

New

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Team Lead (Program Integrity)

Requested Class

Supervisory Level

Cost Centre

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

EFS/Income Services/Income Services Investigation

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Program Integrity

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Income Services Investigation Unit (ISIU) investigates alleged crimes of deceit against the provincial benefit programs, administered by the Ministry of Assisted Living and Social Services (ALSS).

Reporting to the Manager in the ISIU and working in collaboration with the ISIU Management Team, the Team Lead manages and participates in the Program Integrity related work of the unit.

The Team Lead is responsible for the direct supervision of members including supervising and coordinating the work of members and utilizing good management and supervisory practices to develop and maintain an effective, focused and professional team.

The position provides leadership for implementation of business unit goals and strategies and leads change by translating broad organizational strategy into meaningful functional actions and information for members of the investigation team.

The Team Lead consults and collaborates with representative stakeholders, both internally and externally to build relationships and improve information exchange.

Responsibilities

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

1) Daily Operations

- Monitor and assist Operational Support and Administrative Support staff in their role and responsibilities supporting ISIU.
- Work within a team environment to support ISIU and provide cover-off for other ISIU Team Lead positions.
- Orientate and train new team members.
- Organize and attend team meetings and training when required.
- Coordinate and manage information requests under Freedom of Information and Protection of Privacy (FOIP) legislation.
- Respond to Action Requests and review/edit responses to the information.
- Ensure adherence to records retention and disposal of records.
- Liaise and/or assist law enforcement agencies and Crown Prosecutors.
- Liaise and/or assist Appeals Secretariat.
- Responsible for the development, implementation and modification of existing administrative policies and procedures, including management of ISIU's on-line and telephone communications for public complaints, and Requests for Investigation (RFI) from benefit program areas.
- Responsible for the development, implementation and modification of existing operational support policies and procedures.
- Prepare appeal packages for overpayments completed by Operational Support and attend appeals as the Investigation Unit Operational Support representative.
 - Review and document all relevant information concerning the appellants situation and the department's position for the appeal hearing.
 - Complete an Administrative Review upon receipt of a Notice of Appeal and enter the information into the appeals system.
 - Schedule appeal hearing dates.
 - Communicate with the Appeals Secretariat.

2) Supervision

Supervise and coordinate the work of staff, utilizing good management and supervisory practices to develop and maintain an effective, focused and professional team. The position is responsible for the direct supervision of the Operational Support and Administrative Support positions.

Activities:

- Coordinate daily operations of the team to ensure adequate staffing is in place.
- Manage case volumes to ensure equitable case distribution amongst staff.
- Participate in the recruitment, orientation and training of team members.
- Encourage member participation in career path processes that benefit individual and organizational development.

- Model, foster and support personal and professional development of team members, including assessing training needs and developing individual training plans, to promote competency development.
- Review/approve leave and training requests.
- Manage employee performance agreements, including monitoring and providing feedback on employee performance.
- Consult with the Manager on performance issues that might require action.
- Support consistent application of legislation, policies, and procedures.
- Ensure adequate resources are available and accessible, to ensure work is completed and carried out in a timely manner.
- Meet with team members on a regular basis to review workload.
- Act as a general resource for other team members.
- Review work product for quality, completeness and accuracy.

3) Leadership

Contribute to the development and implementation of operational goals and strategies and the building of effective teams.

In concert with the Leadership Team:

- Support ongoing operations of the unit to achieve standards and business goals.
- Participate in Leadership meetings.
- Compile, analyze and present data/trends to support the leadership team in their review of operational goals and plans.
- Collaborate with Benefit Program Leadership on fraud prevention and program integrity initiatives.
- Monitor and report on progress towards operational goals throughout the year, highlighting areas of concern or risk and providing recommendations for action.
- Participate in the development and implementation of ISIU standard operating procedures, to contribute to team performance and standards.
- Translate broad organizational strategies into meaningful operational actions to be taken by members.
- Lead change when organizational priorities shift.
- Oversee work according to strategic operational plans.
- Remain current and informed in best practices, and issues to promote awareness of related information and discuss with leadership.
- Support operational objectives, ensuring workflows in an efficient manner.
- Create a positive work environment by promoting health and wellness actions, attraction and retention strategies and employee recognition initiatives.
- Ensure timely dissemination of information to members.
- Ensure operational needs of office and team are met regarding equipment, resources, etc.
- Promote a safe and hazard-free worksite aligned with Occupational Health and Safety.

4) Community/Stakeholder Development

Participate in partnerships, as needs are identified, to increase and improve relationships with both internal and external stakeholders.

- Promote professional conduct, sensitivity and leadership when dealing with the public.
- Provide consultation with staff from the Benefit Programs.
- Maintain appropriate network of contacts.
- Develop and maintain positive stakeholder relationships with Justice and Solicitor General, the Provincial Crown Prosecutions office and the Appeals Secretariat.
- Liaise with other government offices provincially and federally.
- Mediate to resolve contentious issues amongst team members, other ALSS staff, clients and members of the public.

Problem Solving

Typical problems solved:

The position must review and assess work being done to determine the most viable approach, based on knowledge and experience. The position will interact with members of the public and benefit program clients which can be challenging and sometimes adversarial. The ability to deescalate confrontational situations is a key attribute of the role.

The position plays a significant role in establishing and maintaining a work environment that is conducive to employee satisfaction and productivity. The role must balance assignment of work and manage team performance, to build an effective team.

The position is involved in change management practices and provides direction on the implementation of business unit goals and strategies.

The position interacts with clients who may be emotionally charged due to assessed debts/overpayments being pursued. Conflict resolution and tactfulness are required to attend to the sensitivity and diversity of issues addressed by this position.

Types of guidance available for problem solving:

Performs functions within well-defined program guidelines with many business rules and consistent practices in place.

Direct or indirect impacts of decisions:

Position has considerable contact with internal/external stakeholders, typically for exchange of information.

This position is authorized to make final decisions within their field of expertise and the parameters of policy.

Key Relationships

Major stakeholders and purpose of interactions:

The position may be required to contact the following stakeholders:

- Alberta Justice and Solicitor General.
- Provincial Crown Prosecutions.
- Appeals Secretariat.
- Employers, trades and other organizations.
- ALSS staff and other Ministry staff.

- Alberta law enforcement agencies.
- Federal government.

Required Education, Experience and Technical Competencies

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

If other, specify:

Social Sciences, Humanities, Business or another related field and considerable, progressive experience.

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

The position requires:

- Decision making ability based on sound judgment and fairness.
- A high degree of professionalism and initiative.
- Ability to work independently.
- Excellent organizational skills to balance multiple tasks and prioritize.
- Good writing and summarizing skills, including accurate spelling, grammar and punctuation.
- Effective listening skills and the ability to provide appropriate verbal and written communications.
- Be adaptable to change and have a high degree of problem-solving skills and solid judgment to identify appropriate solutions.
- Effective case management and time management skills are essential to the position.
- Proficient knowledge and experience with Microsoft Office products, Information technology systems/ programs, and records management.

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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <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 	
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Plans according to career goals and regular development: <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; 	

		attempts stretch goals <ul style="list-style-type: none"> • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	
Systems Thinking	○ ● ○ ○ ○	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	
Agility	○ ○ ● ○ ○	Identifies and manages required change and the associated risks: <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • 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 	

Benchmarks

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

Benchmark Position: PS4, Program Delivery Supervisor (024PS54)

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.

Vacant

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature