



## MANAGEMENT JOB DESCRIPTION

### Management Job Evaluation Plan

Working Title Child Intervention Manager		Name Vacant	
Position Number	Division, Branch/Unit North Central Region	Ministry Children's Services	
		Levels to Deputy Minister (Not including incumbent level)	
Dept ID	Program Code	Project Code (if applicable)	

**POSITION SUMMARY:** Briefly describe the main purpose of the position, and why it exists for the most part (See PP [Slides 28-32](#)).

Reporting to the Associate Director, the focus of this position is to lead the delivery of quality intervention services and programs to children, youth, and families and staff located in each of the local offices. Through leadership, guidance and support, this front line leadership role ensures that: services delivered are aligned with the key strategies and business plan goals of the Region, reflect the vision of the Department and Ministry, and comply with appropriate legislation, regulations, provincial standards, Regional policies and fiscal targets. This position will play a key role in supporting implementation of Child Intervention Practice Framework Practice Strategies, which includes Signs of Safety, as well as supporting the strategic direction of the Ministry and implementation of new initiatives within the Region which includes Client Centered Integrated Service Delivery. The responsibility for: guiding the shift from a focus on child protection to healthy families; developing positive communities, promoting collaborative partnerships and achieving better outcomes for children, youth and families is integral to this role. This position will ensure implementation of regional policy and practice standards and is the primary authority/linkage with key partners such as community agencies, stakeholders and partnering Ministries.

**SPECIFIC ACCOUNTABILITIES:** List the most important end results or outcomes (not duties) of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and what the added value is. Normally a position has 4-6 core end results. For each end result approximately 4-6 major activities should be described (See PP [Slides 20-27](#)).

1. Program service delivery is effectively implemented by:
  - Leading and managing personnel resources and teams that work to meet the needs of clients served by the offices
  - Utilizing project management techniques
  - Involving key stakeholders in efficiently applying resources to the program area
  - Ensuring services are relevant to all cultural groups including First Nations, Metis and Inuit children, youths, adults and families.

This ensures that culturally respectful and appropriate services that are delivered to children are in compliance with legislation and policy directives, file standards and that children remain safe in their homes and communities.

2. Establish and maintain partnerships with community stakeholders and partnering Ministries by:
  - Creating opportunities for the inclusion of partners in problem identification and resolution
  - Participating in partnership activities to provide education and promote co-ordination of services
  - Maintaining regular contact with other Managers and staff throughout the region

This role ensures that cooperative relationships are established. Work results are focused in a collaborative and efficient manner, client service needs are appropriately assessed, and appropriate program delivery responses are developed and implemented.

3. Lead the development and implementation of new or changing services by:
  - Ensuring systems are in place to identify changing needs

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- Performing the project manager function of the implementation process for provincial initiatives.
  - Participating in provincial initiatives to address the changing needs of a growing workforce and client group
- This ensures that changing needs and new programs are delivered in a timely, effective, and efficient manner.

4. Manages, evaluates and continually develops competencies in employees, teams, the organization as a whole and own personal attributes by:

- Preparing annual performance and learning development plans
- Assessing individuals, mentoring and coaching them on performance
- Conducting regular feedback sessions
- Ensuring human resource management is in compliance with the Public Service Act, and union Master and Subsidiary agreements.
- Maintaining knowledge of trends and developments in the human services industry, human resource and financial management, and through personal development training.
- Ensuring staff have pertinent and timely communication on matters relevant to their work.

This ensures employees are performing and improving to the best of their abilities, their work is aligned with the vision, values and assigned business plan and organizational strategies, and services provided are based on relevant best practice.

5. Effectively and efficiently manage resources by:

- Ensuring financial and administrative management is in compliance with the Financial Administration Act, the Government Accountability Act, Regional and Departmental policies and procedures, and the centers budgeting allocation.
- Reviewing expenditure reports on a regular basis and adjusting operational activities to ensure financial targets are not exceeded.
- Forecasting personnel requirements to meet cyclical demands and ensuring contingency plans are in place to address un-forecasted shortages.
- Regular contract monitoring and reviews with the assistance of the contract unit to ensure services are being provided in accordance with the identification of needed services and that those same services are meeting contract obligations.
- Regular participation in RFP and RFQ process to assist the region in obtaining needed client services.

This ensures that legislative and policy requirements are met through active stewardship and accountability.

**KNOWLEDGE/EXPERIENCE:** Include a list of the most important knowledge factors, including knowledge about practical procedures, specialized techniques etc. not only diplomas and degrees. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (See PP [Slides 33-37](#)).

- Degree in Social Work (preferred) with at least five years of relevant supervisory experience. Related Bachelors degree/Diploma with extensive supervisory experience may be considered as equivalent.
- Strong leadership, communication, cross cultural and organization skills
- Knowledge of management systems and processes including: performance management, budgeting processes, employee discipline, and collective agreements
- Demonstrated ability to manage resources and develop, implement and supervise program service delivery.
- Strong working knowledge in all of the following service areas; Early Intervention, Prevention of Family Violence, Child Intervention Services, Child Care, Foster Care, Kinship Care, Adoptions and Permanency Planning, Licensing of Facilities, Complex Case Needs (including knowledge of children's mental health and Fetal Alcohol Spectrum Disorders).
- Knowledge of various applicable Acts and regulations (Child Youth and Family Enhancement Act, Drug Endangered Children Act, Financial Administration Act, Accountability Act, Protection of Sexually Exploited Children Act, Protection Against Family Violence Act, Social Care Facilities Licensing Act, Adult Adoption Act, Child and Family Services Authority Act, Family and Community Support Services Act, Social Facilities Care Review Committee Act, etc)

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**LEADERSHIP AND BUSINESS KNOW-HOW:** Specify the level of coordination, organization and leadership required to produce the results expected of the position. Provide recent examples (See PP [Slides 38-40](#)).

This position must manage a diverse workforce and integrate their efforts with those of community based organizations and other Ministries. It must deliver a wide variety of complicated programs and services to a diverse and complex client base. The ability to influence the efforts of businesses and sectors outside of Children's Services and governmental organization, are critical to the success of this role. Exceptional problem solving techniques coupled with superior interpersonal skills are necessary to assure the achievement of organizational and governmental goals. This role requires collaboration and partnership with cross Ministry teams as well as Local, Zone and Regional groups to ensure best practice and best service.

**PROBLEM SOLVING:** Describe difficult or challenging situations the position is typically expected to solve and the assistance available (See PP [Slides 41-43](#)).

The Manager of the Zone faces a multitude of challenges in order to find innovative solutions to time-pressing problems and issues affecting the safety of children. The position may sometimes rely on past experiences but more often must assess the impact and political interest in the issue in order to develop and implement unique solutions while ensuring all stakeholders are informed of the result. The ability to apply a wide range of problem solving techniques and to think creatively and critically is imperative.

**RELATIONSHIPS/CONTACTS:** Identify internal and/or external clients, partners and stakeholders with whom your position has the most influence and indicate the frequency, purpose and nature of the contact (i.e. how they are affected by recommendations, decision-making and action(s) taken) (See PP [Slides 44-46](#)).

Clients	Frequency	Nature and Purpose of Contact
Internal Associate Director	Weekly or more often	Routine and sensitive operational and administrative concerns, HR and budget issues. Sensitive and unique program delivery and administrative issues. Critical and non-critical incident issues to be forwarded to the Deputy Minister or Minister.
Regional Director	As needed	Resolution of HR issues including staffing and labor relations. Input on Business Planning and Operations. Critical and non-critical incident issues to be forwarded to the Deputy Minister or Minister.
Associate Director, Regional	Monthly	Implement cross Ministry projects and provide service delivery
Other Governmental Departments/Ministries Finance/Payroll	Monthly or as required	Budget, pay issues
External Office of Child Youth Advocate	As required	Issues related to community needs or complaints
Community Associations/Contracted Agencies	As required	Issues related to client complaints
Police Forces	As required	Coordination of activities, program delivery issues
	Monthly or as required	Resolution of contract issues, ordering of contract services
	As required	Coordination of police involvement in sensitive investigations, threats to personnel, child safety and apprehension

**IMPACT AND MAGNITUDE OF JOB (SCOPE):** Identify how the position directly affects results, and the extent to which stakeholders are affected by the outputs. Provide recent examples (See PP [Slides 47-49](#)).

The Child Intervention Manager manages all aspects of Child Intervention services provided to the geographical areas they

**IMPACT AND MAGNITUDE OF JOB (SCOPE):** Identify how the position directly affects results, and the extent to which stakeholders are affected by the outputs. Provide recent examples (See PP [Slides 47-49](#)).

are responsible for. This position is responsible for results that respond to business plan goals and Regional/Ministry priorities by ensuring that services are delivered in accordance with legislation, policy and standards. This ensures public confidence in the Department and government to deliver those services and keep families and children safe, resources are developed to meet the safety needs of children and youth, and required permanency planning provides timely decisions when family of origin issues are not resolved. Impacts of errors range from significant embarrassment to the government to significant harm or death of a child. It provides interpretive and advisory support services to the staff, general public, and community organizations. It is responsible to achieve its goals within assigned targets and is provided the flexibility within legislative parameters to do so. This position requires the ability to work effectively with all levels of government (Provincial and Municipal), and other organizations/partners in the human services field.

**CHANGES SINCE LAST REVIEW:** What significant changes have occurred in your job, from the last review (See PP [Slides 50-51](#)).

**COMPARABLE POSITIONS:** List comparable GoA benchmarks (See PP [Slide 52](#)).

Senior Team Leads for Child Intervention service delivery sites

**ORGANIZATION CHART:** A current organization chart that includes supervisor, peers and staff MUST be attached. Include whether employee is permanent, wage, temporary or contract and indicate position numbers (See PP [Slide 53](#)).

## Signatures

The signatures below indicate that the manager (incumbent) and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (See PP [Slide 54](#)).

**Manager**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Division  
Director/ADM**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

*This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Classification Manager, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 408-8445 or contact your Ministry Human Resource Office.*

Personnel Administration Office

October 2010