversight of the Administrative Support staffing resources and the work performed. The Administrative Team Lead is an integral part of the management team and must deal with a wide variety of internal and external stakeholders on various issues and must be able to prioritize their workload on a continual basis to meet the demands of the Region and / or Ministry.

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](#)).

Expenditure Monitoring:

The incumbent takes a lead role in the monitoring, variance analysis of the worksite.

- Identifies trends and anticipated expenditures.
- Provides variance explanations for all discrepancies and investigates program variances from cost centre reports.

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- Reconciles monthly expenditure reports and develops and maintains various tracking systems for analytical purposes.
- Tracks FTE allocation and usage.
- Maintains an expertise in financial reporting and supporting rationale, to remain proactive in identifying and meeting management budget related needs. Must also maintain a sound knowledge of program policy in order to determine budgetary changes.
- Thorough review of staff expense claims to ensure that they meet the Travel, Meal and Hospitality Expenses Policy.

Financial Processing:

- Monitors financial processing to ensure expenditures are within policy and that support plans are in place to support extraordinary disbursements.
- Resolves problems with disputed expenditures with vendors and clients.
- Accountable for all Accounts Payables / Receivables for the worksite.
- Implements Ministry and Regional Financial Policies and Procedures while ensuring accounting principles and segregation of duties are in place.
- Maintains Expenditure Officer signing authority for worksite programs and also holds the role of an EO for the worksite.
- Requires sound knowledge of Ministry and GOA Payment and information systems used to disburse funds; CYFS, CMAS, CICIO, CYIM, Concur, 1GX Procurement Module and EPS.
- Ensure Accounts Receivables are processed according to Cash Handling and Revenue Policies and Procedures and reviews all cash handling submissions such as returned cheques.
- First point of contact for any Regional Finance audit requests and the implementation of new financial processes in the worksite.
- Prepares Expenditure Officer Designation requests or changes within the worksite and submits to Regional Finance
- Depending on region's requirements, may be required to monitor and report on Collaborative Service Delivery nominal rolls and the integrity of CSD cases in CICIO.
- Ensures control systems are in place for the safekeeping of all negotiable instruments such as Vouchers, gift cards, debit cards and Client Maintenance Invoices
- Accountable for approval / release in the accounts payable systems.
- Reconciliation of Holman Global Fleet Management Services reports on a monthly basis.

Human Resources:

- Completion of Staffing Requests for all positions.
- Commencement of all employees as per the Ministry's Humans Resource Services and Payroll and Benefits regulations, policies and procedures.
- Recruiting, screening, interviewing and hiring of all Administrative Support staff resources to address vacancies within the worksite and the Region.
- Responds to employees regarding payroll and benefit enquiries.
- Tracks employee leaves and follows-up with Pay and Benefits around discrepancies.
- Composes and submits staff transactions as required.

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- Tracks and monitors all employee timesheets and Flexible Work Arrangements.
- Monitors vacation carry-over balances of staff to ensure time is within GOA guidelines.
- Maintain an updated worksite record for all staff.
- Track Employee Performance Agreements and responsible for completing administrative staff EPA's.
- Assists staff with interpretation of Master Agreement Contract policies and procedures including but not limited to: travel and subsistence, time reporting, Collective and Subsidiary Agreements, pay and benefits.
- Prepares and maintains Organizational Charts for the worksite(s).
- Complete and track Social Worker's delegations and ACSW Permits and ensure permits are renewed prior to expiration.
- Documents information for staff recognition programs, orders plaques, letters, certificates & taxable benefit statements.
- Completes staff terminations and transfers.
- Has a role in 1GX as a roster or a workplace administrator

Accommodation/Facilities Management:

- Consult with and maintain liaison with Alberta Infrastructure, building management and other tenants regarding building issues and services require under lease agreements.
- Responsible for the accommodation of staff by identifying and arranging employee office needs. Develop space layouts and reconfiguring to meet the needs of the worksite which may require additional professional services.
- Ongoing maintenance of buildings through the use of WORTS or direct contact with building maintenance personnel.
- Review all equipment needs and arranges for the purchase or lease of same.
- Surplus of equipment and furniture that is no longer required in Ongoing Surplus Sales Inventory System (OSSI).
- Responsible for building security by ensuring security systems are in good working condition and that the building(s) are secure on a 24-hour basis. This includes liaison with the Alberta Justice Sheriff's Department, as well as a third-party worksite security (personnel) services.
- Leads the activities associated with fleet management at the worksite level. Oversees the government vehicle maintenance and ensures vehicle usage is in compliance with government policies and regulations. Including ordering new fleet vehicles.

Procurement:

- The Administrative Team Lead is the primary Credit Card holder of the worksite.
- Responsible for the purchase and approval of office related goods for the worksite.
- Responsible for arrangement or purchase of client related goods for the worksite.
- Follow up with BMO to investigate any disputable charges/transactions.
- Ensures that purchasing is completed within directives and guidelines.

Supervision/Performance Management:

- Responsible for the direct supervision, coaching and mentoring of administrative staff.

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- Monitors work to ensure adherence to departmental policies, procedures and legislation.
- Foster and support personal and professional development of staff.
- Assesses staff training needs and supports development of individual training plans.
- Responsible for team building, staff engagement, providing encouragement, establishing standards and goals along with recognition of staff accomplishments.
- Arranging and chairing monthly administrative meetings/supervision.
- Addresses any deficiencies in staff performance, establishes learning plans and provides additional training and/or corrective action as required.
- Provides ongoing direction for assigned work and ensures adequate cover-off in the units.

Leadership:

- As a member of the leadership team, contributes directly to the development and implementation of regional operation plans/goals/strategies by building an effective and highly motivated team.
- Identify barriers and provide input to the leadership team around proposed changes to delivery processes.
- Clarifies department and unit goals and assists all administrative support staff in determining how their work contributes to achieving these goals.
- Monitors and reports on progress towards worksite administrative goals throughout the year. Highlights areas of concern, risk or opportunity related to office administration, to the management team and provides supported recommendations for action.
- Implements effective change strategies and leads administrative change at the worksite level. Supports staff in dealing with change through modeling, coaching, mentoring and staff training.
- Facilitate a positive work environment. Encourages staff to contribute to continuous improvement in the delivery services, works to build a fair, safe and healthy environment for staff, facilitates clear and open communication within the office, recognizes staff accomplishments and fosters team learning, development and capacity building.
- Encourage and enable staff to share ideas that further department vision and practices. Monitors operations of each with respect to administrative support and takes action to revise and update processes where necessary.
- Provides leadership to build a healthy, safe and wellness culture amongst staff.

Records Management:

- Provides oversight and supervision of all Records Management within the worksite including the maintenance, retention, scheduling disposal, archiving and storage of program and administrative records as per the GOA Records Management policies and procedures A.R.D.A. (Alberta Records and Disposition Authority).
- Ensures staff are trained on Record Management System Policies and Procedures, including file transfers with updates of file locations in CICIO.
- Ensures random audits of files are completed in accordance with the GOA File standards (A.R.D.A).
- Liaison with Iron Mountain for file storage and retrieval.
- Has ability to access IRIS (Inactive Record Information System) to assist with historical record location.

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Information Technology Support:

- Commence/transfer/update/suspend/terminate employee access to GOA computer programs through BERNIE/CICIO/CYIM/CYFS/CMAS/PTT/1GX/Concur.
- Completes arrangements for phone/fax lines through Service Alberta Telecom Management System (TMS).
- Coordinates the activation and trouble shooting of mobile devices.
- Coordinates the networking of multi function devices at worksite.
- Responsible for the management and control of all worksite fixed assets as well as inventory maintenance.
- Responsible for ordering Laptop/Desktop, Purchase and Lease Agreements for photocopiers, fax machines, etc.

Occupational Health and Safety:

- OHS site contact and responsible for the maintenance and updating of the Business Continuity (B.C.P.) and /or Facility Emergency Response Plan (F.E.R.P.).
- Deals with health and safety issues and facilitates resolution of identified problems.
- Provides information to staff regarding evacuation procedures.
- Coordinates the maintenance/issuance of First Aid/Biohazard kits.
- Ensures incident near miss reports/Supervisor Incident Reports/WCB forms are completed and submitted within timeline and to the appropriate areas.
- Tracking and arrangement of First Aid training for staff.

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](#)).

Team leads are the most senior administrative position at a worksite, who have acquired significant specialized program knowledge through many years of experience. Team Leads must be able to apply Intervention and Financial Policy and Procedures for Vendors, Foster Parents, Kinship Families, Agency Homes, Clinicians, to ensure accurate and timely payment for services, reimbursement or contracted financial support. As Expenditure Officers Team Leads are ultimately accountable for all worksite administrative expenses.

Incumbents at this level require not only a vast breadth of knowledge, but also a depth of knowledge as it relates to Financial Policy and related financial payment systems. Team Leads must ensure Child Intervention Practitioner are working within established financial policies and that overpayments are not being released to clients, clinicians or homes.

Team Leads must continuously review and develop administrative processes and systems to increase branch efficiencies in the following key areas: Interpretation and guidance around Financial Policy; accurate and timely payments for a variety of vendors; Interpret Regional and Ministry Administrative and HR policy; personnel administration; training, supervision and development of Administrative Support with Financials,

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Administrative Support Supervisors and indirectly their administrative support staff; management of branch functions such as purchasing, records management, FOIP requests, service contracts, CSD Tracking, parking, telecommunications, security, accommodations/facility and equipment management, IT Support and OH&S; analyze and monitor the budget and manpower allocation; identify program delivery budget variances, and recommend monthly program budget allocations.

This position is an integral part of the management team and handles sensitive and confidential issues. The incumbent must be able to work independently and be prepared to make decisions within the scope of the position. Team Leads are required to show creativity and flexibility in problem solving and negotiation skills in order to create, enhance and maintain a high level of client services and to promote the health and safety of staff.

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:

- Extensive knowledge in all aspects of budget, financial planning and monitoring.
- Extensive knowledge in Ministry GOA financial policies and procedures
- Extensive understanding of administrative policies and procedures, personnel and records management
- Extensive knowledge of the Child, Youth and Family Enhancement Act
- Extensive Expenditure Officer Authority knowledge to accommodate worksite and/or client expenses
- Knowledge of applicable current legislation (Master and Collective Agreements, FOIP, OHS)
- Knowledge of Great West Life Insurance and Long-term Disability Income benefits and GOA's EFAP
- Knowledge of Area Operational Plan, Regional Operational Plan and CS Ministry Business Plan
- In-depth working knowledge of the Ministry information and financial payment systems including but not limited to: CYFS, CMAS, CICIO, BERNIE, 1GX, Concur, EPS and CYIM.
- Minimum recruitment standard of High School diploma and 4 years related experience. 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

Skills:

- Leadership and supervisory skills, including team building, motivation and mentor
- Well-developed performance management skill
- Sensitivity to diversity in the workplace
- Ability to work in a fast-paced stressful environment
- Excellent time management - ability to adapt to constant change and shifting priorities
- Ability to initiate action independently, using sound judgement
- Strong organization skills
- Strong written and oral communication skills
- Conflict resolution, mediation, negotiation, analytical and problem solving

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- Interpersonal skills-ability to establish and maintain a strong and healthy relationship with employees, vendors, internal and external stakeholders
- Proficient in computerized information systems
- Proficiency with Microsoft Office products

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

Clients	Frequency	Nature/Purpose of Contact
Internal:		
<ul style="list-style-type: none"> • Front-line and administrative staff • Human resource consultants, managers • Finance support staff and managers • Managers/Associate Directors • Pay and Benefits • Fellow Administrative Team Leads • Service Alberta • Accommodation Planner/ Infrastructure 	Daily Frequently Daily Frequently Frequently Frequently Frequently Frequently As required	Operational requirement Operational, personnel, clarification of HR policies/issues Operational requirement, clarification of financial policies. Forecasting/budgeting, finance, communication, workforce development Documentation approval, obtaining approvals for program/staffing needs Employee time reports, GI forms, staff related items, payroll, LTDI, terminations Peer support, coordination of employee transfers, guidance and support Operational, A/P, A/R, Vendor Management Accommodation/Facilities management, WORTS requests, space requirements, renovations
External:		
<ul style="list-style-type: none"> • Community and agency stakeholders • Property Managers – Landlords, Building Operators 	Frequently Monthly As required	CSD meetings with agency partners Repair and maintenance, building security/ access, emergency needs

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<ul style="list-style-type: none">• Vendors• Clients	Daily	Operational, program and financial support Program and financial support	
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