

New

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Program Specialist

Requested 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

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Child Intervention Division Indigenous Governing Body Transitions Director the Program Specialist is responsible for supporting the strategic approach and supporting the transitions of files, operations, and communication with Children and Family Services (CFS) and recognized Indigenous Governing Bodies (IGBs). Upon Alberta negotiating tripartite Coordination Agreements (CA) with designated IGB's the program specialist will work closely with the IPaSS branch, IGB leads, Child Intervention regional staff, Delegated First Nations (DFNAs) and First Nation communities to support the complex transfer process to IGBs under the federal legislation, An Act Respecting First Nations, Inuit and Metis children, youth and families.

The First Nation Liaison Branch consists of two teams; which include Field Operations Liaison Branch and the CID/IGB Transition Unit. To achieve success, this Unit will support CFS to help clarify the Government of Alberta's position on the Act, monitor and address the complex issues surrounding the new legislation, and create innovative approaches to transition to the new governance model under IGB's. This position provides support to develop and implement bilateral agreements with designated Indigenous Governing Bodies (IGBs) while working in a politically and culturally sensitive environment. In particular, this position will need to have a solid understanding of both the Indigenous community, Children and Family Services and cross-government political environment to promote positive outcomes. The program specialist as required will participate in sub groups and committees and will need to create and keep accurate tracking

and records documents for meetings, First Nations statistics, CID files, finances, etc. The Program Specialist is responsible to support an efficient and effective flow of information between CID, DFNAs, IGBs, First Nations, Ministry stakeholders, in all matters relating to IGBs and bilateral agreements as required which could include presentations. The program specialist will support all areas of the Ministry, in the activities for transferring jurisdiction to recognized IGBs. As IGB's begin to transition to service delivery, the program specialist will work directly with all the service delivery programs, to prepare all stakeholders and identify and prepare the files for transition. Once agreements with IGB's are in place, the program specialist then contributes and supports directly to successful transitions to ensure an integrated and seamless approach to serving Indigenous children, youth and families in Alberta. Further, the program specialist provides support of implementation and documentation of CYFEA policy and processes for the bilateral agreements and transfer of files with CID, DFNAs and IGBs. Work is done in close collaboration with others in the division, delivery portfolio divisions, cross ministry partners and other external partners as identified. The program specialist would be a provincial support and resource for supporting all Ministry staff with An Act Respecting First Nation, Inuit, Metis children, youth and families for implementation and questions ongoing.

The position functions within the parameters of applicable Government and Ministry legislation, regulations, policies, directives, and procedures. This position is a support to the ED, CID, Indigenous and IGB leaders, stakeholders, and partners to enrich and enhance relationships, provide information, and improve outcomes. The main purpose is to support a smooth transition of files and service delivery from Children and Family Services to the Indigenous Governing Bodies.

Responsibilities

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

1. Support all the Child Intervention Division activities required for the development of bilateral agreements with the IGBs and implementation of the agreements.
 - Support and record multiple negotiations concurrently, ensuring Alberta's position is represented as per the approved negotiating mandate.
 - Support the director and participate in Sub-tables or working groups as required.
 - Work closely, collaboratively and in coordination with IPaSS, CID, DFNAs and IGBs.
 - Create, maintain, and update tools and processes that support consistency and the capacity to enter into multiple negotiations simultaneously. (E.g., trackers, SharePoint, agreement models, standard messaging, key issues requiring resolution, etc.).
 - Maintain approved project management and record-keeping processes.
 - Build productive relationships with external partners from First Nations, DFNAs, IGBs, and federal counterparts.
 - Recognize and identify emerging issues when supporting negotiations and/or transitions.
 - Assist with the development of transition plans and completion of financial analysis to ensure cost neutrality for Alberta.
 - Assist with the development of and financial tracking related to finances.
 - Monitor issues and approaches taken by F/PT governments and out-of-province IGBs, and apply to Alberta IGB negotiations where appropriate.
 - Assist with facilitating and coordinating a variety of working groups or teams that meet on a regular or as needed basis for bilateral agreements and transition plans.
 - Research and develop training materials and presentations for delivery of a wide audience on the federal Act and current status of IGB negotiations, and on other related topics as required.
 - Provide assistance and support as required with mediation and resolution of issues related to mandates, policies, procedures and specific financial responsibility determination by composing detailed reports, client file summaries and by interpreting policy or agreements that govern financial responsibility.

2. Support the identification and transfer of files from Children and Family Services and Delegated First Nations to IGBs.

- Recognize and identify emerging issues when supporting CID regions and DFNAs transitioning files to IGBs and working with IGBs.
- Create, maintain, and update tools and processes that support consistency and the capacity to be transferring files and jurisdiction to different IGBs simultaneously. (E.g. trackers, SharePoint, agreement models, standard messaging, key issues requiring resolution, etc.).
- Assist with the implementation of transition plans and tracking.
- Assist with identification of files that are to transfer to IGBs and support the CID regions and DFNAs in preparing the files for transfer and transfer process.
- Assist with messaging and sending out proper documentation to guardians, caregivers and clients accessing CYFEA services (CI, SFP, and TAP).
- Assist with messaging and sending out proper documentation to IGBs upon completion of transfer of files and ensuring documentation is accurate in trackers and in CICIO.
- As required attend in person to CID regions or DFNAs to support staff with the identification and transfer of files and/or in meetings.

3. Prepare reports for the Director of the Child Intervention Indigenous Governing Bodies Transitions. - Research, collect and analyze statistics, compile information regarding CID files, key initiatives, challenges, and activities and prepare reports pertaining to IGBs as required.

- Identify current and potential issues affecting CID program operations.
- Identify and report on Ministry, Branch and Unit strategies, key actions and deliverables, and results achieved.
- Collect and analyze detailed First Nation stats and other statistics in order to support strategic planning, development of agreements and transition plans.
- Solicit and coordinate feedback from the IGBs, CID and DFNAs regarding proposed policy and/or process change.
- Prepare reports, briefings updates according to appropriate tone and format, conforming to current bargaining positions, mandates, policy, and established guidelines, with consideration to the needs, expectations, and cultural expectations of the anticipated audience.

4. Support Capacity Building and sharing of knowledge within the Ministry.

- Research and develop training materials and presentations for delivery to CID and DFNAs on the federal Act and current status of IGB negotiations, and on other related topics as required.
- Provide in-services and training to share knowledge on IGBs legislation, information sharing agreements and working agreements.
- Assist on Ministry initiatives where IGB expertise would be an asset.

5. Research and prepare accurate and timely responses to Ministerial Action Requests including correspondence and briefing notes within the department approved mandate and guidelines.

- Organize and track assignments to completion, providing updates as required.
- Complete Action Requests within specific timelines, research and verify facts regarding specific cases, volatile or problematic issues.
- Compose precise and appropriate responses according to the Ministry's preferred style.
- Ensure that the appropriate Ministry mandate, program policies and procedures are reflected in responses.
- Research IGB coordination agreements, information sharing agreements and working agreements in other provinces, DFNA programs, First Nation Government positions and community profiles in order to prepare briefings and/or speaking notes for the Minister, Deputy, Assistant Deputy and Senior Management.
- When required as a result of sensitive or urgent situations that may become media events or seriously impact clients or service delivery, initiate briefing notes and updates for the Minister.

6. Provide support for development and implementation of strategic advice and recommendations related to IGBs to improve outcomes for Indigenous children and families, in consideration of legislation, regulations, and the CFS mandate.

- Monitor, track and record updates on processes and information related to IGBs.
- Support the Director to implement practical models and processes for implementation of bilateral agreements with IGBs and processes and policies for CID and DFNAs to implement the bilateral agreements and support IGB laws.
- Provide support to the Director in the development and implementation of protocols and processes, unique to each IGB, that will promote information sharing and clarify positions despite cultural or language differences.
- Assist the Director with the development of strategic options, comprehensive policy advice, papers, recommendations, and perspectives relating to issues, opportunities, and challenges associated with Branch programs and initiatives as required.

7. Collaborate and support the development of positive working relationships with colleagues within Children and Family Services, inter-provincial, national, and other external partners to share information and align IGB initiatives with other Ministry priorities.

- Contribute to ministry-wide tracking tools to ensure other Divisions and Executive Team has access to timely and accurate information.
- Understand the expertise and responsibilities of other Units within CFS and leverage existing capacity in order to achieve efficiencies. Examples include Indigenous Connections, Strategic Initiatives, Child Intervention, Field Operations, and Program Information Evaluation and Performance.
- Maintain regular communication with colleagues across the Government of Alberta, specifically those on the Negotiating Team, working toward shared outcomes.
- Participate and collaborate on various corporate priorities, such as Red Tape Reduction, employee engagement, etc.

Problem Solving

Typical problems solved:

The program specialist is responsible for providing and participating in the development of collaborative partnerships and relationships with Indigenous communities and other stakeholders that will help identify needs for child intervention programs and assist with the development of service delivery agreements, consistent plans, policies, and standards that will produce positive outcomes for Indigenous children. The position ensures that appropriate consultation protocols and processes are implemented and followed to promote and establish collaborative working relationships with Indigenous communities and other stakeholders.

The challenges faced by this position require thoughtful analysis, reasoning, evaluation, judgment, negotiation, and problem-solving skills. Significant interpretative, evaluative, and developmental thinking is required, along with the ability to build effective alliances, understand complex relationships, and support decision-making processes involving stakeholders, partners, and senior decision-makers. Regular challenges will include problems inherent in managing diverse interests with divergent time frames. The program specialist will be required to work with a variety of participants and stakeholders, manage expectations, and take all perspectives into consideration in order to build consensus in developing options for feasible paths forward for policy and legislative priorities for the ministry. Because of the interconnected and complex nature of the work of the ministry, the various pieces of input requiring coordination will all have differing timelines and dimensionality. This position will work to solve these problems of incompatibility in order for decision-makers to have what they need in a timely manner. Excellent professional judgment is required given the politically sensitive nature of information dealt with and the often-conflicting perspectives, requirements, and priorities of various partners, proponents, and stakeholders. The position will need to operate within an environment of legal uncertainty as the new federal legislation challenges provincial jurisdiction, which will add complexity to negotiations and practical models for service delivery off-reserve.

As this is seen as precedent-setting work and activities, the results are of high-interest to other Ministries including Justice and Solicitor General, Indigenous Relations, and Intergovernmental Relations. This work is

new and evolving, without a prior process or roadmap to follow. The program specialist is required to work within the CFS Mandate, which is expected to be difficult to align with the Act and the position of IGB's. Relationships with First Nations and the Government of Alberta have far-reaching impacts and need to remain intact through sensitive IGB negotiations, transitions and work.

Examples of difficult and challenging situations faced by the program specialist include the following:

- Supporting the implementation of bilateral agreements and transition between the Ministry, IGB's and the First Nations in Alberta for both on and off-reserve service delivery.
- Providing information about the bilateral agreements and messages to CID and stakeholders that align federal and provincial legislation, as well as the CFS Mandate, both for IGB's located within Alberta and out-of-province.
- Working in an unknown and agile environment, as case law evolves and becomes more certain, and changing tactics and approaches as required for productive negotiations and transition to IGB service delivery.
- Working collaboratively with other areas of the Ministry and partnering agencies to ensure a consistent strategic approach is taken in all transitions.
- Providing leadership and support to CID programs and initiatives, while ensuring alignment of activities with Government and Ministry strategic direction.
- Establishing and maintaining effective partnerships and working relationships with representatives of First Nations, IGB's, Indigenous Services Canada to ensure Alberta's position is effectively communicated.
- Identifying and assessing opportunities to continually improve Branch business processes; transform operations; and create efficiencies, as well as directing implementation of improvements to processes.

Types of guidance available for problem solving:

The position functions within the context of policies, statutes, directives, and guidelines developed by Alberta Finance, Treasury Board, Standing Policy Committee, and Cabinet. Key pieces of legislation and policy that set parameters and expectations for the work of the position include the Financial Administration Act, Government Organization Act, Public Service Act, Government Accountability Act, and the Freedom of Information and Protection. Furthermore, the Child Youth and Family Enhancement Act, the Enhancement Act Polices, An Act Respecting First Nations, Inuit, Metis children youth and families, IGB laws, Coordination Agreements and bilateral agreements.

Direct or indirect impacts of decisions:

Strong understanding of both the Indigenous community, Children and Family Services and cross-government political environment is required to promote positive outcomes for both direct and indirect decision making. As the discussion around problems and associated timelines often are evolving, agile communication and being open to ideas for solutions is essential.

Key Relationships

Major stakeholders and purpose of interactions:

- Interact as required with the Assistant Deputy Minister, Indigenous Partnerships and Strategic Services for the purposes of providing information and support briefings and updates; drafting of briefing notes and various correspondence.
- Interact regular and ongoing with the Executive Director for the purpose of providing briefings and updates; provide reports and information on .

-Interact daily with the Director for the purpose of providing daily updates on progress and issues; provide advice to resolve issues, support Branch leadership team.

-Interact weekly/monthly with departmental colleagues for the purpose of exchanging information and to collaborate on initiatives.

-Interact regular and ongoing with CID regional staff and DFNA's staff for information sharing purposes about IGBs and information sharing and working agreements.

-Interact and work collaboratively with IGBs, CID regions and DFNA's for the purposes of identifying files for transfer to IGBs, preparing the files for transfer and supporting in the transfer of the files and jurisdiction to IGBs.

-Interact regular and ongoing with Corporate Finance for the purpose of providing financial information related to CID programming, contracts, agreements and billing protocols.

-Interact regular and ongoing with Legal Services for the purpose of compiling advice in relation to federal legislation, Indigenous self-government agreements, and Contribution Agreements or other agreements with IGB's.

-Interact regular and ongoing with external partners such as IGB or DFNA staff and contacts, Indigenous Service Canada, inter jurisdictional contacts from provinces, territories, and out-of-province IGBs, other ministries, agencies and boards for the purpose of supporting Ministry priorities and positions; identify complex issues, presentations and trainings. Sharing of information, supporting on Sub-tables and collaborating on the development of agreement terms.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other	Other	

If other, specify:

Social work, business, indigenous studies, public administration or a related field.

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

This position requires university graduation with a Bachelor of Social Work and 2 years related experience. Working with First Nations at various governance levels. Knowledge and understanding the complex, dynamic and unique histories, governance, community dynamics and protocols of Indigenous people in Canada. As well as a broad and comprehensive understanding of CYFEA legislation, policies, practice, strategic priorities, challenges, programs and services will be critical in this role. Comprehensive understanding of An Act Respecting First Nation, Inuit and Metis children, youth and families, IGBs, IGB laws, coordination agreements and bilateral agreements. Ability to work in high political and sensitive environments. Advanced level knowledge, abilities and skill with computers and programs.

Equivalency: Master of Social Work and 1 year related experience; OR related university degree and 4 years related experience; OR related diploma and 5 years related experience; OR related certificate and 6 years related experience.

Note: Equivalency for professional roles related to child intervention: Directly related degree or diploma successful completion of in-service or comparable training and 2 years of directly related experience.

Class #: 067HS

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"/>	Focuses on continuous improvement and increasing breadth of insight: • Asks questions to	This position is required to work with multiple internal and external stakeholders to support agreements and

		<p>understand a problem</p> <ul style="list-style-type: none"> • 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>transition plans. At times there may be impasses to reach a consensus and this position must use creative problem solving to resolve the impasse.</p> <p>This position will need to support in advocating, negotiating, and ensuring that all aspects or angles are considered when supporting the transition phase.</p> <p>An act respecting First Nation, Metis and Inuit children, youth and families as drastically impacted CFS. The transition phase from CFS to IGB is completely new and requires flexibility, knowledge and creative thinking.</p>
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiple priorities • Operates within APS value system 	<p>This position is responsible to monitor, track and support agreements and transition planning. This position must demonstrate drive for results to develop resources for tracking and deliverables for agreements and transition plans.</p> <p>This position will support in creation of presentations and training tools for internal and external stakeholders and help to deliver them as required.</p>

Build Collaborative Environments	○ ● ○ ○ ○	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<p>Works with a wide range of diverse groups and must acknowledge and integrate perspectives to shape the work to achieve positive outcomes.</p> <p>This position will need to demonstrate professionalism, address issues as then arise and support a working environment that achieves the goal of transitioning files from CFS to IGB's.</p> <p>This position will support in creation of presentations and training tools for internal and external stakeholders and help to deliver them as required.</p>
Systems Thinking	○ ● ○ ○ ○	<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>This position will require systems thinking perspective that includes children and families, caregivers or other services providers, CFS operations, First Nation, IGB's, various levels of CFS/GOA and Indigenous Services Canada.</p>
Agility	○ ● ○ ○ ○	<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 	<p>This position will need to help support and implement processes that currently does not exist. Transferring active files and the operations from one jurisdiction to other at this scale and in this manner requires adjusting and altering processes, policies and relationships. This position will need to be a broad thinker, anticipate issues and challenges and adjust to them when required.</p>

Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	This position will need to have be part of a larger team to successful achieve role. The team work perspective will be vital to success. Networking with IPass, IR, Justice, CID and EDs internally is necessary. It will also be important to network with Regional staff, care and service providers and DFNA's to ensure communications is effectively provided. However, equally important is networks with First Nations and IGBs.
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Benchmarks

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

006 067HS04 Children's Services Child Intervention Practice Specialist

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____ Employee Name	_____ Date yyyy-mm-dd	_____ Employee Signature
_____ Supervisor / Manager Name	_____ Date yyyy-mm-dd	_____ Supervisor / Manager Signature
_____ Director / Executive Director Name	_____ Date yyyy-mm-dd	_____ Director / Executive Director Signature
_____ ADM Name	_____ Date yyyy-mm-dd	_____ ADM Signature
_____ DM Name	_____ Date yyyy-mm-dd	_____ DM Signature