

Working Title Regional Office Manager	Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit
	Manager, Legal Support & Admin Service	ACPS, Operations & Strategic Support Office
		Ministry Justice
Present Class Legal Administration 5	Requested Class	
Dept ID	Program Code	Project Code (if applicable)

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

The Alberta Crown Prosecution Service (ACPS) is responsible for the conduct of prosecutions brought forward pursuant to the Criminal Code, Youth Criminal Justice Act, and provincial statute offences. The ACPS strives for just and timely outcomes for accused persons, victims, and the public. Residing within the Ministry of Justice, the ACPS promotes safe communities by vigorously prosecuting cases involving serious and violent crime and works with individuals and organizations in the community to identify and implement improved and alternative approaches to the administration of criminal justice. In addition, the ACPS develops criminal law policy for the province and supports criminal law consultation with other levels of government.

In consultation with the Deputy Chief Crown Prosecutor, this position manages all administration for the Regional Crown Prosecution Office. This includes managing all administrative staff, operational planning, staff allocation, business functions, office budget, and overall operations of the Regional Crown Prosecutors office including human resource processes, budget, and accommodation needs. This position is responsible for the full supervisory duties of legal assistants, disclosure clerks, paralegals, and summer students. This position provides all in-house training, on the job training, and coaching to administration staff.

The Office Manager in consultation with the Deputy Chief Crown Prosecutor, is responsible for identifying and planning for the changing needs of the office and is the key contact and principal resource person for the day-to-day administration of the Regional Crown office.

This position provides the legal support for the Deputy Chief Crown Prosecutor on complex and serious files (non-homicide or death related) and is the designated cover-off for paralegals including any work that the paralegal may not be able to take on due to work volume limitations. This position may also provide administrative & legal support to the Chief Crown Prosecutor as needed and is the primary point of contact for all internal and external stakeholder concerns.

The Office Manager shares the responsibility (along with the Deputy Chief Crown Prosecutor) for strategic planning involving management of finances, human resources, systems, facilities, and general administration. The Office Manager also participates and implements recommendations agreed upon at the regular Office Manager meetings for the Criminal Justice Division. The Office Manager also ensures the Deputy Chief Crown, Crown Prosecutors, and support staff are appropriately supported in all needs required to complete their role.

This position works independently within a framework of applicable legislation, policies, procedures, regulations, and precedents. This knowledge is applied in a variety of complex situations and constantly changing scenarios in the legal landscape. As no management resides at any of the regional offices, this position is heavily relied on to ensure smooth operations (similar to courthouses and correctional facilities).

There are currently 13 Regional Crown Prosecutor Offices located in Alberta. Each office has a designated Office Manager

- Calgary Rural and Regional Response Office (CARRRO)
- Edmonton Rural and Regional Response Office (ERRRO)
- Fort McMurray
- Fort Saskatchewan
- Grande Prairie

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- Hinton
- Lethbridge
- Medicine Hat
- Peace River
- Red Deer
- Slave Lake
- St. Paul
- Wetaskiwin

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

1. Coordinate Human Resources processes for the Regional Crown Office including employee relations, compensation, classification, succession planning, and recruitment

- Manage employee relations including investigation of complaints and/or grievances as well as disciplinary procedures that involves utilizing skills in conflict management, mediation and resolution for sensitive situations. Ensuring that the Collective Agreement and internal GoA HR policies are adhered to.
- Ensure all direct reports meet performance goals and expectations including development and implementation of Performance Improvement Plans for employees when expectations are not met.
- Review support staff structure to enhance work efficiency within the Regional Crown Office to ensure the best support for prosecutors.
- Manage the recruitment of administrative employees including preparing all Staffing Requests, consulting with TAS, job advertisements, screening resumes, conducting interviews, checking references, and reporting final selection to Human Resources Manager. Conduct all on-boarding activities for regional staff (including Crowns and articling students) including commencement, orientation, and termination documents as required. This includes communication prior to first day, ordering computer equipment, and granting access to all necessary programs, folders, and distribution lists via BERNIE. Ensures completion of all commencement forms and assists with any pay and benefits questions from new employees including ensuring benefit enrollment is completed.
- Act as liaison between all employees and central services within the Government of Alberta; including (but not limited to) Pay & Benefits and Human Resources.
- In consultation with the Deputy Chief Crown Prosecutor, conduct interviews and support the recruitment of region Crowns.
- In consultation with the Deputy Chief Crown Prosecutor, schedule Crowns for conferences and training including making accommodation reservations and payments.
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2. Provide supervision and direction to the administrative staff through effective leadership and support skills.

- Provide a positive approach and demonstrate leadership by training, mentoring, and motivating the administrative legal staff. Strong leadership by the position is imperative to the ongoing success of the ACPS.
- Mentor and coach support staff and provide them with challenging opportunities ensuring the development of appropriate skills and competencies to guarantee continuity of operations, achievement of office objectives, succession planning and cross-training, while maintaining a positive atmosphere conducive to good employee morale.
- Ensure that staff understand the goals and strategies of the Ministry and the Division.
- Administer the performance planning process for support staff by ensuring that goals are set, reviewed and achieved along with training and development needs to fulfill operational requirements.
- Employee relations issues such as staff conflicts, potential grievances, or disciplinary matters are dealt with in a sensitive and tactful manner in compliance with Human Resources policies and procedures.
- Monitor and coordinate workload issues such as overtime and leaves to ensure adequate support is available for prosecution.
- Maintain absence administration for Prosecutors and Support Staff and manage reporting requirements for pay & benefits on leaves.
- Responsible for all time off approvals of support staff and ensure staffing and operational requirements are met during absences.
- Ensure the health and safety needs of staff are appropriately addressed, including all occupational health and safety issues that may arise.

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- Primary contact for all issues requiring escalation and act to deescalate and mitigate risk to the GOA in doing so. This includes difficult or aggressive members of the public. This requires comprehensive understanding of the legal system in order to rectify and excellent problem solving. The Office Manager must utilize their discretion to determine if notification of the Crown, Court Sheriffs, and GOA security is warranted to ensure the safety of those attending court while balancing availability of resources.

3. Efficient and effective coordination of the business finances

- Full accountability for the regional budget including oversight of the cost center budget by collecting and compiling data and forecasting future needs, including those that result from procedural or legislative changes.
- Designated Expenditure Officer (EO) authority for the region, reviews and approves all regional staff expense claims and ensures GOA policies are adhered and administered.
- Identify cost saving and efficiency measures through purchasing and budget management.
- Prepare monthly expenditure forecasts, which involve monitoring the processing of account payable, ad hoc, travel and expense claims, advances, leased and fixed asset purchases.
- Manage manpower budgets monthly and update financial records for the purpose of finance reconciliation and budgeting for the division.
- Accounting responsibilities ensuring accuracy of deposits, payments to vendors, and procurement card reporting and reconciliation. Processing of all invoices which includes invoice review for accuracy and appropriate entry and data coding in 1GX for payment.
- Reconciliation of monthly supply and services reporting to ensure that expenditures are correct within the budget
- Manage witness expenses and payments in line with the GOA policies.
- Manage administration processes to ensure that invoices can be paid to vendors in a timely manner.
- Manage and reconcile GOA procurement cards for the region and ensuring that GOA policies are adhered and administered.
- Ordering and purchasing of all supplies and materials on a regular basis to accommodate the requirement of the office.
- Ensures time sheets are completed and substituted in a timely and accurate manner for all summer students including summer law students.
- Responsible for all accommodation bookings (both in house and Crown travel) and their respective budget requirements.
- Ensure payment of Law Society fees for prosecutors including gathering necessary information and ensuring new lawyers are listed accordingly and previous lawyers are removed to ensure information is accurately provided to finance to ensure all eligible prosecutors at the regional location have their fees paid to avoid any suspensions.
- Taken over from RCMP, this position is now responsible for all transcript requests. The office manager is responsible for setting up Purchase Orders and Purchase Requests for the transcript request, tracking each request, ensuring accuracy of transcripts, and the respective invoice process.

4. Effective coordination and organization of accommodation and facilities requirements

- Identify and plan for the needs of the office and serve as the main contact for the entire office location.
- Negotiates directly or oversees negotiations with vendors for the leasing of equipment, facilities, telecommunications, supplies, fix assets and surplus furniture.
- Makes recommendations for changes in the office's physical structure (i.e. Renovations).
- Coordinate accommodation requirements such as telecommunication requests, IT needs, and equipment contracts and renewal.
- Ensure record management of all files following GOA protocols.
- Monitor security concerns and requirements and make recommendations as necessary and maintain the security system. This position is the contact for after-hours alarm triggering. Ensure any security concerns are reported to Security Manager and/or OHS and reported accordingly in 1GX. Coordinates with building management to ensure building safety or security issues are addressed.
- When required; Preparation and maintain a Business Continuity Plan to ensure critical services are available in the event of a disruption in services. Coordinates alternative arrangements for entire office location in the event of facility disruption. This position is designated as Floor Warden and a member of the Facility Emergency Response Team for the regional office location. This also includes managing the Facility Emergency Response Plan (FERP) and communicating this with all employees within the building.
- Responsible for full coordination of regional fleet vehicle(s) including maintenance of regional fleet vehicle including scheduling repairs, maintenance, detailing, and coordinating with fleet management for replacement of vehicle when

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required and maintaining the record of vehicle service history. Point of contact for all fleet related communication internally and external vendors as well as communicating procedures and booking information to staff.

- Ensure(s) vehicle has first aid kit, safety equipment, and maintain GPS unit and FOCUS access to run reports if required. This position ensures staff are aware of driver responsibilities and rules for operating a GOA vehicle and maintains all scheduling for use of the vehicle report. Includes vehicle and tracks all associated cost for monthly finance reports and reconciliation.
- Responsible for driver management and maintaining list of all authorized staff and ensure licenses are current. Tracks vehicle usage and monitors mileage to support vehicle use.

5. Management of the legal administrative work for Prosecutors

- As an integral part of the prosecution team, this position oversees, manages, and assumes substantive and procedural legal work, including administrative responsibility, for assigned files to assist with ensuring compliance with common law principles, legislation, and regulations. This includes specialized knowledge of the Rules of Court, police investigative techniques, and respective Criminal Code requirements in order to provide advice, direction and mentoring on the content of disclosure, to provide advise and assistance on trial scheduling and scheduling of pre-trial applications, and the content and format of required documents, affidavits, and Notices.
- Understand the required legislative and administrative requirements to oversee or participate in managing a Prosecutors portfolio of work. Office Managers must stay current on legal research techniques, jurisprudence, legislative and procedural changes, amendments to the Criminal Code, and Supreme Court decisions in order to ensure to advise and provide assistance on the completion of legal documents and disclosure related issues on prosecutions. This role must also assist in ensuring Jordan timelines are met by creating file summaries for prosecutors to easily identify delays while in court and complex scheduling of trials and pre-trial motions.
- Understand the GOA administrative requirements to manage an office in a regional location.
- Effective management and organization of legal files and documents in preparation for Provincial Court and/or King's Bench.
- Effective management of witnesses in the prosecution of cases which may involve several witnesses, including professionals.
- Utilize GOA programs to verify charges, subpoenaed witnesses, assigning files, verify scheduled court dates and electronic file management. As ACPS utilizes many different systems and several are unique to the GOA, it is imperative to understand all relevant programs and how these programs communicate with each other.
- Provide and obtain information from defense counsel, investigative agencies, witnesses, Judge's offices, court services staff, Assistant Deputy Minister's office, appeals branch, general public and other internal agencies.
- Work with the Courthouse and RCMP to ensure all three offices are adhering to policy, procedures, disclosure, and file management.
- Track disclosure issues with defence lawyers.
- Coordinate appearances for regional Crown offices such as Edmonton, Calgary, Regulatory or Special prosecutions to arrange for regional Crown Prosecutors to appear as agents on their behalf as necessary.
- Manage disclosure requirements on all files and ensure accurate FOIP application.
- Implement new office procedures as per divisional requirements and/or internal processes that will create workflow efficiencies.
- Flag files for assignment to the Assistant Deputy Chief Crown and provide available options for Crown assignment based on Court schedules, workload, required agent of the Attorney General designations, and relevant knowledge/experience.
- Provide cover off for legal assistants and paralegals as necessary. This includes docket preparation, emails and correspondence, and vetting files. As most regional offices only have one paralegal, having the same working knowledge and ability to cover major files for paralegals when they are absent (or when work capacity is limited due to working other major files with conflicting schedules) is crucial.
- Paralegal scope of work within ACPS is typically specific to files focused on homicide or death due to high workloads and limited paralegals in regions, while Office Managers provide the file support for Deputy Chief Crown Prosecutors on other serious and complex files that require a larger field of legal knowledge including major fraud, sexual assault, high profile media files, arson, and aggravated assault. This includes reviewing files, providing case summaries, assisting with briefs and written arguments. Office Managers are particularly involved in larger fraud and financial cases due to financial expertise and to identify missing disclosure and potential issues.
- Office Managers make recommendations on legal issues related to a number of files, particularly around the scheduling of trials and pre-trial motions, bail, disclosure, and the content and form of documents, affidavits, and Canada Evidence Act notices.

6. Records Management

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- Responsible for gathering and storing all regional employee information for both legal and support staff.
- Inventorying physical files (homicides and other serious files) and sending to ARC for archiving.
- Oversee the electronic files maintained in PRISM and CReF, electronic trial scheduling, and electronic filing of documents. This position serves as the designated expert on all of these systems, training staff, trouble shooting, and develop solutions to overcome challenges within the system. Serve on PRISM working groups to ensure up to date knowledge on problems in the province and upcoming changes.
- Work directly with Deputy Chief Crowns for the review of serious files to protect information that in the event of its release, could result in serious injury or harm to the named personnel.
- Full authority and sign off on all criminal e-files for destruction.
- This position can change the life management cycle of a file. This means even if a file is scheduled for destruction (ie. 5 years after closing) they have the access and authority to change all criminal records schedule for a file and retain for longer period than set out in file due to circumstances. This is the sole position that has the responsibility for extending life cycle of a file. This requires excellent knowledge and understanding of records management of both physical and electronic files and the required retention lengths of different file types. This position reviews all files eligible for destruction and approves/rejects files that cannot proceed to destruction including those under hold. The managers interpret the use of the life cycle in accordance with records management regulation (A.R. 224/2001) and Government Organizations Act (R.D.S.A 2000), Chapter G-10, Schedule 11.
- Responsible for litigation holds when legal action is taken against the department. It is mandatory that they maintain the integrity of the file. If this is not done accurately, charter applications may result which can create in severe financial and legal ramifications. Excellent knowledge of all pertaining acts to ensure alignment with record management obligations is required.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

Provides supervision and direction to a team of legal assistants to ensure that all operations and procedures carried out are compatible with the goals of the Division. This includes collaboratively supporting crown prosecutors' work within applicable legislations, regulations, and Acts.

Must identify and plan for the needs of the office and serve as the main contact for the day-to-day administration in the office. The work generally comes from the requests of the Deputy Chief Prosecutor and the administrative and operational needs occurred in the office.

Supervises the work of the administrative staff, providing direction, coaching and mentoring to ensure cross-training and achievement of the objectives of staff in supporting prosecutors. This includes completing the work as necessary in legal assistant and paralegal capacity. Also provide legal administrative support to the Deputy Chief Crown Prosecutor and Chief Crown Prosecutor. This involves work on serious and complex violent files such as evidence summaries, witness coordination, identification of missing disclosure and communication with all stakeholders.

This position requires a broad-based knowledge of divisional operations and a strong understanding of potential implications when presenting viable resolutions to unique concerns. Problem solving for this position will need to be handled with sensitivity and require the ability to balance competing interests, legal obligations, and operational needs.

Expected to independently come up with recommendations on case files with limited direction from the Crown Counsel initially and use judgment to prepare the file for court. The Office Manager is required to make recommendations on legal issues and seek solutions within case law, legislations, and statutes. The Office Manager completes research and provides recommendations to Crown Counsel on the requirements of the file and summarizes volumes of evidence. Office Managers must apply their knowledge to the broad scope of files in the office and make recommendations on legal issues related to any number of files, particularly around scheduling of trials and pre-trial motions, bail, disclosure, the content and form of documents and affidavits, and Canada Evidence Act Notices.

Office Managers are required to work independently and are frequently need to make decisions in the absence of the Deputy Crown Prosecutor, applying their experience and knowledge of the appropriate legislation and rules in an increasingly complex legal landscape.

The position develops and supports a team approach, building effective relationships and working productively with all levels of divisional staff, PSC Human Resource contacts, and AUPE to ensure an inclusive and collaborative approach.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

This position contributes significantly to the effective and efficient prosecution of serious and complex cases. The position is accountable for tasks through others that impact on the division's ability to meet its objective. The position exercises a high degree of applied legal knowledge and integrity when making decisions and changing work priorities/situations require increased latitude to consider best course of action.

This position makes decisions regarding unique issues and situations in compliance with division policies, procedures, and objectives. Decisions must not compromise existing principles or set precedents that are not appropriate or justified. Errors or poor decisions can result in jeopardized prosecution and public safety concerns.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

Experience:

- Legal Assistant Diploma and minimum of five years' work experience related to criminal experience or activities.
- Considerable senior legal assistant and administrative experience in a highly computerized environment.
- Supervision, office administration, and budget management experience or equivalences.
- Experience in planning, developing and managing projects.
- Exposure to automated financial systems would be an asset.

Knowledge:

- Comprehensive understanding and knowledge of the Criminal Justice System, legal theory, and processes.
- Comprehensive knowledge of Microsoft Office, Adobe Pro, 1GX, Criminal E-File.
- Knowledge of the Department's business environment and processes and the Divisions business plan.
- Knowledge of various Acts and legislation as well as policy, procedures, agreements and other authorities including; the Collective Agreement, signing authority documentation, Financial/Budgetary Policies and Procedures., FOIP Act, Administrative Policies and Procedures; Government and departmental programs, systems and procedures human resources procedures and services, and experience in planning and developing large and small scale projects.
- Knowledge of human resource, financial and administrative processes, and procedures.
- Knowledge of group dynamics, facilitation, and consultation.
- Understanding of general management principles, budgeting and financial planning.
- Understanding of project management principles, processes, cost management and scheduling.
- Understanding of organizations, team operations, and human relations.
- Understanding of the principles and processes of organizational effectiveness and organizational change.

Skills:

- Excellent oral and written communication skills and interpersonal skills.
- Exceptional organizational and analytical skills.
- Sensitive to issues when dealing with confidential or contentious matters.
- Superior planning, organization and general management skills including project management and the ability to prioritize on the basis of goals and objectives.

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

Deputy Chief Crown Prosecutor - Coordination of work, advice, and exchange of information and file tracking - daily
Prosecutors - Coordination of work, advice, and exchange of information and file tracking - daily
Support Staff - Coordination of work, advice, and exchange of information and file tracking - daily
Manager, Admin & Legal Support - Direction, consultation, resolve issues, coordinate efforts, obtain advise
Director, Business Operations - Liaison and exchange of information regarding overall office activities - as required
GOA Finance - Liaison and exchange of information regarding budget reporting requirements - monthly
GOA Public Service Commission - Liaison and exchange of information regarding staffing requirements and recruitment - as required
GOA Pay & Benefits - Liaison and exchange of information regarding pay & benefits - as required

External contacts:

RCAS - Court Services - Exchange of information regarding court scheduling and technology - as required
Law Enforcement Agencies - Exchange of information regarding case file information - as required
Victims/witnesses/members of the public - provide information regarding procedural information and victim services.
Defense/accused - provide information - as required.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

Supervise Legal Assistants (LA2) and Paralegals (LA5) as well as Litigation Assistants (AS4) and Reception (AS3) where applicable

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.