

## Update

Ministry

Seniors, Community and Social Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Assist to Executive Director

Current Class

Administrative Support 5

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

100047

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

Housing, Continuing Care Capital

☒ Current organizational chart attached?

Supervisor's Position ID

50098525

Supervisor's Position Name (30 characters)

ED, Continuing Care Capital

Supervisor's Current Class

Executive Manager 1

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

2025-05-01

Responsibilities Added:

Responsibilities Removed:

#### Job Purpose and Organizational Context

Why the job exists:

The continuing care system provides Albertans with the health, personal care and accommodation services they need to support their health and independence. Continuing care services include assistance with dressing, eating and bathing, meal preparation, respite, wound care, medication administration, and many other health care and support services. These services and supports may be provided in different settings including, individuals' homes, community-based

service locations, supportive living accommodations, and continuing care homes. Any Albertan can receive continuing care services, no matter their age, diagnosis or the length of time they need support. The continuing care system includes home and community care and continuing care homes.

### **Position Summary**

Reporting to the Executive Director, Continuing Care Capital, the position plays a significant role in the operation of the branch by coordinating administrative and program support to the branch. The Assistant to the Executive Director coordinates information flow for the Executive Director's office and the branch by liaising extensively with the office of the Assistant Deputy Minister (ADM) and senior representatives of other ministries, government, and grant recipients, and managing the Executive Director's calendar.

This position coordinates the provision of timely responses to correspondence, briefing requests, and other operational inquiries, as well as providing financial, contract, human resources, and records administration services essential to branch operations. In addition, this position has the lead role in developing and implementing automated workflow processes to positively transform the management of day-to-day operations and records within the branch.

This position prepares and reviews correspondence for the Executive Director's review and approval, monitors the branch staffing, supplies and services budgets and collaborates with the Housing Division's Financial and Support Services branch, Strategic Services Division's Financial Services branch, and Human Resources.

### **Responsibilities**

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

1. Administrative services are provided to support the effective and efficient operation of the Executive Director's office, including overseeing information flow to ensure issues are addressed in a timely and coordinated manner.

#### **Activities:**

- Coordinates Executive Director's calendar, including scheduling appointments and coordination arrangements for travel, meetings, and other events.
  - Maintains bring-forward system and prepares meeting folders for the Executive Director.
    - Reviews, assesses, and tracks correspondence directed to and for the Executive Director, identifying and bringing urgent and important concerns and issues to the Executive Director's attention.
    - Forwards correspondence to appropriate area of the branch for information, draft replies, and/or comments; tracks status of replies and actions to be taken.
    - Compiles and researches information and drafts correspondence for the signature of the Executive Director on own initiative or according to general instructions.
    - Coordinates action request processes for the branch to ensure high quality and timely responses; gathers information and researches background material prior to forwarding requests to appropriate branch staff members for draft responses; tracks and monitors status and responses and briefings using the Action Request Tracking System (ARTS); and reviews and edits responses prior to Executive Director approval.
    - Prepares agenda, gathers background information, assembles and distribute materials for meetings, presentations, and other functions, ensuring relevant information is compiled and organized effectively.
    - Prepares reports, presentations, and other documents using appropriate business productivity software.
2. Administration and office management services are provided to support effective and efficient branch operations in accordance with division, ministry, and government administrative policies and procedures.

#### **Activities:**

- Develops, implements, maintains, and evaluates administrative systems and processes to support branch business needs and enhance operations efficiencies, including leading the development and implementation of automated workflow processes that will transform the management of branch records and day-to-day operations.
- Identifies administrative issues with potential to impact branch operations and works with appropriate representatives to resolve issues.
- Reviews, processes, codes, and tracks invoices for payment, including acquiring Expenditure Officers signatures, responding to enquiries regarding invoice issues, and preparing transfer vouchers.

- Reviews and reconciles expense claims for branch staff members.
- Verifies and reconciles transactions for procurement card holders, including coding transactions, running reports, and obtaining Expenditures Officer signatures and on-line approvals.
- Administers branch human resource requirements relating to staffing actions requests, job descriptions, recruitment activities, training and development requests, and performance reviews.
- Maintains supply inventory for the branch, monitoring for efficient access by implementing and maintaining data bases, shared drives, and other software programs.
- Serves as branch contact and liaison with the division and ministry service areas, including providing branch representatives with information and guidance relating to administrative and operational matters.

3. Administrative staff members within the branch are provided with leadership and guidance to support delivery of coordinated operations and outcomes.

#### **Activities:**

- Provides leadership, advice and training to administrative support staff within the branch in relation to administrative policies, directives, processes, and procedures; provides coaching, mentoring, and orientation, including guidance for new workflow processes and decision-making, problem-solving, and conflict resolutions.
- Leads and coordinates meeting with branch administrative support staff to provide information, ensure consistency of administrative operations, and coordinate requests and assignments originating from the offices of the Executive Director and ADM.

### **Problem Solving**

Typical problems solved:

The Assistant to Executive Director provides experienced administrative services to facilitate the efficient and effective operation of the Executive Director's office and the branch. In addition to coordinating the delivery of administration services for the branch, this position contributes significantly to branch program delivery by providing information coordination services and developing and implementing automated workflow processes and digitized records systems that will transform day-to-day operations. Branch representatives are involved in complex initiatives and services with diverse partners and stakeholders, resulting in significant challenges for the position in terms of coordinating information and workflow, responding to inquiries, and liaising with internal and external representatives.

The Assistant to Executive Director requires a thorough understanding of branch operations, workflow, and priorities, as well as government, ministry, and division policies, guidelines, and procedures for action requests, briefing notes, budget and financial administration, record management, and other administrative functions. This position must also have a strong understanding of relationships with partners and stakeholders to respond to enquiries, coordinate meetings, resolve administrative issues, and provide guidance to other administrative positions within the branch.

Types of guidance available for problem solving:

The Assistant to Executive Director demonstrates initiative, creativity, and judgement by developing and implementing administrative processes that improve branch operations and enhance support provided to clients, partners and stakeholders. This position must be able to develop automated administrative, tracking, and information retrieval systems and interpret administrative guidelines in relation to unusual or complex situations. This position is relied on to forecast branch expenditures, coordinate preparation of briefings and action requests, prioritize issues and workload, and interact positively with internal and external partners and stakeholders, with work often performed under the pressure of multiple deadlines and tight time frames.

The Executive Director is consulted for direction and expected results for major projects and in relation to unique or highly unusual circumstances. Decisions outside established policies, processes, and guidelines or without clear precedent are discussed with the Executive Director or members of the ADM's offices as appropriate, as are recommendations for major changes to administrative systems and processes with potential to affect operations beyond the branch.

Direct or indirect impacts of decisions:

## Key Relationships

Major stakeholders and purpose of interactions:

The Assistant to Executive Director has ongoing contact with:

- Branch representatives to exchange information, develop and implement automated workflow and other administration and operations processes, resolve issues, and collaborate / provide support
- Office of the ADM and other branches to coordinate schedules, exchange and prepare information, provide branch input to budgets, forecasts, and other documents, and coordinate responses to action requests and other issues
- Stakeholder representatives to coordinate schedules and meetings, respond to enquiries, exchange information and take appropriate actions
- Ministry representatives (i.e., Human Resources, Corporate Finance) to clarify and discuss administrative policies and procedures, exchange information, resolve issues, and respond to enquiries
- Vendors and suppliers to research options, exchange information, order supplies and equipment, resolve issues, and process invoices

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Certificate (1 year)	Business	Other	Other

If other, specify:

Office Administration

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

- three years of related experience providing administrative support
- Strong skills in Microsoft Office Suite (Outlook, Word, Excel, Powerpoint) is required.
- Experience with Sharepoint, ARTS and 1GX is strongly preferred.
- Basic knowledge of government/political processes, i.e. legislative assembly, cabinet, caucus is also preferred.

## 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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and</li> </ul>	

		works to eliminate barriers to progress <ul style="list-style-type: none"> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	
Creative Problem Solving	○ ○ ● ○ ○	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	
Develop Networks	○ ○ ○ ● ○	Makes working with a wide range of parties an imperative: <ul style="list-style-type: none"> <li>• Creates impactful relationships with the right people</li> <li>• Ensures needs of varying groups are represented</li> <li>• Goes beyond to meet stakeholder needs</li> <li>• Ensures all needs are heard and understood</li> </ul>	

## Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

015AS08 - Health - Office Administrator

015AS01 - Culture and Tourism - Seniors Secretary