

Update

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

CRS Team Lead

Current Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Alberta Emergency Management Agency (AEMA) is accountable and responsible to the Government of Alberta (GoA), to Albertans, to their communities, and to industry for the protection of people, their property and the environment from the effects of emergency events. The AEMA accomplishes its objectives by leading the co-ordination, collaboration and co-operation between all entities involved in mitigation, preparedness, response, and recovery activities.

The Recovery Branch assists individuals, businesses, municipalities, Metis Settlements and government departments' recovery from damages caused by a disaster by providing financial assistance for uninsurable losses that are repair or restorative in nature. DRPs can have multi-million dollar budgets and be required to serve thousands of Albertans. Each DRP is unique and must be tailored to the nature of the disaster and number of people impacted. Recovery programs are managed in accordance with the Disaster Recovery Regulation, the Disaster Assistance Guidelines (DAG), Hazard Assistance and Resilience Program (HARP), and the Disaster Financial Assistance Arrangements (DFAA).

Given the uncertainty in the scope, frequency and number of extraordinary events resulting in DRPs, coupled with the attrition rate as a result of temporary salaried positions to achieve DFAA constraints, the Team Lead fulfills a critical leadership role in the successful delivery of DRPs.

Reporting to the Manager, Government of Alberta Recovery Initiatives the Team Lead may supervise a team consisting of up to seven Case Managers and File Review Specialists in the initiation, coordination, and administration of DRPs for Government of Alberta (GoA) ministries.

Responsibilities

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

Supervise up to seven Case Managers and File Review Specialists to foster consistency in case management and high quality service to all GoA ministries.

- Lead, coach and mentor Case Managers and File Review Specialists to work with GoA ministries on DRP initiatives (e.g., on DRP eligible expenses, how to create a submission and do a line-by-line review of each requested expense for DRP eligibility and recommend payment),
- Develop, deliver and update training content and job supports as needed,
- Provide guidance to Case Managers and File Review Specialists to help them resolve sensitive, complex or ambiguous situations,
- Foster consistency in case management to achieve a high quality of service for all DRP clients,
- Review all files for completeness and accuracy prior to their submission for approval as part on ongoing quality assurance,
- Provide rationale for decisions and address queries in emotionally charged situations.
- Manage complex cases for assigned GoA ministries in accordance with DRP regulations, guidelines, policies and processes.
- Provide DRP program policy subject matter expertise, information, feedback and guidance to assigned GoA ministries on all aspects and legislation for inter-unit transfers related to DRPs,
- Evaluate projects and associated documents submitted by GoA departments for eligibility with the province's DAG and the Government of Canada's (GoC) Disaster Financial Assistance Arrangements,
- Provide quarterly and annual forecasting, accrual justification and expenditures in accordance with accounting principles,
- Develop briefing notes, transmittal memos and speaking notes as part of program administration as required. Create briefing notes with very tight turnaround times for the Minister, Deputy Minister,

Managing Director, regarding status of payments, submissions, and inquiries regarding eligibility,

- Interpret policies and procedures regarding disaster recovery federal and provincial legislation for all GoA departments,
- Assist with policy recommendations to address issues that arise during the development and administration of DRPs,
- Research emergency management best practices and tools in other jurisdictions and develop recommendations to contribute to enhancing Alberta's DRP service excellence,
- Provide expertise and advice to the team and other units or ministries as needed on GoA Recovery Initiatives and DRP processes.
- Contribute to the timely administration and delivery of DRP financial assistance:
- Support the coordination and development of DRP budgets in line with Central Banker principles and processes,
- Process DRP claims in accordance with program protocols, decisions are documented, and records are properly stored in accordance with policy and program audit guidelines,
- Develop and prepare payment recommendations in accordance with the GoA and GoC eligibility requirements,
- Review and analyze GoA and GoC legislation and eligibility requirements,
- Verify applicant files are prepared for GoA and GoC audit and adhere to provincial and federal standards, and
- Lead and respond to third party auditor inquiries on federally eligible programs and act as a point of contact for GoA and GoC auditors.
- Collaborate with other AEMA colleagues and stakeholders to meet operational priorities:
- Develop and maintain relationships with internal and external stakeholders,
- Work with stakeholders including evaluators, engineers, and ministry partners to support timely processing of applications and stay abreast of emerging and existing issues,
- Provide and participate in training events for surge resources and stakeholders as required,
- Participate as needed with the coordination of the Provincial Recovery Coordination Center, the development of DRP budgets and the operation of Program Application Centres, assisting AEMA Field Officers in the coordination and administration where required, and training of involved GoA ministry employees on DRP, and
- Work closely with the contracted specialists, representatives for Alberta Environment and Parks, Indigenous Relations, Alberta Agriculture and Forestry, Alberta Transportation, Alberta Health, Alberta Health Services, Alberta Community and Social Services, Indigenous Affairs and Northern Development Canada, Public Safety and Emergency Preparedness Canada, municipalities, and field officers as needed to collect, interpret, analyze and report data and other information pertaining to an event.

Achieve expected performance measures and outcomes of the team:

- Oversee the grant and program management of all GoA ministry expenses for DRPs,
- Consolidate team monitoring and reporting into unit level reports and update against expected performance measures and standards,
- Provide updates and statistical information on the status of GoA Recovery Initiatives in a timely manner,
- Lead, or participate in Lessons Learned and Best Practices processes to identify improvements for

future DRPs, and

- Provide inputs and recommendations as needed to inform policy discussions and decisions.

The Team Lead may be required to work in the Provincial Operations Centre or on field assignment as needed during emergencies in order to coordinate provincial emergency response efforts and/or support/advise/assist government ministries, municipalities, and/or other organizations. In these circumstances, the position may require working extended and irregular hours and/or shifts with minimal or no notice.

Sustaining relationships with supported ministries. The administration of GoA DRP initiatives are protracted up to five years and require close consultation and coordination with senior staff (SFO, executive and senior managers) from other provincial Ministries. While Case Managers are the first point of contact, the Team Lead must, given the protracted nature of GoA recovery initiatives, be proactive when there are changes to key appointments in the Ministries and/or reorganizations to sustain the relationship with supported ministries.

Program complexity. The Team Lead is responsible for managing the administration of assigned DRPs. This includes the day-to-day supervision of Case Managers who have been assigned a ministry with multiple DRP initiatives/projects. The Team Lead initiates, plans, executes, monitors and closes the assigned DRPs under the supervision of the Manager who is responsible for the portfolio of DRPs. The Manager supervises the Team Lead and manages the portfolio of DRPs that include ministry applicants. Portfolio management encompasses the centralized management of multiple DRPs, which includes identifying, prioritizing, authorizing, managing, and controlling programs, and other related work, in order to achieve the strategic business objective of the Branch.

Projects and budgets within supported ministries can be diverse. For example, review of procurement processes, complex funding arrangements, geotechnical and engineering reports, multi-year projects, cost-sharing between federal and provincial funds. Multiple DRPs can be in existence at any one time, each with their own set of requirements. Effective case management contributes to integrity in the use of financial resources to compensate for disaster recovery.

The Team Lead directly impacts the implementation of specific DRP programs that provide provincial and/or federal funds to other GoA ministries to reimburse costs for projects related to emergency response or disaster recovery.

Program policy integrity. As part of program management, the Team Lead is responsible for planning and managing the associated program(s) scope, stakeholders, risks, budget and schedule. Throughout these processes the Team Lead provides policy interpretation and guidance to Case Managers and to provide leadership with recommendations to facilitate inter-unit transfers as part of program requirements. The Team Lead will provide coaching to Case Managers and is the first option for issues management as the need arises. Issues management will follow the organizational chart as they escalate depending on scope, magnitude, urgency and importance.

The Team Lead is expected to coach and provide guidance to Case Managers that will encourage equity, fairness, transparency and compliance while bearing in mind precedent and the strategic implications of decisions as it relates to the application of policy for the DRP and the DFAA. The DRP provides the overarching policy and guidelines for program administration; however, the incumbent is expected to interpret gray areas and be able to articulate decisions and rationale internally and to applicants. Communication strategies may have to be adapted to work with different ministries and external stakeholders. Approaches to resolve problems require expertise in the DRP requirements and the ability to assimilate multiple pieces of information. The Manager is available to support problem solving as needed.

Continuous improvement. The Team Lead implements DRP management methodologies on behalf of ministry applicants.

Attrition and organizational agility. To be eligible for DFAA funding, the Recovery Branch employs Temporary Salary contracts as the means to establish the workforce. Given the duration of the contracts, attrition is high and the Team Lead is required to spend more time training and providing direct supervision to new Case Managers and File Review Specialists. With larger extraordinary events, the Team Lead may be required to increase staffing levels quickly and must balance workloads between legacy and new programs.

Problem Solving

Typical problems solved:

The Team Lead will encounter problems throughout the planning, initiation, administration and closure phases of DRPs. These problems will include:

- Forecasting resource requirements for the tenure of a program in order to complete the DRP. As such the Team Lead plays an integral role in the recruitment, training and ongoing coaching and development of Case Managers and File Review Specialists.
- Managing the program budget, which includes safeguarding financial transfers adhere to the Disaster Assistance Guidelines and the Disaster Financial Assistance Arrangements. Numerous issues will arise throughout this process and the Team Lead certifies stakeholder relations are maintained and substantial justification provided to federal counterparts for projects that do not typically align with the guidelines of the program.

Types of guidance available for problem solving:

The Manager, Director and Executive Director of the program area will provide coaching and direction to the Team Lead to navigate policy and stakeholder related issues that may arise. The Team Lead has access to other program areas such as Program Interpretation, Finance, and Engineering to provide advice and direction in those technical areas.

Direct or indirect impacts of decisions:

The impact of decisions related to the program include:

- financial payment, tracking, reporting and the receivable,
- department reputation with internal and external stakeholders, and
- precedent related to business processes and policy interpretation and application given strategic advice provided to decision-makers (high ability for influence in this position).

Key Relationships

Major stakeholders and purpose of interactions:

Manager and Director - provide leadership with updates and recommendations as it relates to the planning, implementation, monitoring, execution and reporting for the ministry component of DRP.

Team - provide daily coaching and guidance; guide issues resolution on specific cases to reduce escalations to the Manager; guide employees in accordance with performance measures for the unit; review all files prior to submission to the Manager.

Other Recovery Units - collaborate on specific cases; share information; provide expertise on GoA Projects DRP work; draft responses to Action Requests and briefings.

DRP Finance - provide summaries and approval documents / evidence to support inter-unit transfers, accruals and lapses.

Ministry Partners: Financial Officers and Project Managers - manage complex case files; respond to specific

queries; guide the ministry through DRP processes; follow up on outstanding documents.

Third Party Auditors and Public Safety Canada - liaise on specific claims re: cost share program information and expectations.

Required Education, Experience and Technical Competencies

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

If other, specify:

Business Administration, Project Management, Emergency Management

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

Education and Experience

- Post-secondary degree and a minimum of four years progressively responsible work experience in a related field. A related field includes education in Human and Social Sciences, Engineering or Business or experience in Grant Administration, Project or Contract Management. Equivalencies for experience in place of education will be considered eligible.
- Experience with grants, contracts or project management is an asset.
- Certification and/or training in Project Management and Leadership is an asset.
- Experience in emergency management with a non-government organization or at the local, provincial level is an asset.
- Experience in supervisory roles with employee development and/or coaching is an asset.

Knowledge

- Knowledge of the Emergency Management Act, Disaster Recovery Regulation, Disaster Assistance Guidelines, and Disaster Financial Assistance Arrangements.
- Knowledge of budgeting, forecasting to understand project finances that are part of the DRP.
- Knowledge of the GOA financial systems and management reporting processes, timelines and guidelines.
- Knowledge of the emergency management framework that is applicable to the GoA.
- Knowledge of the mandates of ministries, with more detailed knowledge of ministries that form part of the assigned caseloads.
- Knowledge of the procurement policies and processes applicable to the GoA.
- Knowledge of fiduciary responsibilities related to utilization of public funds.
- Knowledge of audit processes.
- Understanding of various professional reports is an asset (e.g., engineering reports, geological reports)
- Familiarity with commercial insurance, leasing documents, and financial statements.

Skills and Abilities

- Project management, coaching, relationship building and stakeholder management
- Strong verbal and written communication skills - public relations, report writing, listening, conflict management, meeting skills, negotiating, networking, relationship building, and teamwork
- Ability to work in a fast paced, high stress environment that requires issues management and problem solving skills
- Ability to provide stakeholders and leadership with appropriate consultation that takes into account

policy and financial implications of recommendations or decisions.

- Ability to provide strategic evidence based decision making. This will require in-depth research, analysis and problem solving skills as well as the ability to influence up and down, effectively communicate while demonstrating innovative thinking
- Proficiency in the use of technology for communication, database management, database queries, analysis, and reporting purposes (e.g. ERP Database, MS Word, Excel, PowerPoint, Access, Outlook, M365, Internet and Intranet, and Share Point).

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>Obtain and utilize previous audit feedback from the OAG, third party and federal auditors' project scope and program expenditures data to plan, initiate, execute, monitor and close DRPs.</p> <p>Utilize the ministry business plan, AEMA and Recovery Branch's strategic and operational plans to effectively administer DRPs.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Engage stakeholders and Case Managers to identify emerging issues that arise from program management. Analyze, develop and implement systems and processes to resolve identified issues and reduce risk whilst demonstrating continuous improvement in program administration.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same 	<p>Recruit, train and lead a team of Case Managers and File Review Specialists throughout the planning, initiation, administration and</p>

		<ul style="list-style-type: none"> • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	closure of multiple DRPs.
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>Lead the initiation, planning, execution, monitoring and closure of DRPs.</p> <p>Develop, implement and provide progress reporting for the program plan and annual operational plans.</p>
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <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 	<p>Develop and maintain stakeholder relationships with ministry applicants, federal stakeholders and auditors to facilitate program completion and resolve issues as they arise.</p>
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>Develop and maintain relationships with internal and external stakeholders that include DRP Finance, Recovery Branch, Ministries and Public Safety and Emergency Preparedness Canada to resolve emerging issues and demonstrate continuous improvement in program administration.</p>

Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Seeks out learning and knowledge-sharing opportunities: <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	Train new and coach existing Case Managers and File Review Specialist to manage projects, their associated budget and stakeholders. Work with assigned employees to set professional development goals and provide meaningful feedback that will foster growth and development. Research, identify and complete self development tools, and techniques that will enhance and demonstrate leadership and competency.
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Benchmarks

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

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