

New

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

L&D Program Support

Requested Class

Administration 1

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

CA03

Cost Centre

610190

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

RBQ / OSD / WFD

☒ Current organizational chart attached?

Supervisor's Position ID

50030158

Supervisor's Position Name (30 characters)

Leanne Jessey

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Learning & Development Program Support will play a pivotal role in enhancing the organization's training and development initiatives. This role involves a variety of program support, research and coordination tasks to ensure that training initiatives run smoothly and efficiently. This position is responsible for implementing, overseeing and evaluating related activities for training programs that align with the WFD's strategic goals. Additionally, this role needs a solid understanding of the work done (program knowledge) within the ministry and how WFD supports these operational needs (ie. critical staff and caregiver training needs).

The Workforce Development unit within the Regulatory Compliance, Quality Assurance, and Business Supports Division (RQB) ensures that the appropriate training, learning and development are provided to meet the learning needs of the Children and Family Services ministry employees, caregivers and agency staff. Reporting to the Manager, Region & Program Supports within Workforce Development (WFD), this position will lead, engage and administer the coordination of the programming across the Ministry and provides technical and administrative support.

Responsibilities

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

1. Support Policy implementation by:

- Ensuring compliance with organizational policies regarding data privacy and security.
- Ensuring training programs comply with organizational policies and procedures.

2. Oversee technical matters:

- Demonstrate proficiency with various LMS platforms and related training software to ensure smooth operation and user satisfaction.
- Oversee and provide continuous technical support for the ministry's two LMS platforms, ensuring they are fully operational and meet the needs of users.
- Assist vendors and internal instructors in maintaining accurate training records, issuing completion certificates, and generating Ministry attendance reports.

3. Research Skills:

- Perform in-depth research to identify and analyze best practices in learning and development, ensuring the ministry stays at the forefront of educational innovation.
- Continuously monitor and evaluate emerging trends in the field of learning and development, incorporating relevant advancements into the ministry's training programs.
- Analyze, and interpret data from various sources to provide actionable insights and recommendations for improving training effectiveness and efficiency.
- Work closely with internal and external stakeholders to gather information, share findings, and implement research-driven improvements in training methodologies and technologies.

4. Course Accreditation:

- Oversee the entire course accreditation process, from initial application through to final approval, ensuring all requirements are met.
- Create and update all necessary accreditation documentation, including self-study reports, compliance reports, and other required materials to support the accreditation process.

5. Supervision:

- Lead and mentor a team of professionals, providing guidance and support to enhance their skills and performance.
- Oversee the allocation of training resources, including finances for trainings, expenses management and scheduling of training sessions.
- Assess the effectiveness of training programs through feedback, evaluation and performance metrics, making necessary adjustments to improve outcomes.
- Act as a liaison between unit and learners/stakeholders, facilitating communication and addressing any concerns.

Problem Solving

Typical problems solved:

The role requires the ability to evaluate and determine the most appropriate methods for completing daily tasks while managing a dynamic workload and shifting priorities. The role is also responsible for identifying effective strategies to achieve training goals and will address challenges related to the administration of training programs. Furthermore, this position involves recommending organizational improvements to enhance the delivery of training both daily and in the long term.

This position necessitates a high level of collaboration to effectively support the WFD unit in

delivering training to Ministry staff, caregivers and Delegated First Nations Agency (DFNA) staff. The appointee will supervise a team, ensuring that objectives are met efficiently and effectively.

Types of guidance available for problem solving:

This position requires independent work; however, collaboration with the Manager and team members are a standard practice.

Direct or indirect impacts of decisions:

Decisions impact efficiencies and participants training completion time lines.

Key Relationships

Major stakeholders and purpose of interactions:

Unit Staff: To provide information and determine information and support required.

Ministry Employees: To provide information regarding training courses. Trouble-shoot issues with using registration system(s).

GoA & DFNA employees: To provide information regarding training courses. Trouble-shoot issues with using registration system(s).

External Service Providers: To ensure quality services are provided.

Required Education, Experience and Technical Competencies

Education Level

Applied Degree

Focus/Major

Education

2nd Major/Minor if applicable

Designation

If other, specify:

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

This position requires skills in program development, training delivery, project management, research, and communications. The position will support province-wide training events and communications for Child and Family Services employees, Kinship, Foster and Permanency caregivers. In addition, the position requires knowledge of accreditation standards, as well as external agencies such as, ALIGN, AFKA, Child and Youth Advocates office.

- Bachelor's degree in human resources, Education, Business Administration, or a related field.
- Minimum of 2-4 years of experience in learning and development, training administration, or a related area.
- Strong organizational and project management skills.
- Proficiency in using Learning Management Systems (LMS) and other training-related software.
- Attention to detail and a commitment to maintaining high standards.
- Knowledge of Ministry programs and services.
- Understanding and familiarity with the concept of remote access to GOA network.
- Knowledge of the organization and key program areas supported by the unit.
- Ability to work with internal and external stakeholders, professional and administrative support staff in a confident and courteous manner.
- Ability to manage work efficiently under multiple deadlines in a team environment.
- Practical knowledge of web content management systems and internet technologies.
- Ability to problem solve, organize and prioritize short and long-term projects.
- Ability to track issues to ensure a timely response.
- Ability to respond to changing priorities and meet changing timelines.
- Ability to work with users of the learning management systems with different levels of skill, use and understanding.

• Ability to work in a team, collaboratively and efficiently.

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		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>This role requires navigating complex and often competing priorities across a diverse range of stakeholders, including internal teams within Children & Family Services (CFS), DFNAs, regional representatives, and external partners.</p> <p>A proactive and structured approach to problem solving is essential—beginning with mapping key stakeholders and clearly identifying their distinct needs, concerns, and areas of accountability. By facilitating collaborative planning sessions, the role helps uncover shared priorities, align expectations, and build a common understanding of goals to support cohesive, informed decision-making.</p> <p>Improve data analysis by incorporating qualitative data from stakeholder feedback (email, phone feedback and inquiries) alongside quantitative metrics for recommendations and decision making.</p> <p>Address LMS user experience issues to explore avenues for system improvements and develop user friendly learning guides, FAQs.</p>

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 	<p>Analyze frequency and occurrence of training by identifying gaps and considering implications to ensure adequate and equitable representation for caregivers.</p> <p>Evaluate multiple delivery and design options by seeking input from stakeholders and anticipating how each choice impacts learner engagement, operational timelines, and resource allocation.</p> <p>Identify potential unintended consequences such as low adoption rates, and collaborate with cross-functional teams to implement preventative measures.</p> <p>Identify the impacts of LMS updates among various stakeholders as it relates to technical and reporting capabilities.</p>
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	<p>Regularly reflect on training coordination and program rollout outcomes to identify areas for improvement, such as streamlining logistics or enhancing learner communication.</p> <p>Proactively stay current with learning technologies, LMS updates etc.</p> <p>Share best practices, process improvements and provide constructive feedback to the team — for example, introducing a more efficient method for tracking attendance and feedback in the LMS.</p> <p>Actively support the</p>

			development of peers and new team members by offering guidance on internal systems, coaching on training logistics, and mentoring them.
Drive for Results	○ ● ○ ○ ○	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>Plan training logistics and implementation using insights from previous program rollouts, anticipating challenges such as scheduling conflicts or system downtime to ensure smooth execution.</p> <p>Identify opportunities to establish more efficient and effective ways of working, such as moving from manual processes to automated processes - encouraging a self-serve model.</p> <p>Collaborate closely with Caregivers, Consultants, and PCTT trainers to align training schedules with business operations and to ensure resources are in place for effective delivery.</p> <p>Consistently seek to exceed expectations by going beyond basic coordination—such as creating user-friendly guides or improving reporting formats to better support decision-making.</p>

Benchmarks

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

022PS75 - Program Officer with Seniors and Housing