

JOB DESCRIPTION

Working Title Effective Practices Specialist		
Division, Branch/Unit Safe, Fair and Healthy Workplaces/ Employment Standards Program Delivery/Program Services		Ministry Jobs, Economy, Trade and Immigration
Present Class Program Services 4 (024PSA)		

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Manager, Employment Standards Education, Outreach and Partnership, the Effective Practices Specialist (EPS) is the provincial champion for continuously improving Alberta's Employment Standards Program and related services. The position conducts in-depth reviews of activities, measures and results achieved within the program to identify opportunities for enhanced program design. The position scans other jurisdictions and the province to identify best/effective practice options related to the establishment of employment standards programs.

The EPS provides business analysis and project leadership in support of quality, consistency, and continuous improvement across the branch. The EPS engages branch subject matter experts to ensure Quality Assurance (QA) and Performance Management processes are integrated into branch business processes and systems.

The position takes proactive measures to facilitate program improvement including the research, analysis, and evaluation of delivery and service programs, resulting in recommendations for strategies, initiatives, or system improvements. This includes research, design, and implementation of technology solutions to improve branch business processes. The position ensures initiatives are consistent with legislation, operational policies and procedures, best practices, as well as Government of Alberta values and Code of Conduct.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Identify Employment Standards Best Practices

Activities:

- Proactively engage with subject matter experts to facilitate the identification of best practices and shared learning in Quality Assurance and program design.
- Identify, research, and incorporate applicable governing policies and regulations and develop processes within these frameworks.
- Continuously scan for initiatives of other areas of government and other jurisdictions for applicable best practices.

2. Promotes Effective Public Facing Communications:

- Works with Communications to develop and update web-based effective practice products.
- Works with Communications to develop and update print-at-home materials, including ES guides and Tool Kit for Employers.
- Works with Communications on promotional campaigns, including the use of social media to promote awareness and drive traffic to other resources.
- Ensures appropriate consultations with internal stakeholder and approvals of public facing materials.

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3. Manages and Coordinates Projects

- Define business requirements by facilitating focus groups or requirements identification working sessions.
- Translate business requirements into detailed design specifications for systems development/systems improvement or process improvement, ensuring program objectives, business rules, organizational policies and user needs are addressed.
- Draw on knowledge of business and client needs, business process design and project experience, support project management from inception to completion, to ensure improved program/service delivery aligns with the business strategic plans.
- Develop and monitor project management framework, implementation plan, work plan, risk management plan communications plan and accountability framework including cross-department linkages.
- Collaborate with the branch leadership to identify implementation issues and resolve identified issues through effective staff consultation processes to achieve "buy-in".
- Works with team Manager and Director to obtain needed approvals and resources to implement project.

4. Support Program Evaluation

- Consult with Employment Standards Contact Centre; Employment Standards (ES) Program Delivery management, regional Directors, ES Registrar and staff; and other internal and external stakeholders to identify potential gaps and opportunities in program design or implementation.
- Facilitates the review of performance measures and management indicators.
- Recommends program design or implementation changes to improve effectiveness of the program.
- Lead and develop the identification of performance metrics and the performance management process to measure and support the outcome of key projects and programs undertaken by ESPD.
- Provide facilitation, consulting services, and advice to program area subject matter experts, management, directors, and executive directors across the Branch with respect to evaluation of work undertaken in the ESPD.
- Lead project management to ensure clarity of project scope, governance, resources, deliverables/milestones and timelines, roles and responsibilities, mitigation of project risks, through the development of project charters, work plans, and project status reporting.

5. Lead and facilitate the branch Quality Assurance program

- Provide business analysis and support, including quality business technology planning assistance and project management.
- Develop and maintain an effective Quality Assurance plan, involving data analysis and facilitate setting appropriate performance indicators.
- Provide input on the most suitable approach to be used in the development or continuous improvement of each applicable program/project, to ensure business objectives and data integrity are achieved. Recommendations include details of resource requirements, dependencies, interdependencies, policy implications, pertaining to internal/external influences and the methodology to be applied.

6. Lead and coordinate the development of timely and clearly written standard operational procedures

- Work with colleagues to write/edit and or assist in developing ESPD policy and operational procedures.
- Write in accordance with established style guidelines and with sensitivity to the audience for the material.
- Create and maintain materials/manuals that are written in a manner that is clear, accurate, and easy to understand.
- Responsible for the format, final form, content, accuracy, and appropriateness of materials.
- Ensure written materials support the consistent application of ES service standards and adherence to legislative and policy requirements.

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7. Provide change management and support continuous improvement	<ul style="list-style-type: none"> • Manage the organizational changes from enabling technology and business process re-engineering. • Design and facilitate change management activities to ready users for the new business processes and tools. • Work with partners in training branch to develop training strategies, plans and materials. • Design, develop and deliver quality assurance user training (including both web based and classroom) to multiple user groups and audiences. • Develop quality assurance processes to ensure data integrity and compliance with policies and procedures.
8. Provide business analysis services	<ul style="list-style-type: none"> • Undertake business and IT planning, feasibility studies, requirements analysis, business case development, develop process models for development of new applications and the maintenance and enhancement of existing applications used by internal/external users. • Provide expertise and support for the identification, development, implementation and ongoing enhancement of existing applications used by internal/external users. • Understand the business needs and goals of the client organizations and support development and design of business solutions to simplify, improve, automate and/or implement business operations. • Support the development of business plans to ensure alignment of business direction with emergent IT architecture and add value to client operations by identifying IT application opportunities and alternatives that support achievement of business goals. • Review and evaluate system deliverables combining technical ability with a user perspective to ensure satisfaction of the project/business objectives.
9. Research, design, and implement technology solutions	<ul style="list-style-type: none"> • Accountable for research, design, implementation and management of Microsoft PowerPlatform solutions. This includes business analysis, technical design, implementation, operations, monitoring, troubleshooting and interfacing between IMT systems. • Manages multiple ongoing development projects to ensure client priorities and issues are dealt with in a timely manner. • Implement changes to services following proper incident, problem and change management practices. • Supports clients through technical support of the IMT services, developing procedures and create reporting mechanisms as required. • Maintains alignment with cross-government ICT standards and develops documented standards/procedures that follow current industry best practices for technology implementation, including security compliance. • Stays current with technological developments in software development, systems support, and user support practices.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide Pages 11-12).
<p>The incumbent will be the individual within Jobs, Economy, Trade and Immigration responsible for identifying and championing the use of effective practices to promote fair and equitable workplaces. A key component of this role is to ensure department activities supporting the implementation of these management systems embrace the concept of continuous improvement, so they are effective and efficient. In this role the incumbent will be the provincial expert on emerging trends and strategies in employment standards. Using their excellent research skills and established network of Employment Standards experts, the incumbent will identify and promote the adoption of Employment Standards best practices.</p> <p>The position provides specialized advice and business analysis for Quality Assurance processes including ensuring programs and projects developed meet the needs of Government, Ministry, and branch/division stakeholders. The position may challenge existing practices (ex: business processes that impact client service delivery, complaint resolution processes, permit and variance application processes). Examples of work include redesigning programs,</p>

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introducing new learning technologies/processes, and ensuring theory and practice are aligned.

This position is deeply involved in the development of process and technology solutions to solve business problems. It includes researching and implementing emerging automation opportunities and low code business solutions. High levels of agility and creative problem solving to find solutions which work within available technologies, government standards, and branch priorities.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

The position requires university graduation in a related field (such as commerce, science, information technology, quality control, or quality assurance). Equivalencies considered. The role requires sound business knowledge combined with well developed skills and knowledge of the technical components, tools, and processes. Knowledge and experience with QA processes, project management, program evaluation principles and practices, lean management, continuous improvement, and six sigma methodology is desirable. Project Management certification or experience is considered an asset. Experience developing low code automations is considered an asset.

Knowledge:

- Knowledge of program design principles and practices. This expertise is used to formulate program questions for delivery direction, issue analysis, developing program options, devising solutions and new models.
- Knowledge of employment standards research programs and organizations within North America. This expertise is used in the identification of best practices that can be evaluated and promoted externally or adopted in our own design of programs.
- Knowledge of research methods and qualitative/quantitative analysis. This expertise is used to evaluate current activities and proposed delivery options.
- Knowledge of departmental planning and decision-making processes. This knowledge is used in the timing and development of proposed changes to program delivery.
- Advanced knowledge of organization's business and operational process and working knowledge of the technical systems and their inter-dependencies.
- In depth and diverse knowledge of varied branch/division programs, strategies, and initiatives with understanding of ministry operations, business environment, priorities, and issues.
- Knowledge of quality assurance practices.
- Strong knowledge of change management, systems development and information management methodologies.
- Understanding of project management principles, methodologies, processes, and best practices.
- Knowledge of applicable acts, legislation, and policies such as *Employment Standards Code*.
- Proficiency in the use of applications and software such as Microsoft Power Platform (including PowerApps, PowerAutomate, and PowerBI), Sharepoint Online, Microsoft Dynamics 365, and SQL Reporting Services.
- Understanding how to access and manipulate statistical databases, SQL experience is desirable.

Skills:

- Ability to think strategically in the design of programs.
- Excellent analytical skills and critical thinking skills (must fully assess situations within global context of Employment Standards business, draw valid conclusions and make recommendations).
- Excellent communication skills, including the ability to market ideas and programs to broad groups of stakeholders (both written and verbal).
- Excellent facilitation and consensus building skills.

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- Ability to chair diverse working groups and achieve project deliverables.
- Strong project management skills.
- Leadership and facilitation skills to provide and solicit feedback to and from stakeholders.
- Stakeholder engagement, relationship building, consensus building, and interpersonal skills to effectively interact with various stakeholders within the program areas.
- Strong verbal and written communication skills.
- Analytical, problem solving, and decision-making skills regarding data from needs assessment, consultation, and evaluations.
- Ability to integrate technology and automation into processes to achieve business objectives.

Requirements: University graduation in an Employment Standards related field (such as commerce, science, information technology, quality control, or quality assurance) with course work in research methodology and statistics. Experience in applying Employment Standards within a business environment.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Minister/Deputy Minister/Executive Team: To present program design options and recommendation for approval or decision.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

None