

New

Ministry

Transportation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Driver Programs Administrator

Requested Class

Administration 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Traffic Safety Services / Driver Programs

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Alberta Transportation is committed to providing a safe and efficient transportation system for the province of Alberta and improving the safety of the motoring public through programs and methods that result in the reduction of collisions. The Driver Programs Branch directly supports this mandate through the development of driver education and licensing programs (including road tests for all classes of licences and the graduated driver licensing program) that are delivered by private operators throughout the province, with the Branch also providing associated monitoring, evaluation and control functions. In addition, the Branch is responsible for the licensing and auditing of driver examiners, driver training school / special delivery agents and instructors and various driver training programs (i.e. school bus driver improvement and airbrake endorsement).

The Driver Programs Branch is responsible for the training of driver examiners and the screening, testing, licensing, auditing and monitoring of driver training schools, driving instructors and driver examiners. Driver education and licensing programs (including road tests for all classes of licenses and the graduated driver licensing program) are delivered by private operators throughout the province, while driver examiners, driver training school / special delivery agents, driving instructors and various driver training programs receive licences from the province to deliver services.

Driver Programs Administrators' (DPA) responsibilities include developing and maintaining service standards for the driver examination and driver training industries. These services are delivered to directly support the Department's mandate to reduce collisions and provide a safe and efficient transportation system. DPAs must ensure policy decisions

Responsibilities

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

1. Responsible for monitoring licensed Driver Examiners, Driving Instructors, Senior Driving Instructors, Driver Training programs and Special Delivery Agents in accordance with the provincial regulations, policies and guidelines.

Activities

- Monitor driver examiners conducting road tests to ensure consistency in adhering to provincial regulations, policies and guidelines.
- Monitor Senior Driving Instructors during classroom theory and practical in-car portion of the driver training program.
- Monitor Driver Examiners, Driving Instructors and Driver Training Schools to ensure program integrity
- Monitor the following courses provided by the driver training industry to ensure adherence to the provincial regulations, policies and guidelines for:
 - Class 1, 2, 3,4, 5 and 6 Driver Training Courses
 - Defensive Driving Courses - in-classroom and on-line
 - Professional Driver Improvement - in-classroom and on-line
 - School Bus Driver Improvement Program
 - Light Vehicle Professional Driver Improvement Course
 - Air Brake Courses
 - Advanced Driver Training
 - Alberta Long Combination Vehicle Program

2. Responsible for screening driving instructors, special delivery agents and instructors, as well as the testing of driving instructors.

Activities

- Screen all applicants for driver examiners, driving instructors, senior driving instructors and special delivery agents applicants to ensure compliance with licensing requirements
- Conduct theory and practical examinations for driver instructor applicants in all licence classes

3. Responsible for screening, testing and training driver examiner applicants.

Activities

- Screen all driver examiner applications to ensure they meet provincial qualifications
- Conduct theory and practical examinations for examiner applicants
- Conduct entry-level and advanced driver examiner training courses
- Conduct all road tests for licensed driver examiners wanting to upgrade their operator licences
- Develop curricula and conduct basic and advanced driver examiner training courses, varying in length from one to seven days
- Conduct classroom training sessions
- Simulate, demonstrate and observe practical driving tests
- Evaluate and approve or decline candidates
- Evaluations from Registrar when directed by the Manager

4. Responsible for establishing driver training schools

Activities

- Ensure school meets all requirements as defined in the school opening procedure
- Inspect and approve classroom
- Inspect and approve Class 1/3 and Class 6 "on lot" training areas
- Review and approve curricula and training materials as requested
- Complete initial and subsequent audits once school has been established

5. Responsible for program audits and monitoring to ensure that all driver training schools and instructors, special delivery agents, and driver examiners comply with all the related legislation, policies and procedures.

Activities

- Complete audits on an annual basis with additional audits conducted when problems are noted during regularly scheduled audits or if a complaint is received that would require an audit to verify
- At the discretion of the DPA, individual program audits and monitoring can be moved to a 2-year cycle. Inspect driver training records, condition of premises, ensure senior instructor duties have been complied with, reconcile controlled inventory and determine audit frequency
- Identify and communicate deficiencies along with recommendations for improvement
- Audit records and observe licensees delivery programs directly to the public
- Create and maintain a climate that encourages continuous improvement of identified deficiencies
- Provide additional training where required

6. Responsible for program administration.

Activities

- Create and maintain physical and electronic files for Driver Examiners, Driver Training Instructors and Driver Training Schools
- Approve licences for driver examiners, driver training instructors, driving training schools and special driver agents training program.
- Track and issue government audited inventory and other supplies to examiners, school and agents
- Maintain files for examiners, instructors, schools and agents
- Maintain database (TSIS), and contribute to statistical data and reports on program delivery
- Respond to enquiries from licensees and the public
- Write reports. Respond to ministerial action requests, as required
- Conduct public road tests, as required

7. Responsible for initiating and conducting investigations into complaints or concerns regarding driver examiners, driver training instructors, driver training schools or special delivery agent programs in conjunction with the Special Investigations Unit (SIU).

Activities

- Obtain information from complainants and those under investigation by conducting interviews, reviewing client records and conducting client surveys. Maintain complaint files in accordance with internal policy
- Using problem-solving skills to take the appropriate steps to rectify the situation, complete all the required documentation
- Initiate and conduct investigations into the conduct of licence holders. Files may be shared with or led by SIU as required
- Communicate appropriate policies and obtain information to determine validity of complaints
- Prepare reports, documentation, and recommendations on possible disciplinary action for submission to the manager and / or Director

8. Participate in team projects, special projects and other duties as required.

Problem Solving

Typical problems solved:

- A high degree of diplomacy and tact is essential to effectively regulate independent driver training school owners, special delivery agents, driver training instructors and driver examiners. A DPA's challenge is to balance the entrepreneurial needs and wants with the provincial regulatory and operational requirements.
- DPAs must use analytical and problem-solving skills in order to make reasonable decisions in areas where policy is not fully developed or, in unusual circumstances, outside of policy.

Types of guidance available for problem solving:

This position works within the parameters of established legislation, regulations, policies, plans, and guidelines, with significant discretion in determining how responsibilities are performed. The Senior Driver Programs Administrator provide general guidance, reviewing work for quality of leadership provided, recommendations and conclusions developed, stakeholder consultation and policy development activities, and level of professional judgment demonstrated. The timeliness and comprehensiveness of services provided to branch and Ministry representatives is also evaluated, as is the effectiveness or working relationships established with staff, clients, stakeholders, and partners.

Direct or indirect impacts of decisions:

This position is delegated some independence to determine priorities and areas of focus, exercising judgment when coordinating and carrying out program development; accountabilities; developing recommendations and proposals for complex issues and initiatives and prioritizing responsibilities to meet deadlines. Matters with potential for significant impact on business operations, resource allocation, or the driver examination model are discussed with the Manager and Senior Driver Programs Administrator, as are sensitive issues or situations involving stakeholders and partners. The Manager and Senior Driver Programs Administrator also review major briefings and recommendations prior to submission at the executive level to ensure assumptions are valid and Ministry and branch goals are reflected appropriately.

Key Relationships

Major stakeholders and purpose of interactions:

- The Driver Programs Branch is responsible for the training of driver examiners and the screening, testing, licensing, auditing and monitoring of driving schools, driving instructors and driver examiners.
- Representatives of the Ministry, other departments and governments to exchange information; resolve issues; represent branch and Ministry interests; and coordinate activities in relation to program development.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Business		

If other, specify:

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

- A complex aspect of the DPA positions is maintaining consistent and high quality driver training and driver testing standards throughout Alberta. This requires ongoing direction through monitoring and auditing of driver schools, delivery agents, instructors and examiners.
- A high degree of diplomacy and tact is essential to effectively regulate independent driver training school owners, special delivery agents, driver training instructors and driver examiners. An administrator's challenge is to balance the entrepreneurial needs and wants with the provincial regulatory and operational requirements.
- DPAs must have the ability to complete a clear and concise written report providing concrete recommendation and solutions in the event of a complaint or as a result of an audit.
- DPAs must be able to demonstrate and be knowledgeable in safe driving practices and defensive driving habits to be able to assess driving skills in relation to examiners and instructors and also to develop related policy.
- DPAs must hold a Class 1 operator's licence, airbrake certificate, school bus endorsement and a driver examiner's licence.
- DPAs will be required to travel within their jurisdiction.
- DPAs require computer skills in the areas of Microsoft Word, Excel, Outlook, Motor Vehicle Systems (MOVES), CORES and TSIS.
- DPAs must have a detailed working knowledge of legislation and regulations such as the Traffic Safety Act, Driver Examination and Driver Training Regulation, and all associated regulations and orders, as well as departmental policy and procedures.
- DPAs require highly developed written and verbal communication skills, including the ability to develop and deliver recommendations to management and deal effectively with a broad range of stakeholders.
- DPAs require highly developed organizational and time management skills, including the ability to manage multiple responsibilities within a dynamic environment with heavy caseloads.

- Commitment to client services by confidentiality, discretion, tact, continuous improvement and innovation.
- DPAs must be able to develop and maintain collaborative working relationships with clients, stakeholders and partners.
- DPAs must be able to demonstrate initiative, professional judgement and flexibility when representing Driver Programs on committees and working groups.
- DPAs must be able to provide testimony or make presentations at regulatory or administrative hearings.
- DPAs must use analytical and problem-solving skills in order to make reasonable decisions in areas where policy is not fully developed or, in unusual circumstances, outside of policy.
- DPAs must have highly developed training skills, not only for the formal instructor and examiner training, but also to guide licensees to ensure policies and procedures are being upheld.
- Travel throughout the province is required.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <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 	<ul style="list-style-type: none"> - Research and analysis pertaining to examination and education operations - Develop associated briefings and recommendations for senior Ministry officials
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<ul style="list-style-type: none"> - Balances consistent standards to be applied to driver examiners, driving instructors, and driver training schools with the diversity that exists across province. - Accepts stakeholder feedback and develops acceptable solutions and processes - Reviews, revises, and continually enhances standards used by driver examiners, driving instructors and driver training schools
Develop Networks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group 	<ul style="list-style-type: none"> - Collaborate with internal and external stakeholders - Develop and deliver recommendations to management and deal effectively with a broad range of stakeholders.

		<ul style="list-style-type: none">• Influences others through communication techniques	
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