

Update

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Contract Specialist

Current Class

Human Services Worker 7

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

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

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Edmonton Region, Children and Family Services, provides services to children, youth and families under six primary legislative acts; *Child, Youth and Family Enhancement Act (CYFEA)*; *Protection of Sexually Exploited Children Act (PSECA)*; *Family Support for Children with Disabilities (FSCD) Act*; *Protection Against Family Violence Act (PAFVA)*; the *Protection of Children Using Drugs (PChAD) Act* and the *Child Care Licensing Act (CCLA)*. Program services provided under these legislative acts are provided directly via fixed price, block funded or fee-for-service contracts under the 1GX system. The Contact Specialist position provides program needs assessments, program planning, consultation, contract negotiation, monitoring and evaluation of Collaborative Service Delivery, Group Care, Foster Care, Supported Independent Living, Personalized Community Care, PSECA, Family Intervention, Clinical Services, Home Assessments, and Cultural services in Edmonton Region. This position ensures the development of a service philosophy and framework that promotes prevention, preservation, protection and permanency, and partnerships in an integrated community based service delivery system with a strong focus on Indigenous and ethno-cultural services. The Contract Specialist ensures a continuous improvement model of service delivery and a rigorous outcomes-based performance measurement, monitoring, and evaluation framework. Contract Specialists form part of the regional strategic planning arm of Edmonton Region and play a major role in the implementation of the Edmonton Region business, strategic and operational plans.

Responsibilities

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

Contracting:

- Negotiates contracts with agencies and organizations that have been approved for funding as per established procedures.
- Provides consultation to contracted agencies/service providers and organizations, Regional and Ministry staff and other government departments i.e. how to become a service provider - needs/process; info on services/costs; consultation on difficult issues; info on types of service/funding.
- Participates in and leads program and service design and development processes, i.e., One to One Crisis Support.
- Reviews agencies' ability to provide service/records/programs.
- Reviews agencies audited financial statements and makes recommendations for transfer, retention and return of funds where surpluses occur.
- Participates in tender processes including preparing information packages, evaluation tools and acts as resource to other selection committee members in evaluating proposals.
- Participates in or chairs various groups and committees pertaining to contracts, both internal and external to the department - provides information regarding program evaluation to service sector groups.
- Problem solves or mediates between agency and the Region e.g., disputes over rates or payments, duration of services, complaints against service providers including quality of care issues and Provider Concerns Response (PCR).
- Prepares written documentation on resource questions and outcomes of conflict resolution/financial matters/reviews, etc.
- Ensures that contracts reflect the needs and priorities identified in the Business Plan, the Service Delivery Model and the Program area (i.e. CI unit offices).

Monitoring and Evaluation:

- Ensures comprehensive management and accountability of the contracts.
- Ensures contracted agencies identify measurable outcomes for their program areas.
- Monitors and evaluates the effectiveness of programs and services to ensure compliance to established standards and identified departmental needs.
- Meets with the Contract Manager concerning site visits performed, awareness of emerging issues, problems/solutions, opportunities, committee progress, and any other pertinent information.
- Advises Manager of contentious issues immediately.
- Reviews and analyzes statistical and program reports that are submitted in accordance with the contract and applicable policy.
- Ensures appropriate interface between agencies and service teams in delivering integrated services to meet child/youth needs.

Community Assessment, Consultation, and Partnerships:

- Ensures that community stakeholders and potential service applicants are aware and up to date on the goals and direction of the Ministry and of Edmonton Region.
- Provides consultation to community planning groups around program services.
- Provides advice and support on the development and promotion of integrated community services.
- Participates on committees as required, related to program services both internally and in the community.
- Identifies service delivery needs and program gaps, and recommends priorities for development or expansion.
- Fosters the concept of partnership between agencies, the CI unit offices, clients and community stakeholders.
- Partners with provincial accreditation agencies in reviewing standards.

Program Support

- Prepares guidelines/policy directives/resource directory information packages for agencies.
- Takes the lead in working with the agency where contract closure may be necessary.

- Assists in the review and development of regional policies and programs for direct services as required.
- Determines if programs and services represent appropriate stewardship of funds.
- Participates in planning for regional allocation of program budgets and for long-range planning for the Authority.
- Recommends contract changes where necessary to improve support and service delivery.

Problem Solving

Typical problems solved:

Knowledge:

- Program area knowledge of intervention services, child care approaches, prevention strategies and programs, treatments and interventions including knowledge of the latest service innovations, research and developments related to Child and Family Services. This also applies to negotiations, monitoring of contracts and to the development of new resources.
- Departmental policies, procedures and philosophies concerning the provision of social services to assess and evaluate contracted services.
- Program functions and organizations to evaluate and monitor contracts and ensure regional needs are met.
- Community agencies, resources to provide consultation and assist in the development of new resources.
- Evaluation techniques used to assess quality and suitability of funded agency services.
- Community development to provide consultation to groups/agencies.
- Contract management.
- Administrative and management systems to evaluate and monitor and to provide consultation.
- All legislation related to the program area either directly or indirectly.
- Financial requirements - policies and procedures, budgets.
- Must be knowledgeable of all legislation related to the program area either directly or indirectly, i.e.,: CYFEA, FSCD Act, PSECA, PChAD, PAFVA, Social Care Facilities Licensing Act, Social Care Facilities Review Committee Act, Young Offenders Act, CYFEA. Regulations and Licensing Regulations, Financial Administration Act, and Freedom of Information and Privacy Act.
- Contract Management Manual, Procurement Accountability Framework and Procurement Manual, Ministry and Regional policy, Fee for Service guidelines, Specialized Contract Resources Manual, Intervention Services and Prevention Services Resource Directories, Master Agreement and labor relations.

Skills:

- Communication, both written and oral, presentation of information, and understanding of departmental policy and philosophy.
- Public speaking.
- Negotiation skills for contract preparation and monitoring and evaluation of contract provisions.
- Facilitation of small and large groups related to resource or program planning.
- Be a strong team player and work within Contract Resources, and across units, to build strong relationships with colleagues and agency staff.
- Problem solving skills to resolve agency/department, inter-agency and other conflicts.
- Organizational skills to effectively manage workload and be accountable for work performed including, program, contract, team, and agency work, as well as authorization of invoices and payments.
- Dispute resolution skills in complex, and politically sensitive situations.
- Be able to work independently in an organized and efficient manner.
- Computer skills - ability to use current and learn future programs and software.
- Strong human relations skills as interaction with people at various levels within or outside the Authority.

CONTACTS: The main contacts of this position and the purpose of those contacts.

- Executive Directors and Managers of community agencies to negotiate contracts, mediate conflicts and

provide consultation.

- Regional/Departmental program experts to get clarification, seek direction on program specific issues or to coordinate activities.
- Regional program staff to provide consultation on case or agency specific issues.
- Other government departments to represent region on committees dealing with related issues.
- Inter regional Contract Specialist committees to deal with program issues, facilitate inter-regional coordination of services, provide consultation and clarify policy.
- Federal government departments, agencies to share information, for consultation and to be up to date on new initiatives.
- Stakeholder groups to participate on committees address specific issues or provide information.
- Neighborhood center staff, agency staff.
- Individuals seeking information on contracted services.

Types of guidance available for problem solving:

- Reports to a Contract Manager.
- Work is performed with minimal direct supervision.
- Areas falling outside of established policy or those with potential political implications are brought to the Supervisor's attention.
- Submit monthly program and committee work reviews and annual agency evaluations.

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

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- Regional/Departmental program experts to get clarification, seek direction on program specific issues or to coordinate activities.
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- Other government departments to represent region on committees dealing with related issues.
- Inter regional Contract Specialist committees to deal with program issues, facilitate inter-regional coordination of services, provide consultation and clarify policy.
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Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Human service related - Sociology, Psychology, Social Work

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

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		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		