

### Update

Ministry

Seniors, Community and Social Services

#### Describe: Basic Job Details

##### Position

Position ID

Position Name (30 characters)

Manager Direct Operations

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

##### Employee

Employee Name (or Vacant)

##### Organizational Structure

Division, Branch/Unit

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

Responsibilities Added:

Responsibilities expanded to include operation of Residential and Support Services Community Homes in Edmonton, Rosecrest in Edmonton, in addition to Graduated Supports in Calgary.

Responsibilities Removed:

n/a

##### Job Purpose and Organizational Context

Why the job exists:

North Zone, Direct Operations requires a manager position to provide oversight, monitoring, human resource management, and quality assurance supports to direct operations in Calgary (Graduated Supports) and Edmonton (Residential and Support Services). With over 300 staff, the manager is the liaison with internal and external stakeholders to ensure all parties are working effectively to support over 80

vulnerable residents. This position is required for optimal outcomes, resource efficiencies and alignment with policy, legislation and standards. Strategic, supportive, leadership is required to manage the complexity of direct operations.

### Responsibilities

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

1. Ensure that services to residents meet the needs and are delivered in accordance with accreditation, policy, standards and legislative requirements.
2. Recruit, train, coach, mentor, and engage staff to provide quality services to residents.
3. Liaise with stakeholders including Guardians, Alberta Health, medical professionals, emergency responders, and internal stakeholders across Government of Alberta.
4. Maintain quality assurance oversight and adjust operations as required.

### Problem Solving

Typical problems solved:

Concerns regarding the quality of care of a resident, a lack of staffing resources, stakeholder concerns, or staff concerns.

Types of guidance available for problem solving:

Director, North Zone Team, Ministry subject matter experts, South Zone Direct Operations, and content experts - ACDS, Alberta Health, medical professionals, etc.

Direct or indirect impacts of decisions:

Decisions impact the health and well-being of residents and the reputation of the Government of Alberta

### Key Relationships

Major stakeholders and purpose of interactions:

Guardians - facilitate effective decision making, Alberta Health - understand and operate according to accommodation standards, Office of the Public Guardian - facilitate effective decision making, Office of the Public Trustee - ensure resources are available for residents, Medical Professionals - communicate resident care requirements, Emergency Responders - obtain timely medical care, Home Care Team Members - ensure required services are provided on site, and Internal Stakeholders across the Government of Alberta - operate consistently and in alignment with business plan priorities.

### Required Education, Experience and Technical Competencies

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

If other, specify:

No specific post secondary majors combinations- social work, some medical fields, business, HR, etc.

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

Disability Services and leadership/supervisory experience required with combined knowledge/experience from the fields of social work, business, human resources, and congregate care.

### 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and</li> </ul>	The role operates within a complex work environment with diverse teams and multiple work locations. Unplanned, unexpected and situational responses are required daily with a

		<p>supports others to manage their emotions</p> <ul style="list-style-type: none"> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>	<p>focus on high quality services.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <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>	<p>Respectful working relationships are required with the range of diverse stakeholders to respond to the changing care needs of residents and the staffing requirements.</p>
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"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	<p>Overseeing multiple worksites and delivering high quality services requires a focus on changing environmental factors, conflicts, external influences, and evolving resident needs. Meeting licensing and accreditation standards is a requirement to maintain levels of service.</p>

### Benchmarks

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

Service Delivery Mgr., Edmonton City Centre - M410-27, Manager, Assured Income for Severely Handicapped (AISH) Strategic Planning - M410-15, Manager, Health System Architecture - M410-31

**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.

_____	_____	_____
	Date yyyy-mm-dd	
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
DM Name	Date yyyy-mm-dd	DM Signature