

Public (when completed)

Common Government

Ministry

Jobs, Economy, Trade and Immigration

## Describe: Basic Job Details

Position Name (200 character maximum)

Contract Services Coordinator

Current Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

## Organizational Structure

Division, Branch/Unit

Workforce Strategies - TES Branch

## Design: Identify Job Duties and Value

### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

None.

Responsibilities Removed:

None.

## Job Purpose and Organizational Context

Why the job exists:

Working within the framework of the ministry's business plan, and reporting to the manager, the Contract Services Coordinator (CSC) is responsible for creating and developing responsive labour market programs directly impacting Alberta's workforce. Through collaboration, research and analysis the CSC identifies labour market needs and solutions to address current and anticipated skill and labour shortages. The CSC is responsible for planning and procuring services and evaluating and managing third party service providers via contract. CSC use program policy to create innovative labour market solutions unique to each community and labour need.

This position is relied upon to ensure skills training and employment services are viable, relevant, and in compliance with ministry and GOA policy, regulation, and legislation. Funding is finite via the provincial and Federal Labour Market Transfer Agreement (LMTA). CSCs must prioritize and ensure that procured services align with current government priorities and support the achievement of defined contract outcomes by providing ongoing capacity building. Pay-for-performance contracts require diligent financial management to ensure compliance with contract terms and spending targets are met.

The CSC works independently with a high level of autonomy and has strong negotiation, evaluation and consultative skills. This role is part of a provincial team and requires the development and maintenance of a strong network of collaborative relationships with colleagues across government, service providers, employers, industry/business groups, and community groups to assess training and employment services needed in the local labour market. The CSC works closely with Labour staff such as Workforce Consultants, Indigenous Partnership Coordinators and Industry Workforce Partnership staff to leverage expertise and stakeholder connections. All funding agreements for contracted training programs funded by Alberta Labour are developed, negotiated and performance managed through the contract life cycle by the CSC.

Through their collaborative work with local community stakeholders and their analysis of previous Training for Work Contract approaches and outcomes, the CSC provides expertise, advice and feedback to the ministry about training for work policies and how existing and new programs can meet the needs of unemployed Albertans while addressing gaps in the labour market

## Responsibilities

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

### **Labour Market Development - - Planning:**

- Identify and assess labour market development needs, priorities, and trends by collecting, analyzing, applying statistical data/reports and labour market information from internal (WFC, IWP, Labour tools) and external sources.
- Through collaboration with service providers, government departments, employers, industry/business groups, and community interest groups the CSC identifies emerging labour issue.
- Develop solutions and create a business case for new services that respond to evolving trends and issues in the local labour market including available training options, market demand, cost per client, and budget.
- Provides advice to the TES management team on the allocation of the Training For Work LMTA budget to ensure communities and under-represented groups have their labour needs met. This Investment plan sets the strategic direction for TES spending.

### **Labour Market Development - Procurement:**

- Develop procurement plan including solicitation tool based on approved business case for a labour market need.
- Develop a comprehensive Terms of Reference (planning document detailing business case and strategic

rationale for the project) which becomes the binding reference for procurement.

- Develop a Request for Proposals which becomes the public facing solicitation tool and identifies: clients to be served, program elements to be provided, potential risks involved, budget and resource requirements, and implementation strategies, processes and requirements when new initiatives are undertaken).
- Requests for Proposals can be completed province wide or on a smaller scale for targeted areas based on goals for contract services delivery.
- Other methods of procurement may also be utilized (e.g. sole source, resource lists, requests for information, etc.) and the CSC makes recommendations on the appropriate tool.
- Presents and seeks approval from the Contract Grant Review Committee (CGRC) as applicable ) the Management approved contract procurement plans in the pre-procurement phase for review with a focus on procurement policy compliance, and the GOA procurement accountability framework.
- Coordinate and lead the tendering/selection process, including preparing and implementing all required evaluation and selection tools, responding to questions of proponents including the facilitation of bidders meetings, chairing or participating in the selection committee, conducting proponent interviews, providing recommendations to management regarding selection decisions, and debriefing unsuccessful proponents.
- The CSC is responsible to ensure that the procurement process is fair and transparent and complies with all Ministry and GOA procurement legislation, regulations and policy.

#### **Contract Negotiation:**

- Negotiate agreements with the lead proponent(s) including the training components to be provided, type and numbers of clients to be served, cost per client, fixed fees, and expected outcomes.
- Create legally binding contracts that comply with legislation and government policy. Contracts are written by utilizing the information submitted in selected proposals and the parameters established in the RFP. Contracts are designed to ensure client targets, outcomes, timelines, deliverables and definitions are clear.
- Identify and develop strategies to effectively manage risk specific to the type of service provider and services being contracted and ensure adherence to terms and conditions of the contract.
- Ensure the service provider is in compliance with regards to WCB, POPA/ATIA, Lobbyists Act, legal entity, insurances and other risk mitigation factors.

#### **Contract Management and Performance:**

- Actively engage and support contractors to deliver quality programing as per the terms of their contract and program policy including enhanced training, capacity building and marketing and referral support.
- Identify and resolve program delivery issues, and recommend continuance, amendment or termination of contracts taking legal and client considerations into account.
- Address and resolve issues/complaints related to program delivery, program quality, contractor competence, eligibility and learner funding; troubleshoot unique contract issues.

Review and analyze all contractor invoices for accuracy and contract compliance and approve for payment.

- Prepare budget estimates, forecasts, and accruals based on pay-for-performance contracts and monitor/track expenditures.

#### **Managing Risk:**

- Ensure the Ministry's interests are protected by conducting a risk assessment, develop a monitoring plan and

implement processes to performance manage the department's risk inherent in the provision of services to Albertans through a wide variety of third party service providers.

- Monitor contracts for compliance including client files, administrative systems, departmental reporting systems (i.e. outcomes, indicators, Mobius/TENET), information and privacy management, adherence to learner program policy; interview participants and contractor staff, observe program sessions and analyze data on success rates and client satisfaction.
- Complete pre and post payment verifications in accordance with contract monitoring plan and risk evaluation, to mitigate risk and ensure ongoing quality assurance within the contract
- Monitoring continues through the life cycle of the contract and takes place through regular on site and off site contact with the service provider and client participants. It involves preparing written reports, distributing and analyzing online surveys, tracking statistics, financial tracking, file management, and issues resolution. Frequency and duration of monitoring is based on the identified risk level of the contract.

### **Relationship Management:**

- Apply discretion, professional judgement and neutrality to resolve complex issues with external providers/contractors while effectively handling trusting transparent relationships.
- Build and maintain an effective network of linkages and partnerships with service providers, other funders, key business and industry organizations, community organizations, other levels of government and organizations to collaborate on the development and implementation of strategies to address skill and labour shortages.
- Promote, establish, and maintain collaboration and linkages between the department, service providers, other stakeholders and Albertans to encourage participation in cross Ministry initiatives .(e.g. Alberta Career Week).
- Determine and provide appropriate level of involvement (leadership/collaboration/coordination/support) with stakeholders, committees and networks as needed for advancing coordinated action throughout the community, region or province.
- Participate in funding committees and multi-stakeholder community initiatives related to the improvement of employment services and outcomes for unemployed Albertans and underrepresented groups.
- Exercise CSC role in the provision of ongoing environmental scans throughout projects and macro level involvements to meet training and employment needs throughout Alberta; conduct ongoing community need assessments of local labour market - gathered from statistical reports, external sources, client input, and consultations with industry, community associations, stakeholders, sectors and other government departments.
- Represent the Ministry on inter-departmental committees and cross-ministry initiatives as well as the branch on department committees as assigned.

### **Reporting:**

- Develop recommendations for new strategies and programs that respond to evolving trends and issues in the local labour market and will increase workforce participation.
- Respond to ministerial action requests in a timely manner, utilizing quantitative and qualitative contract data for briefing reports.
- Tabulate, update and report on contract activities tracked by ministry leadership, synthesizing relevant information reported by contracted service providers.
- Evaluate the effectiveness of contract agreements; prepare statistical, financial and program activity reports for each contract.
- Consult with leadership and plan future contract activity decisions, amendments, budgetary changes, timelines

and new upcoming projects.

- Maintain accurate and up to date metrics for use in reporting to federal and provincial funders, internal & OAG audits, and program policy reviews.
- Develop and maintain internal reporting tools where system IT tools do not exist to respond timely to changing reporting needs by Management and Executive.

## Problem Solving

Typical problems solved:

- Determines how to clearly articulate program needs in official tendering documents in order to facilitate responsive program proposals submitted in response to procurements.
- Assess/score unique program proposals against established evaluation criteria to provide clear recommendations to management on the outcome of competitive procurements.
- Interpreting contract terms and program guidelines towards real and/or potential scenarios involving program participants to provide appropriate guidance to contracted service providers.
- Develops and implements strategies to support contracted service providers to reach program objectives.

Types of guidance available for problem solving:

- consultation with colleagues and formal guidance/direction from management

Direct or indirect impacts of decisions:

- success of individual programs
- overall program success
- continuity of quality employment and training services for Albertans

## Key Relationships

Major stakeholders and purpose of interactions:

### Contracted Service Providers:

-Monitor agreements and delivery of services; discuss and resolve contentious issues; review, assess, evaluate agreement outcomes and make decisions on the effectiveness of the services provided; provide direction and expertise to service providers in carrying out their agreements.

- Support and develop capacity within service provider organization, sector and/or community.

### Program Clients:

- Interview clients to support contract monitoring
- Observe client sessions to fulfil monitoring requirements.
- Listen to client feedback and address any issues related to program delivery.

### Individual employers and business/industry groups (e.g. associations and chambers):

- Identify labour market skills gaps and/or vacancy rates.
- General information sharing.

### Community and other stakeholder groups (e.g. interagency meetings, cross sectoral initiatives):

- Identify issues, as well as to consult, advise, and share information.

Branch staff including Management:

-Share, coordinate, review, and evaluate information and projects relating to the suite of training and employment programs offered.

-Problem solve, seek direction, clarify expectations, strategize responses, update, provide recommendations.

-Provide information and answer queries about programming.

Other GOA Ministry staff:

-Explore partnership opportunities

-Information sharing; inform planning; eliminate duplication

-Assist with procurement activities

Public Inquiries:

-Directly assist or refer to appropriate services.

**Required Education, Experience and Technical Competencies**

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Other

Designation

Other

If other, specify:

Social Work; other specializations and professional backgrounds also possible.

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

**Knowledge:**

· Comprehensive knowledge and understanding of Federal, Provincial and Local labour market issues, constraints and potential solutions and how they affect Albertans, industry, and employers as it relates to skill shortages, recruitment and sustainable employment.

· Comprehensive knowledge and understanding of procurement legislation, regulations, policies, methods and procedures.

· Knowledge of contract law

· Knowledge of writing and managing funding agreements.

· Comprehensive knowledge of contracting, monitoring, evaluation, invoicing, outcome measurements and risk management practices.

· Knowledge of existing federal, provincial, municipal and rural programs and initiatives available to Albertans to address labour market issues.

· Knowledge of funding streams available to Albertans via the ministry's Training for Work and Workforce

## Partnerships programs.

- Knowledge of the many legislative, inter-provincial agreements, inter-governmental agreements, policies and procedures impacting government funding agreements. These include but are not limited to: Procurement Accountability Framework (PAF), Government Organization Act (GOA), Financial Administrative Act (FAA), Alberta Accountability Act, Agreement on Internal Trade (AIT), New West Partnership Trade Agreement (NWPTA), Governmental Procurement Agreement (GPA), and a variety of other acts that also impact contracting: Income and Employment Supports Act and Regulations, Employment Insurance Act, Protection of Privacy Act (POPA), Access To Information Act (ATIA), Employment Standards, Occupational Health and Safety Act.
- Knowledge and ability to involve a diverse group of stakeholders, and understand their unique needs in the labour market.
- Knowledge of essential skill and skill training theories and frameworks as well as career development theory, practice and application, and adult education and training as it relates to contracting employment and training services.
- Knowledge of adult learning styles, barriers to learning and employment, skill gap analysis, labour and skill shortages, employer, business and industry needs.
- Knowledge of assessment and evaluation tools and the qualifications to administer and interpret them to ensure that clients are properly assessed so that their service/training needs are correctly identified.
- Knowledge of client tracking systems, statistical and outcomes reporting and data integrity requirements.
- Technical Usage Skills (e.g. Windows platform, MS Office, Word, Excel, PowerPoint, Outlook, Lync, Internet Explorer, SharePoint, 1GX, Mobius/TENET, Alberta Purchasing Connection (APC), Strategic Information Environment (SIE), Targeted Referral Feedback)
- Knowledge of all roles in 1GX or other departmental contract management computer systems or databases in order to facilitate their role and function.
- Knowledge of the ministry's mandate and business plan priorities, organizational structures, protocols and reporting procedures.
- Knowledge of Learner Income Support Benefits and alternative funding streams available to Albertans.
- Knowledge of under-represented groups in the labour market, including indigenous persons, immigrants, youth, and mature workers.

### **Skills and Abilities:**

- Communication skills: reading, writing, speaking in public, listening, questioning, explaining, resolving conflicts, persuading, negotiating, teaching and chairing meetings. Excellent verbal communication skills and the ability to exercise discretion and diplomacy while communicating with a variety of audiences. Tactful communication skills needed in conducting discussions with external providers (e.g. competition and proposal debriefings, etc.).
- Requires strong written/literacy skills with careful attention to detail in creation of documents: requests for proposals, action requests, briefing notes, evaluative reports, contract schedules and amendments.
- Numerical skills: counting, calculating, measuring, estimating, budgeting and using numerical reasoning - understanding how to work with numbers or statistics; knowing how to read data and interpret statistics. Ability to extrapolate data and report outcomes, compile contract schedules, forecast and budget for contracts.
- Logical thinking skills: problem solving, investigating/researching, analyzing, synthesizing and assessing. Strategic thinking abilities to analyze, assess and evaluate proposals to determine successful outcomes of program services and prepare written comprehensive and strong business case to proceed with contracts.

- Negotiation, mediation and conflict resolution skills to work effectively with clients, stakeholders, service providers, organizations and community groups taking into account various cultural and business perspectives.
- Leadership and time management skills: making decisions, directing/supervising, initiating, interviewing, planning, scheduling/prioritizing, adjusting, organizing, coaching and feedback. Capacity to manage multi-disciplinary contracts simultaneously while managing deadlines.
- Interpersonal skills: getting along, using tact, supporting, accepting authority, respecting differences, working on a team and stating opinions. Strong aptitude and skill sets to work independently as well as in a provincial team. Proficient collaboration, teamwork and facilitation skills to build consensus and partnerships.
- Technical skills: understanding and performing computer operations, using a variety of operational equipment (e.g. photocopier, facsimile, office phone/headset, smart phone/tablet devices, constructing using a variety of computer software -- Microsoft office, excel, word processor, outlook, database, etc.). Required use of virtual technology (Lync, Zoom and Skype) and other roundtable devices/webcams as the contract staff and external providers are province-wide.
- Creative capabilities/helping skills: creating, designing, displaying, adapting, serving others and cooperating, writing to educate. Creativity and innovative thinking and planning skills are key to developing labour market training and employment services. Helping organizations build capacity is required in existing contracts and with future proponents and service providers to meet expectations for ministry strategies and outcomes.
- Project management skills - manage large scale, province-wide projects such as provincial procurements, developing project concept/parameters, leading and/or collaborating to determine scope, timelines, progress, and to determine corrective action, and ensuring proper implementation and closure and evaluation of the project.
- Adaptability to travel independently from base office to service provider locations and various community locations which may require driving significant distances.

### 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 | <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"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul> | CSC work in a complex and interconnected programming ecosystem where factors must be continually assessed to determine their impacts on programs. |
| Agility          | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> </ul>   | Operating environment changes often, both internally and externally. CSCs must be able to adapt effectively to                                    |

|                   |           |  |   |
|-------------------|-----------|--|---|
|                   |           | <ul style="list-style-type: none"> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>                                     | change in order to be effective in their roles.   |
| Develop Networks  | ○ ○ ● ○ ○ | <p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul> | There is a broad range of internal and external stakeholders that impact program outcomes the CSC role; maintaining and leveraging these relationships is critical to success. CSC is a primary government representative to multiple organizations who are active vendors with government; this involves holding vendors accountable to contractual obligations. |
| Drive for Results | ○ ● ○ ○ ○ | <p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>     | Program and unit have well established benchmarks for successful outcomes. CSCs help ensure programs are meeting these objectives.  |