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| Working Title Program Specialist | Name New |
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| Position Number | Reports to Position No., Class & Level | Division, Branch/Unit Child and Youth Services/Field Operation Liaison | Ministry Children's Services |
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| Present Classification HSW 7 | Requested Classification HSW 7 |
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| Dept ID | Program Code | Project Code (if applicable) |
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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 [Section 2.3](#)).

- As part of a team, provide intensive, support to Delegated First Nation Agencies (DFNAs) and Children's Services Regions (as requested) as assigned, with a focus on process and quality improvement through mentoring, coaching, training, with a goal of capacity development and sustainable improvement.
- Maintain government to government relationships with DFNAs, and support Regions in a complex and politically sensitive environment. The primary purpose is to act as a child intervention leading practice consultant to the DFNAs and Regions (with regard to DFNAs, Agreements and Nations) in Alberta; provide mentoring at all levels from Director/Senior Manager through to front line, assist in the creation and implementation of work plans, provide case consultation, case management communication and accountability structures, contracting services, resource development, monitoring; and, be prepared to work in all areas of the province as required.
- To provide the link between DFNAs, First Nations boards, bands, councils, Regions, the Ministry and other provincial government departments and federal departments such as Indigenous Services Canada (ISC).

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 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

Program Support:

- Provide program and technical support to DFNA and Regions as identified through collaboration between CI Division, DFNA and CI leadership.
- In conjunction with DFNA, develop a work plan/action plan detailing challenges, tasks, timelines and accountabilities to address required areas of change and improvement within assigned service authority.
- Work within the assigned agencies to assist and mentor the agency through the implementation of the work plans, identifying on going action needs for consultation, clarification, interpretation, guidance in the delivery of services and programs.
- Research and draft Briefing Notes and Ministerial response letters as assigned.
- Participate as required in Management Steering Committee (MSC) meetings (develop action plans) and assigned tasks.
- Develop and/or facilitate various training to DFNA staff as per their requests and as DFNA Train the Trainers (eg. Practice Strategies, Investigation of Sexual Abuse etc.).
- Provide input into provincial policies, procedures, practices and standards (much happens by being assigned to various working committees at the request of committee leads).
- Provide on-site, mentor delivery services when supported by the work plan and approved by the Manager.
- Identify special needs situations that require additional manpower resources for a team approach to issue resolution.
- Maintain complete and accurate contact notes, providing verbal updates to team members and Manager.
- Maintain up-to-date knowledge of leading practices, legislative and standard changes, and Ministry requirements.
- Serves as a link between First Nations, Métis, other Ministry partners, other levels of government with respect to program and policy direction of the Ministry.
- Performs responsibilities assigned by Manager for projects (e.g. Potential to Be Registered, Off-Reserve Licensing).
- May be delegated Management responsibilities
- May be designated delegated Director for First Nations Agencies in specific circumstances.
- Negotiate, monitor and manage various grants held by the Branch (eg. Designate Grants, Early Intervention Grants and the Metis Nation of Alberta Association sub-agreement).

Issue resolution

- Assist with resolution of financial, case, program delivery, agency development, cross agency issues.
- Assist in sensitive case resolution.
- Assist in Inter Authority, First Nations and Métis protocol resolution.
- Assist in the development of Board Governance orientation as requested.
- Assist with conflict resolution and mediation between Regions, DFNAs, First Nations and Chief and Council as requested.

Liaison with other Levels of Government and Community

- Liaise with Regional Authorities, First Nation and Métis agencies, other Departments, inter-provincial representatives with respect to family ties, billing issues, access to services and resources, case management decisions regarding First Nation and

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Métis children as requested.

- Participate in orientation sessions and ad hoc meetings with First Nations Child Welfare Committees, Foster Parents, Society members, contracted service providers.
- Promote the development of linkages and partnerships with Regions, other Ministry partners
- Liaise with ISC and First Nations agencies regarding policy, standards and legislation, work plans and MSC.
- Promote the development of linkages and partnership with contracted agencies providing services to First Nations agencies.

Agreement Negotiations and Renewals

- Identify any matters or issues arising out of or from the implementation, administration and operation of agreements and provide support in areas for improvement
- Assist with completion of assigned tasks arising from remedial action/work plans
- Liaise with other parts of the Ministry/other Departments/INAC on assigned tasks related service delivery agreements.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see Section 2.4).

- Work with a broad variety of partners whose visions and goals will differ from traditional or known service delivery/organization structures. Must be capable of assessing partners' objectives and providing options that meet the needs of the partner, the Ministry Business Plan, standards and legislative or policy requirements.
- Assess issues/situations independently and formulate work plans for unit/leadership team review and decision. Provide decisions and recommendations with respect to special case, program and organizational reviews as requested by Manager. Provide written recommendations of child program reviews, sensitive investigations and case management issues.
- Participate in issues management and, where applicable, the development and implementation of a remedial action plan regarding matters which may give rise to a revocation of delegation.
- Refer sensitive situations to Manager immediately.
- First line of strategic and pro-active planning, and implementation of resources continuum – Advise senior management of agency needs/issues/strengths/weaknesses.
- Activities with respect to the development, monitoring and evaluation and consultation to assigned agencies are performed with independence.
- Assessment of program/services delivered and compliance to contract provisions are made independently.
- These positions have a strong service delivery mentorship and recommendation roles with a specific potential for impact on service delivery by the agency.
- Decisions can involve issues management.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

Knowledge

- Child intervention programs of DFNAs/Métis (for the MNAA) i.e. policy and practice to provide expertise, determine service gaps, provide analysis and develop service supports.
- Child intervention policies and procedures, to provide interpretation; research into options and input to policy changes.
- Child intervention initiatives such as Signs of Safety and the Practice Framework.
- DFNA/CI program knowledge in areas of family dynamics, child/adolescent development, medical, social, psychiatric conditions affecting behaviour to provide case consultation.
- Child intervention issues, trends.
- Community and departmental resources to provide consultation on treatment/intervention options.
- Court process to provide consultation.
- Inter-provincial/territorial protocol for transfer of children.
- Division's programs to resolve issues, establish jurisdiction.
- Program area i.e. rehabilitative practices and techniques for children, child intervention/child care approaches, treatments and interventions including knowledge of the latest service innovations, research and developments in the program area. Applies to negotiations, monitoring of contracts and to the development of new resources.
- Program functions and organizations to evaluate, monitor and manage contracts and agreements.
- Knowledge of Custom Adoptions and individual Band position and protocols on adoption of First Nations children.
- Facilitating/mediating adoption requests between Regions and First Nations.
- Community agencies, resources to provide recommendations and assist when requested, in the development of new resources.
- Evaluation techniques used to assess quality and suitability of agency services.
- Administrative and management systems to evaluate and monitor and to provide recommendations.
- Must be knowledgeable of all legislation related to the program area either directly or indirectly: *Child, Youth and Family Enhancement Act, Young Offenders Act, Protection of Persons in Care Act, Social Care Facilities Licensing Act, FOIP, Protection of Sexually Exploited Children Act, Social Care Facilities Review Committee Act, School Act, Domestic Relations Act.*

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Family Support for Children with Disabilities Act, Drug-endangered Children Act, Protection Against Family Violence Act, Adult Adoption Act, and Child and Family Service Authorities Act.

- Contract Management Manual, Enhancement Act Manual, and other manuals/handbooks supporting the Acts.
- This is a complex area involving a broad variety of partners with differing visions and goals and cross-governmental guidelines and policies. The incumbent must be capable of working with this level of complexity.
- In-depth knowledge and experience with Ministry programs, legislation, leading practices, and their application.
- Knowledge of Ministry's business plan, governance models, funding models and standards/requirements for service delivery agencies.
- Demonstrated ability to work positively/supportively with Indigenous and Métis organizations.
- Demonstrated Project Team work abilities
- Research skills
- Knowledge of Project Management tools and skills.
- Knowledge of other government programs.
- Knowledge of the Ministry business plans, goals and service delivery to develop linkages between First Nations Agencies and the Ministry (including Regions).
- Knowledge of each of the agreements.
- Demonstrate a working knowledge community development.
- The ability to develop, design and facilitate workshops and training on a variety of Child Intervention programs.
- Demonstrate a working knowledge of Contract Management.
- Knowledge of the *Indian Act*, Treaty 6, 7, 8, Blackfoot Confederacy and the *Métis Settlement Act & Métis Framework Agreement*.
- A working knowledge of the Delegated First Nation Agencies and Regions

Skills

- Consultative skills to provide advice and to influence actions/abilities of field staff and the development of policies, procedures, and organizational structures.
- Trouble shooting skills to resolve agency/department, inter-agency and other conflicts.
- Dispute resolution skills in complex, and politically sensitive situations.
- Strong human relations skills as interacting with other people at any level within or outside the department.
- Project management – i.e. specific projects: work plans, screening, file reviews.
- Assessment to provide recommendations.
- Community development.
- Case Management and service delivery recommendations.
- Supervisory skills.
- Communication – written and verbal to respond to information requests, address/clarify policy issues, present Regional position on an issue and to address groups and deal with complaints.
- Public speaking: leadership abilities to chair meetings and training.
- Organizational/time management skills.
- Facilitation skills.
- Training/coaching skills.
- Computer skills.
- Conflict resolution skills.
- Mediation skills.
- Monitoring and evaluation skills.
- Negotiation skills for contract preparation and monitoring and evaluation of contract provisions.

CONTACTS: The main contacts of this position and the purpose of those contacts.

- Directors of agencies to mediate conflicts and provide recommendations, and assist with negotiations.
- Regional/Divisional program experts to get clarification, seek direction on program specific issues or to coordinate activities.
- Region staff to provide recommendations/input on case/agency specific issues.
- Other government departments to represent region dealing with related issues (Indigenous Relations, Justice, Policy, Innovation, and Indigenous Connections Division etc.)
- Federal government departments, agencies to share information, for recommendations and to be up to date on new initiatives.
- Stakeholder groups to participate on committees and to address specific issues or provide information.
- Frontline child intervention staff to provide mentoring and recommendations
- Directors and Boards to clarify policy, provide information and advice.
- Community to provide information, clarify policy.
- Counterparts in other jurisdictions to share information, develop strategies and tools.