

Update

Ministry

Public Service Commission

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

Job Purpose and Organizational Context

Why the job exists:

The **Manager, Employee & Workplace Wellness** leads the unit responsible for the design, development and implementation of corporate employee and workplace wellness policies, programs, and services across the APS to help support and maintain a healthy and safe workplace. The Unit leads the development, oversight, implementation, and evolution of the Respectful Workplace Policy, including the development and delivery of the mandated Respectful Workplaces training, as is required by Occupational Health and Safety legislation (i.e. Occupational Health and Safety Act). The position is accountable for the procurement, contract management, governance, and execution of the Employee and Family Assistance Program (EFAP). It also leads enterprise-wide psychological health and safety initiatives, supporting a strategic approach to enhancing mental health outcomes, focused on reducing disability-related absences, and strengthening employee engagement, performance, and organizational resilience.

Responsibilities

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

1. Policy and Program Development & Implementation

Outcome: Lead the development, implementation, and continuous improvement of workplace policies and programs aligned with GoA priorities.

Key Activities:

- Develop and update policies such as Respectful Workplace Policy and Naloxone Framework.
- Incorporate stakeholder feedback into policy and training development.
- Align policies with government direction, including Ministerial Orders.
- Develop implementation plans, critical paths, and communications strategies.
- Manage data related to training completion and policy compliance.
- Collaborate with OHS, CSD, and employee engagement teams to ensure alignment and integration.

2. Training and Awareness Strategy

Outcome: Oversee the design, procurement, and delivery of GoA-wide training initiatives that support respectful, safe, and healthy workplaces.

Key Activities:

- Lead the development and delivery of Respectful Workplaces e-learning.
- Ensure training aligns with policy objectives and GoA values.
- Track and report on training participation and effectiveness.
- Support various communication strategies (e.g., myAPS) to promote awareness and engagement.
- Integrate training with broader LRPP and OHS initiatives.

3. Employee and Family Assistance Program (EFAP) Oversight

Outcome: Direct the strategic management and continuous improvement of the EFAP to meet evolving employee needs.

Key Activities:

- Oversee EFAP service delivery and contract management across the GoA.
- Develop strategies for stakeholder engagement and feedback.
- Identify and address service issues and evolving client needs.
- Lead negotiations for new or amended contracts and services.
- Benchmark against other jurisdictions to inform program development.
- Collaborate with Psychological Health and Safety and Workforce Restoration teams.

4. Strategic Leadership and Stakeholder Engagement

Outcome: Provide strategic direction and leadership to the Employee & Workplace Wellness Unit and contribute to the broader WS&P leadership team.

Key Activities:

- Supervise and support EWW staff and consultants.
- Represent employee and manager interests in all initiatives.
- Participate in setting strategic direction for LRPP and WS&P.
- Act as a trusted advisor on respectful workplace and psychological health and safety strategies.
- Promote a culture of prevention, respect, and psychological safety.
- Support divisional and branch-wide initiatives and emergent priorities.

5. Operational Excellence and Risk Management

Outcome: Ensure operational continuity, risk mitigation, and high-quality service delivery across WS&P.

Key Activities:

- Manage business continuity planning for the branch and division.
- Identify and respond to emerging issues.
- Support contract development and management.
- Provide tools and resources to support client service delivery.
- Frame complex issues and develop integrated, strategic solutions.
- Maintain awareness of legal and procurement requirements.

Problem Solving

Typical problems solved:

1. Navigating Complex Stakeholder Needs and Conflicting Priorities - Balancing diverse and sometimes conflicting interests from stakeholders (e.g., employees, managers, unions, leadership). Policies and programs like Respectful Workplace, Psychological Health and Safety, and EFAP must reflect a wide range of perspectives while aligning with government direction. Challenges include managing feedback loops and expectations; mediating between operational needs and political directives; and ensuring inclusivity and equity in policy design.

2. Managing Vendor Relationships and Procurement Complexities - Ensuring timely, compliant, and effective procurement of services while navigating public sector procurement rules. Delays or missteps in procurement can stall critical services and policy and program rollouts. Challenges include writing and managing RFPs that meet both legal and service needs; negotiating contracts that are flexible yet enforceable; and managing vendor performance and service quality.

3. Responding to Emerging Issues and Crisis Situations - Quickly addressing urgent or high-profile issues (e.g., mental health crises, workplace incidents) that require immediate policy or program responses. These issues often have reputational, legal, and human impacts that require swift, coordinated action. Challenges include mobilizing cross-functional teams under pressure; communicating clearly and sensitively during crises; and balancing short-term fixes with long-term strategy.

4. Ensuring Policy and Program Alignment Across Government - Coordinating GoA-wide implementation of policies and training while ensuring consistency, compliance, and adaptability across departments. Misalignment can lead to confusion, non-compliance, or duplication of effort. Challenges include developing scalable implementation plans; managing data and reporting; and adapting policies to fit diverse operational contexts.

5. Sustaining Staff Well-being and Unit Performance - Leading a team that is responsible for emotionally and politically sensitive work, while maintaining morale, productivity, and strategic focus. The Unit's effectiveness depends on the well-being and engagement of its staff. Challenges include supporting staff through high-stress or emotionally charged work; balancing operational demands with strategic planning; and developing staff capabilities in a complex, evolving environment.

Types of guidance available for problem solving:

The position will use previous experience and application of past and best practice to determine how the problems will be resolved and is given the latitude to make those decisions. Research and planning are required to determine the best action plan for resolution. Recommendations will be presented to executive leadership (PSC and client-department), who will be the ultimate decision-makers. Guidance and support will be provided to the position by the ADM, LRPP and Executive Director leadership, management colleagues, Labour Relations SMEs, HR Operations SMEs, Directives/Legislations/Collective Agreement.

Direct or indirect impacts of decisions:

This position maintains high influence to provide recommendations on directions of complex policies such as the Respectful Workplace policy changes or services through the Employee and Family Assistance program and related services. They are brought into high demand areas with short time frames as it relates to options and briefings required. While this position is the decision maker for the Employee & Workplace Wellness Unit, they must utilize their understanding of policy process, program development, procurement, legal and client service delivery in order to successfully develop action plans.

Key Relationships

Major stakeholders and purpose of interactions:

Department Executive Teams: medium connection, required to be updated on progress of the projects, decision makers

Department management teams: regular connection, require to influence this group to participate in the project action items and provide mentorship and advise to guide interactions with their staff.

HRBP and WS&P management: regular connection to allow for knowledge transfer and future support.

HR Portfolio Directors: medium connection, required to be updated on progress of the projects

OHS Unit/LR Units: medium connection, required to have a regular connection to allow for changes to policy and updates to related training.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Leadership and experience leading a group of employees.
- Experience in supporting groups/teams through policy development and contract development and amendments or RFP processes.
- Experience managing multiple projects and initiatives simultaneously.
- Experience in leading groups/teams through emerging priorities and the flexibility required to shift priorities suddenly.
- Proven ability to develop and maintain collaborative working relationships with clients, co-workers, and unions.
- Excellent interpersonal and communication (written and verbal) skills are essential.
- Working knowledge of HR directives and policies, collective agreements, policies and procedures and federal and provincial legislation is considered an asset.

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	○ ○ ○ ● ○	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, 	LRPP initiatives policies, programs, frameworks, and contracts to meet the needs of the GoA intersect continuously with other areas such as

		<p>political environment and risks when considering possible actions</p> <ul style="list-style-type: none"> • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	<p>CSD, LR-OHS, ER, Investigations, SSPAS, and PHS</p>
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	<p>Priorities can change suddenly and the LRPP Initiatives Manager will need to adjust workloads and processes and can be called upon to support emergent work in other parts of the branch and division. (eg: records management, Covid; policy launches, Lifemark contract, and changed approach to procurement, RFP's or training).</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>Much of the LRPP Initiatives work is a mix of GoA policy, GoA program implications, and operational where deadlines are continuous and unknown or emergent factors can create challenges in getting to an end result. The manager must resolve unknown issues and proactively work towards resolving issues quickly to align with the outcomes expected. Given the scope and scale of the programs across the GoA with multi faceted business lines, consideration to complex factors is continuous. (RWP policy changes and training for the GoA, EFAP program and emergent needs, training and service contracts and meeting emergent demands of clients).</p>