

**New**

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (200 character maximum)

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:

This position is necessary to support the integration of operations across Disability Services, North Zone. The Service Support Coordinator/Worker plays a pivotal role in Service Coordination for caseworkers, data management and analysis, supporting service design and planning, and process development. This includes initiatives, projects and ongoing operational procedures involving both the Persons with Developmental Disabilities (PDD) and Family Support for Children with Disabilities (FSCD) programs.

## Responsibilities

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

### **Resource Acquisition for Clients**

Responsible for maintaining up-to date information in relation to resources so that clients can be connected to either the funded services they've been assessed for and/or to generic or private community resources where appropriate. Key activities include:

- Analyze and interpret information in order to connect clients to appropriate programs and services and to provide advice and guidance to colleagues on trends realized over time.
- Consult with colleagues and stakeholders in efforts to assist and refer individuals to appropriate services.
- Assist when an urgent situation arises by providing guidance and problem solving abilities.
- Ensure list of clients seeking services is current and maintained. Connect with colleagues when clarity or additional information is needed. Work with Service Support Supervisor when there are discrepancies in information provided.
- Ensure Service Provider information for PDD is current and maintained. Connect with colleagues and service providers when clarity or additional information is needed.
- Maintain database/tracker of outcomes for clients seeking services, e.g. acquired services or not
- Maintain a variety of records in relation to generic supports, which is necessary to provide information and resources to community stakeholders.
- Meet with service sector stakeholders as requested for the purposes of providing updates, direction, training and consultation.
- Connecting with contracting resources to provide updates, exchange information and coordinate messaging, training and meetings as necessary.
- Register Individual Service Requests from service providers and modify document so it is ready for Program's review.
- Communication between internal and external stakeholders is imperative to ensure the Service Access process is effective.
- Develop and maintain relationships with service providers.
- Ongoing quality control of all databases and trackers to ensure integrity of data.

### **Data Management, Analysis, and Organization:**

Responsible for completing a variety of data management activities that inform program operations and procurement activity. Key activities include:

- Data analysis and reports as requested, including Excel pivot tables, charts, dashboards, etc.
- Receive and collate data for time sensitive requests.
- Statistics for resource acquisition; research and analysis as directed to inform need for procurement activity.
- Various ongoing and one-time requests from either program or procurement areas.

### **Case Management Support:**

Responsible for completion of tasks that support effective and efficient case management activities so that program recipients receive information in a timely manner and program expectations are

met. Key activities include:

- Making referrals to regional resources (e.g. FBC).
- Making referrals to provincial resources and maintaining a provincial tracking system for programs that are provincial in nature, such as the Family Resource Centres (FRC).
- Responding to stakeholders' questions and concerns through direct action or connection to the appropriate colleague.
- Verification of services as requested.

### **Procedure Development:**

Responsible for ensuring the Service Support team's procedures are lean and efficient and supporting the development of efficient processes throughout the program as requested. Key activities include:

- Process mapping.
- Working with cross-functional teams to build efficient procedures.
- Create, organize, and store procedure documents.
- Assist in the evaluation and development of Best Practices in delivery of department program and services.
- Participate in special project development, design, and delivery.
- Work with the Service Support supervisor to develop, evaluate, refine, and maintain Service Support processes, documentation, and tools. Ensure these processes are streamlined for efficiency and effectiveness.

### **Other Responsibilities:**

- Participate in providing training to internal staff and/or service providers and author resource manuals and support documents when required.
- Travel: Occasional travel to visit funded programs and attend agency meetings.
- Training: for current role or developmental as per performance agreement.
- May participate in regional/zone/provincial committees in support of Disability Services.
- Administrative tasks such as responding to requests for information, personal workload planning, etc.
- Other duties as required.

### **Problem Solving**

Typical problems solved:

Reporting to the Service Support Supervisor (HSW7), the Service Support Worker functions within relevant legislation and regulations for both the PDD and FSCD Programs, as well as applicable Ministry and government policies, procedures, and guidelines.

Service Support Coordinators/Workers work internally with DS Caseworkers, Managers and Directors, Contract and Procurement Specialists, Issues Management, payments, administrative staff, and/or other Government of Alberta teams to assist with process development, referrals for Albertans, data analysis and reporting, project planning and implementation, and case management

support.

Tasks assigned augment program operations and processes that may link with front line Casework in both FSCD and PDD, Procurement and Resource Management, Issues Management, Payments and Administration, and Policy.

Work that could arise in this position will vary greatly and may come from various levels of the organization. This could include requests to respond and follow up on resource acquisition for clients, and problem solve issues that are brought forward from both internal and external stakeholders.

This role will provide input and feedback into improvement strategies, audits, means to implement changes in policy. There is also a requirement to complete time-sensitive requests from leadership.

This role will connect with external stakeholders in relation to Expressions of Interest and complete follow-up activities in relation to addressing client needs.

Types of guidance available for problem solving:

Guidance is available from the Service Support Supervisor, Manager as well as program experts in PDD and FSCD from either the program or procurement areas, depending on the nature of guidance required.

Direct or indirect impacts of decisions:

## Key Relationships

Major stakeholders and purpose of interactions:

### **Internal:**

Service Support Supervisor - Interact weekly or as required, working on a strategic and operational level to address the need for innovation in Service Support practice. Communication and direction will be provided as changes occur.

Caseworkers and Casework Supervisors within DS North Zone - Interact on a daily basis to respond to, follow-up on, and problem solve resource acquisition for clients.

Management - Interact as required to provide input and feedback into improvement strategies, audits, means to implement changes in policy. Complete time-sensitive requests from leadership.

Procurement Resource Management - Interact on a daily basis or as needed, to have ongoing communication about resource acquisition for clients and capacity of service providers.

### **External:**

Service Providers - Interact daily to connect in relation to Expressions of Interest and complete follow-up activities in relation to addressing client needs.

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**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other	Business	

If other, specify:

Human Services, Social Work, Psychology. Equivalency: Related education or experience considered
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Job-specific experience, technical competencies, certification and/or training:

<p>The role requires extensive experience in client response environments. Awareness of disability-related and multicultural issues are preferred as the client base is diverse.</p> <ul style="list-style-type: none"><li>• Consultation and interpersonal skills. To interact, collaborate with, and maintain positive working relationships with all levels of the department, Service Support team, and external stakeholders.</li><li>• Research and information integration skills including the ability to analyze and synthesize information drawn from various sources and develop recommendations based on findings.</li><li>• Strong organizational skills including ability to multi-task and prioritize multiple responsibilities to meet deadlines. Able to handle a large variety and volume of requests from an extensive case management team and prioritize responses appropriately.</li><li>• Commitment to client service, confidentiality, discretion, and tact.</li><li>• Above average verbal and written communication skills, particularly in terms of providing and exchanging of potentially sensitive information.</li><li>• Above average computer skills including ability to work effectively and efficiently with Microsoft Office and M365.</li><li>• Ability to assess the accuracy and reliability of data.</li><li>• Able to work independently as well as lead and contribute effectively within a team environment.</li><li>• Demonstrate initiative, consistent and correct judgement, and flexibility.</li><li>• Ensure that system changes have been reviewed and that any impacts have been identified.</li><li>• Capacity to independently and accurately assess, interpret, and represent the work of others.</li><li>• Ability to problem solve and develop creative solutions.</li></ul>
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**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>	The position is required to synthesize information, determine the best resources to affect an appropriate response to emerging issues, and make sound decisions.
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"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	The position is required to find ways to align needs with program expectations. They must also address difficult situations as they arise, and work with a variety of contacts, and address policy and procedural challenges to achieve results.
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> <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>	The position is required to appropriately respond to changing directions, multiple priorities and to adapt and adjust to stakeholder and collegial needs.

Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<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>	<p>The position is expected to be able to work independently and with others, and continually strive for improvements and efficiencies. This position works with various stakeholders to achieve outcomes. The position is required to deliver thoughtful, comprehensive, and well-developed outcomes.</p>
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> <li>• Seeks to understand perspectives and needs of others</li> <li>• Follows through, has integrity and respect for others</li> <li>• Helps and follows through</li> <li>• Keeps key stakeholders informed; is professional and respectful</li> </ul>	<p>This position is required to develop strong networks in order to solve problems, address concerns and understand information.</p>
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> <li>• Creates sharing opportunities</li> <li>• Actively shares, accepts and listens to others</li> <li>• Recognizes conflict, respects and discusses opinions openly</li> <li>• Supports group even to learn from mistakes</li> <li>• Recognizes differing interpretations</li> </ul>	<p>This position is required to create novel solutions and improve responses based on supporting the various groups they interact with on a daily basis.</p>
	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>		

**Benchmarks**

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

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