

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

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:

- none.
- updated references to legislation, i.e. School Act is Education Act, 3-Year Education Plans now referred as Education Plan and amended travel from 10-20%.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director, Indigenous and North Services Branch, the Field Services Manager leads a team in supporting the department, Minister of Education and several Kindergarten to Grade 12 First Nations, provincial education, charter and independent school authorities across a broad geographic area of the province. Within the context of legislation, regulations and policies, the Field Services Manager promotes innovation and system

effectiveness; monitors and provides direction to First Nations and provincial education authorities for compliance on planning, reporting and accountability/assurance requirements; and is accountable for ensuring First Nations and provincial education authority compliance. The Field Services Manager also collaborates with other Field Services Managers to ensure that public, separate, charter and independent school authorities and schools in a large geographic area of the province meet requirements related to improving assurance for First Nations, Métis and Inuit student success and ensuring that all Alberta students are knowledgeable, understanding and respectful of First Nation, Métis and Inuit peoples - their cultures, languages, histories, Treaties, and the legacy of Residential Schools.

The Field Services Manager also supports First Nations and provincial education, charter and independent school authorities with issues management and fosters continuous improvement. This position handles highly confidential information and is relied on to exercise sound judgment when providing information to Ministry staff, stakeholders, and the public.

Responsibilities

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

1. Provide comprehensive and diverse services to First Nations and provincial education authorities, stakeholders, and the public (when referred by the Minister). The Field Services Manager contributes significantly to the department's mandate to provide standards and program implementation direction and supports to First Nations and provincial education authorities. This position is responsible for contributing to the development, interpretation and implementation of education-related legislation, regulations and policies and ministry programs and initiatives. This leadership role strengthens connections between ministry priorities and First Nations and provincial education authority work in the service of several hundred thousand provincial and 11,000 Kindergarten to Grade 12 First Nations students on reserve across the province of Alberta. This position is required to travel regularly within the province of Alberta for meetings with First Nations and provincial education authority leaders and stakeholders (the Field). Travel outside of the office ranges from 10%-20% of work time.
2. Oversee and monitor 10 to 15 First Nations and provincial education authorities, charter and independent school within a broad geographic area of the province grounded by government and ministry legislation, regulations, policies, directives and procedures to ensure their effective management and operations so that students succeed in learning.
 - Collaborates with several department areas (e.g., Policy and Planning, System Assurance, Curriculum) to develop annual First Nations school authority School Program Declarations and related reporting requirement, based on the *Education Act*, *the Certification of Teacher Regulation and the guide to Education*.
 - Collaborates with several department areas (e.g., Policy and Planning, System Assurance, Curriculum) to develop annual school authority planning and reporting requirements, based on the *Education Act*.
 - Leads the annual evaluation and approval of Public, Separate, Charter, Private (Independent) and *Francophone* school authority Education Plans and Annual Education Results Reports.
 - Leads the review of annual School Program Declarations of several First Nations schools and authorities.
 - Leads the evaluation of Charter schools applications and renewals and recommends approval to the Minister, based on the *Education Act* and the *Charter Schools Regulation*.
 - Leads the review of annual Independent (Private) School operating plans as per the *Private Schools Regulation*.
 - Provides leadership and guidance to First Nation in the development of new First Nations education authorities.
 - In collaboration with zone Field Services Manager colleagues, leads the annual evaluation Outcome 2 of the "Business Plan" First Nations, Métis and Inuit component of Public, Separate, Francophone, Charter and independent authority Education Plans and Annual Education Results Reports.
 - Provides leadership and guidance in the interpretation and implementation by First Nations and provincial education authorities of education-related legislation, regulations and policies and ministry programs and initiatives.
 - Provides leadership to provincial education authorities to enter into educational services agreement to ensure

First Nations students have access to the provincial education system.

- Provides leadership to Field Services Managers in the three zones services branches to ensure that public, separate, Francophone, charter and independent school authorities schools in a large geographic area of the province meet requirements related to ensuring that all Alberta students are knowledgeable, understanding and respectful of First Nation, Métis and Inuit peoples - their cultures, languages, histories, Treaties, and the legacy of Residential Schools.

The Field Services Managers' evaluation and approval of First Nation, Métis and Inuit requirements contributes to the overarching goals and several commitments of school authorities for how they will operate and expend over \$7 billion that government provides annually in the service of student learning.

3. Recommend and initiate improvements for First Nations and provincial education authority services to students.
 - Ensures provincial school authority compliance and accountability when issues arise, including requiring a school authority to develop an improvement plan and holding the school authority accountable for compliance.
 - Ensures First Nations education authority compliance and accountability when issues arise and holding the First Nations education authority accountable for compliance.
 - Leads additional monitoring, recommending, and implementing increasing consequences that are escalated with recommendations to the Director, Executive Director, Assistant Deputy Minister, Deputy Minister, and Minister as required. Recommended consequences can include recommending that the Minister cancel the accreditation of a school authority or that a school board be removed.
 - On occasion, the Field Services Manager can be called upon to assume the superintendent role within a school authority on a temporary basis.
4. In collaboration with colleagues in the First Nations, Métis and Inuit Division, work closely with several First Nations education authorities in a large geographic area of the province to expand provincial programs and initiatives to benefit First Nations students on reserve.
 - Provides leadership and guidance to First Nation in the development of new First Nations education authorities.
 - Provide leadership and guidance in the development of new Educational Services Agreements between First Nation and provincial school authorities.
5. Gather, synthesize, and share system intelligence to keep senior department officials and the Minister apprised of current and emerging opportunities and issues in the field. The department and Minister rely on this position to have significant and in-depth knowledge of 35 First Nations education authorities. This position leads the synthesis and interpretation of education-related trends at the local and provincial levels to inform policy directions and decision-making. The Field Services Manager is relied upon to assess and determine if approaches or initiatives are practical and practicable in the field. The Field Services Manager serves as the primary point of contact in the department when business areas from across the department or Government of Alberta have an issue or require advice related to a First Nations and provincial education authority.

Responsibilities include:

- preparing and refining policy and decision-making advice that includes Action Requests and briefings to senior department officials and the Minister;
 - reviewing and recommending changes to provincial policy, funding regulations, and standards documents issued by Field Services and other department areas; and
 - collaborating with other department areas to support communication with First Nations and provincial education authorities and stakeholder organizations on topics such as the roll out of system-wide initiatives.
6. System capacity building for the delivery of services to clients and stakeholders within the province is supported and continually enhanced. This position seeks out and shares opportunities for innovation and improvement within the

department and in the field. The Field Services Manager ensures First Nations, provincial education authorities and stakeholders are provided clarity of messaging from the department and to connect the dots. The position provides leadership to First Nations, provincial school authorities and stakeholders in understanding legislative, regulatory and policy requirements and strategic directions (e.g., Business Plan) from Alberta Education and developing coherence to the Kindergarten to Grade 12 Education System by aligning ministry and First Nations and provincial education authority policies and practices. This position also guides First Nations and provincial school authorities in understanding respective provincial government and school authority governance.

Problem Solving

Typical problems solved:

Examples of difficult or challenging problems/situations faced by the Field Services Manager include but not limited to:

- managing non-compliance by First Nations and provincial education authorities of directives from department - and being accountable for First Nations and provincial education authority compliance;
- being the first point of contact in the department and providing sound and reasoned advice to First Nations and provincial education authority leaders (superintendents and education directors) when there is a significant local issue or crisis such as school lock down, teacher misconduct or a natural disaster - e.g. Field Services Managers played a key role in coordinating supports from across the department to First Nations and provincial education authority leaders affected by the COVID-19 Pandemic;
- identifying win-win approaches and solutions when school authority/community beliefs don't align with provincial legislation, regulation or policy;
- providing program expertise for litigation and Human Rights complaints on educational matters;
- supporting the Minister, ministry colleagues and superintendents in resolving conflicts between interest groups and 35 First Nations education authorities through mediation, negotiation and consensus building that often have diverse, deeply held and opposing beliefs, perspectives and priorities.
- supporting the Minister and ministry colleagues in shaping provincial legislation that balances competing interests while ensuring Alberta maintains a world-class education system (e.g., revisions to the Home Education Regulation that enables parents to home educate without supervision of a school authority while protecting children's rights to an education).

Effective problem solving by the Field Services Manager relies on developing and maintaining relationships based on trust integrity and sharing knowledge.

Types of guidance available for problem solving:

The Field Services Manager relies on developing and maintaining relationships based on trust, integrity, shared understanding of the operations of a school and a school system (provincial and First Nation). Guidance is provided through the transfer of knowledge from the Education Act, Guide to Education, Funding manual for school authorities, Certification of Teachers and Teachers Leadership Regulation, Draft Standards for Educational services Agreements, Memorandum of Understanding for First Nation Education, Federal Indian Act, the First Nations, Métis and Inuit and First Nations Education Policy Framework and other related policies, regulations, and legislations.

As this position reports to the Director, the Field Services Manager can seek additional guidance from the Director as well as team colleagues in Indigenous and North Services.

Direct or indirect impacts of decisions:

The Field Services Manager is the department's lead and point person for First Nations and provincial education authority superintendents (CEOs) and education directors for ensuring that Kindergarten to Grade 12 First Nations and provincial education authorities align their policies, operations and practices with provincial legislation, regulation and policy which provide the parameters for their governance and operations.

The Field Services Manager promotes innovation and system effectiveness; monitors and provides direction to First Nations and provincial education authorities for compliance on planning, reporting and accountability/assurance requirements, and is accountable for ensuring First Nations and provincial education authority compliance.

This position has significant impact in ensuring the ministry and First Nations and provincial education authorities have a shared understanding of system priorities and annual operations, and that there is effective collaboration in meeting common goals as outlined in the Alberta Education Business Plan.

The Field Services Manager leads the proactive identification of issues and works closely with First Nations and provincial education authority superintendents (CEOs) and education directors to solve issues early-on so that they don't escalate and negatively impact the education system, local communities, families, or students.

The Field Services Manager mentors, motivates, develops, and sets business goals and priorities for a team comprised of professional and administrative staff.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders

*Field Services Director and team members - Regular and ongoing. Purpose is to provide advice, direction, and mentorship to ensure work is of high quality, completed on time, and of high value to clients and stakeholders.

*Division and ministry representatives - Regular and ongoing. Purpose it to build collaborative relationships to enhance capacity, shape legislation, regulation, and policy; solve problems; and initiate and complete projects.

*Senior ministry and government representatives and officials - Regular and as required. Purpose is to provide advice to shape legislation, regulation, and policy; solve problems; and initiate and complete projects.

*Other ministries - As required. Purpose is to develop effective networks and collaborative working relationships, provide policy advice, support government initiatives.

External Stakeholders

*Several school authority leaders (Superintendents/CEOs) in broad geographic area of the province - Regular and ongoing. Purpose is to develop effective networks and collaborative working relationships; increase awareness, understanding and support for provincial priorities and initiatives; provide oversight and monitoring; encourage innovation and cooperation; influence problem solving for win-win resolution.

*Representatives of provincial stakeholder organizations (e.g., CASS, ASBA, ATA, ASBOA, ASCA, AISCA, ACSTA, PSBAA, TAAPCS) - As Required. Purpose it to increase awareness, understanding and support for provincial priorities and initiatives; partner on projects; solicit and integrate feedback for improvement.

*Parents and public within the designated area of the province - As directed by Minister. Purpose is to increase awareness and understanding of respective provincial and school authority responsibilities, and of provincial legislation, regulation and policy. E.g., responding to parent inquiries to the Minister's Office on a broad range of topics, including parental disagreements with local school and school authority.

Travel outside of the office ranges from 10%-20% of work time.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Education

2nd Major/Minor if applicable

Designation

If other, specify:

A Masters Degree would be an asset

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

The Field Services Manager requires comprehensive knowledge of:

- government strategic priorities, policy directions, and ministry business plan goals
- overall operations of the Kindergarten to Grade 12 education system, including the management of numerous school authorities and schools
- applicable provincial legislation and regulations, (e.g., Education Act and Regulations; Public Inquiries Act; Teaching Profession Act; Freedom of Information and Protection of Privacy Act; Municipal Government Act, Government Accountability Act; Local Authorities Election Act)

- related regulations and policies (e.g., Home Education Regulation, Charter Schools Regulation, Complex Educational Needs Tribunals, Reviews by the Minister, professional practice standards, Teacher Supervision and Growth Policy, Alberta Program of Studies; Guide to Education; Funding for School Authorities Manual).

The Field Services Manager requires demonstrated:

- strategic, creative and innovative approach to analysing and solving problems
- interpersonal skills including ability to build relationships and networks, achieve consensus and influence others
- facilitation, mediation and consensus building skills in complex and conflicting circumstances involving multiple people or organizations
- ability to take on leadership roles on a broad range of topics, e.g., school nutrition, supports for refugee students, home education, quality assurance in private school education, anti-racism strategies
- knowledge and skill in applying research and enterprise level performance measurement and evaluation frameworks
- agile thinker who can maintain a focus on results while adapting strategic responses appropriate to each of the wide diversity of education settings Alberta offers
- communication skills (verbal, written and presentation)
- ability to write quickly and for different audiences
- political acumen.

This knowledge and experience is needed to ensure that school authorities receive expert advice, direction and oversight on a broad range of complex leadership and societal challenges faced by school superintendents (CEOs) in leading and managing their multi-million dollar organizations serving thousands of students.

The Field Services Manager requires a valid Alberta Teaching Certificate.

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"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>The Field Services Manager must understand the interplay of and maneuverability of provincial requirements as it related to school authority and First Nations trends, issues and impact on the local and provincial policy.</p> <p>Supporting the development of new First Nations education schools and authorities to ensure provincial compliance.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to 	<p>The Field Services Manager works directly with Provincial and First</p>

		<p>seek root causes</p> <ul style="list-style-type: none"> • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Nations Education authorities to develop a greater understanding of their unique education systems. Coming from a place of ignorance to that understanding.</p> <p>The Field Services Manager provides leadership, guidance, and direction to superintendents (CEOs) and is accountable for ensuring school authority and private school compliance with legislations, regulations, policy and guidelines.</p>
<p>Build Collaborative Environments</p>	<p>○ ○ ● ○ ○</p>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>The Field Services Manager is assigned to provincial and First Nations, charter and independent school education authority that have a joint Educational Services Agreement/ Reciprocal Agreement.</p> <p>The Field Services Manager position facilitates a multitude of relationships - internally and externally with school authority leaders (superintendents) and stakeholders such as the College of Alberta School Superintendents - on behalf of the department and government on a broad range of educational matters.</p> <p>The Field Services Manager must influence diverse groups, both internal and external, where there are often competing beliefs, perspectives and priorities, which requires this position to use a collaborative approach to build consensus.</p>

			<p>Examples include providing the Minister with the best possible advice on policy development and problem solving, and influencing school superintendents to do the right thing - what is in the best interest of every Alberta student.</p>
<p>Drive for Results</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>The leadership provided by the Field Services Manager allows the branch to meet operational requirements; ensure school authorities and private schools meet legislative, regulatory and policy requirements; provide proactive problem solving; and mitigate risk.</p> <p>This is accomplished by building the capacity of other sectors, school authorities and education stakeholders to ensure the unique needs of students and communities are considered in developing educational outcomes for all students and society.</p> <p>Field Services Manager focuses on the academic, social and emotional supports provided by school authorities.</p> <p>Field Services Manager interprets both provincial assurance/accountability pillars and local data to ensure continued progress and growth of students and staff.</p>
<p>Develop Self and Others</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals 	<p>The Field Services Manager develops the capacity and understanding ministry staff, stakeholder</p>

		<ul style="list-style-type: none">• Leverages strengths; attempts stretch goals• Provides feedback and openly discusses team performance• Values team diversity, and supports personal development	<p>organizations and provincial school authorities on understanding FNMI education, community and cultural perspectives.</p> <p>Field Services Manager mentors, motivates, develops and sets business goals and priorities for a team comprised of professional and administrative staff.</p>
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