

New

Ministry

Children's Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Reg. Contract Resource SM

Requested Class

Senior Manager (Zone 2)

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

Edmonton Region

☐ Current organizational chart attached?

Supervisor's Position Name (30 characters)

p

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

This position reports to the Edmonton Region Executive Regional Director. The Regional Contract Resource Senior Manager is responsible for strategic leadership and oversight of procurement plans and the lifecycle for Regional CI Delivery contracted services that are provided to children, youth, and families in Children and Family Services - Edmonton Region. A strong strategic procurement plan is essential to the success of regional service delivery.

CI programs and services span intake through assessment, case management, legal permanency, and transition services. Edmonton Region Children and Family Services covers urban Edmonton, the surrounding suburban areas as well as Paul First Nation, Enoch First Nation, Alexander First Nation and Alexis First Nation. Services are provided to a large number of indigenous families both on and off reserve, and to multi-cultural and newcomer communities.

Edmonton Region procures roughly 200 million dollars of services annually to support CI Delivery. The Regional Contract Resource Senior Manager will provide guidance to the Executive Regional Director, the Regional Leadership team and Regional Finance to ensure strategic planning in executing the regional operational plan which supports the overarching ministerial business plan. The Senior Manager will be able to identify procurement priorities and related strategies, create implementation plans, quality assurance strategies, and continuous improvement activities to achieve regional, ministry, provincial and priorities. The incumbent is expected to work closely with colleagues across the other regions while also supporting the provincial team. The incumbent will also provide leadership and direct supervision to the Edmonton region contract team.

Responsibilities

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

The Regional Resources Contract Senior Manager will:

Develop, maintain, implement and evaluate procurement plan and delivery for Edmonton Region Children and Youth Services, in alignment with legislation, best practice and Ministry and Divisional priorities.

- Develop comprehensive procurement and resource management plans, in alignment with Divisional procurement planning, provincial procurement direction, legislation, policies, and best practices; plans respond to diverse community needs, support integrated service delivery, and incorporate cost transparency and regional trends.
- Develop and implement operations plans in alignment with the department plan and ministry priorities, ensuring rigor and alignment with ministry and Government of Alberta (GoA) frameworks in all functions.
- Ensure Procurement lifecycle activities meet program and regional needs while remaining economical, efficient and in line with GoA requirements and standards.
- Conduct research and ensure that services provided to children and families align with best practice and maintain a focus on continuous improvement.
- Lead the development of mechanisms for the collection, analysis, reporting and dissemination of regional service information within the region to inform procurement planning and decisions.
- Maintain a close working relationship with the regional finance team and ensure compliance and alignment with our allocated budget. Proactively flag cost pressures and potential deficit to the Regional Finance team. Ensure effective stewardship of government monies.
- Provide direction and required approvals for procurement initiatives in line with government and ministry frameworks, policies, standards, and contract law (e.g., ensure use of quality assurance practices, financial delegation requirements are met, Contract and Grant Review Committee (CGRC) risk assessment are completed, records management).
- Direct monitoring of contracts, grant agreements and key performance outcomes during the year to ensure services are being delivered as required and to identify any trends and challenges in a timely manner.

Lead regular quarterly meetings with contracted service providers.

- Identify and implement improvement strategies, quality assurance and reporting that align with stakeholder input, provincial initiatives and operational plans and reconciling differences where these arise.
- Approve agreement amendments or terminations on behalf of the Division for Edmonton region within the delegated Expenditure Officer matrix.
- Ensure the region is current on new procurement approaches and processes and assist with informing/ educating contracted service providers to support required practice shifts.
- Support and guide management and staff with complex decision making and the response to operational issues as they arise (e.g., policy exceptions, unexpected situations).
- Direct responses to issues or conflicts arising between legislation, policy and regulation of practice delivery versus contract/grant (e.g., advise Regional Executive Director manage dispute resolution and escalation processes, facilitate conflict resolution).
- Provide direction, guidance, and obtain required approvals through the procurement lifecycle.
- Provide advice to the Regional Senior Leadership Team on a variety of strategic management issues and recommend strategies to address existing or emerging issues.
- Work closely with licensing teams to ensure Providers comply with both contract/grant and regulations. While working closely with both CI and Caregiving teams are aware of concerns (this included CI's, ROI's etc) to ensure everyone including the Regional Director is aware of situations/ issues and or trends that are occurring within our contracted services.

- Oversee the integration of GoA human resource, financial and technology systems, directives, and processes (e.g., 1GX Human Resources, 1GX Supply Chain Management).

Represent Edmonton Region at provincial contract and procurement tables and ensure that provincial strategies are implemented to sustain consistency across all regions and to build best practice.

- Sit as an active member of Provincial Contract Management COP jointly lead provincial procurements (e.g. Home Assessment Reports, Therapeutic Foster Care, etc).
- Attend regular scheduled meeting with ALIGN.
- Direct the responses to requests from the branch or from provincial bodies pertaining to procurement-related information, contract and grant services delivery, and data for the region. Advice and training are provided to address issues and enhance capacity for effective, value-added, and fair procurement and contract/grant management in line with GoA and ministry requirements.
- Assess and make decisions on issues or situation not addressed in policy (e.g., situations that have unusual budget implications; have policies and legislations in conflict (e.g., Government Procurement or Ministry contracting policy and Child and Family Enhancement Act), or are highly sensitive (e.g., placement of youth in conflict with contracting law/policy).
- As required, represent the region on community-based committees, ministry, and cross-government initiatives.
- Represent the region and ministry to key stakeholders, building strong linkages with full consideration for the stakeholders' perspectives, to enhance the exchange of information, promote best practices, and enhance service delivery outcomes.
- Collaborate with Associate Directors across the province on provincial practice governance portfolios that span all regions (e.g., Caregiver supports, Therapeutic Foster Care)

Indigenous perspectives and diverse cultures are reflected in procurement planning, evaluation and all services provided to children, youth and families.

- Demonstrate a strong knowledge of Indigenous ways of knowing and being. Have a clear understanding of reconciliation and develop a strong understanding of the client base CI serves.
- Ensure all new procurement processes for services for children and families overtly incorporate an Indigenous worldview and framework. Develop and implement a plan to monitor all contracted services to ensure they are culturally based and responsive to the needs of Indigenous families, as well as multi-cultural and newcomer families.
- Collaborate with Indigenous partners in the Edmonton Region, where we deliver services to their children and families on reserve.
- Ensure future procurements have agility and flexibility, as First Nation partners implement An Act Respecting First Nation, Inuit and Metis Children, Youth and Families, and the landscape of our service delivery changes.

Human and financial resources are effectively managed to enable delivery of programs and services, and healthy and positive environments.

- Oversee the training of regional staff and leaders in contract and grant management processes to foster appropriate utilization of contracted and grant programs and resources (e.g., how to be a program manager with a contracted service provider).
- Manage human and financial resources (e.g., staff recruitment; development of performance agreements

and learning plans; performance management; ongoing allocation and management of workload).

- Provide leadership to a diverse contract unit which includes a contract manager, contract administration, financial analyst and contract specialists.
- Coach and mentor staff, fostering a collaborative culture and effective team that is nimble and embraces innovation.

Internal and external communications and strategic stakeholder engagement

- Oversee the development of briefings and responses to action requests, or other requests for information and approve drafts prior to submission to the regional communications, the Regional Executive Director/ADM/DM/MO.
- Have the skills and ability to facilitate consultation with internal and external stakeholders. This includes contracted agency partners, in addition to other Ministries such as Health and Disability Services.
- Develop, implement, and evaluate regional internal and external stakeholder management and communication strategies to promote effective collaborative relationships and consultation with stakeholders in the development, implementation, and evaluation of program and impacted community initiatives.
- Ensure current and emerging issues are identified and risk mitigation strategies are developed, implemented, and evaluated, providing direction as needed to resolve the most complex issues/initiatives.
- Communicate with the agency sector and stakeholders proactively.

Other related duties as required.

Problem Solving

Typical problems solved:

This position will be required to respond to issues quickly, sometimes with incomplete information, needing to gather facts and prepare responses within short timelines. For example: a serious incident involving clients placed in a licensed facility going AWOL and stealing an agency vehicle with clients spanning multiple regions. Requires the knowledge and recognition of the complexity and urgency for a ministerial response for the safety and wellbeing of all parties involved.

The position must utilize analytical techniques to assess data and provide information necessary for the Leadership Team to evaluate their priorities in guiding the operations of the CS.

- When sitting on provincial task teams as a regional representative, the position needs to communicate effectively, manage incoming information and requests and provide input that reflects regional priorities.

- The Senior Manager must gain the cooperation of others in the region to work collaboratively to resolve issues in the midst of competing priorities. This is dependent upon the ability to establish effective relationships and demonstrate knowledge of issues and sensitive situations. The challenge will be in effecting improved practice, and cultivating a sense of shared responsibility across the CS and Ministry for outcomes that are in the best interests of children, youth and families.

- The position provides leadership to a work unit that responds to divergent needs based upon geography, rural and urban service delivery and varying degrees of community based resources.

Types of guidance available for problem solving:

A high level of political acumen is applied to navigate problems. When solving problems, the Contract Resource Senior

Manager considers opportunities, risks, and potential CI program or service impacts, and potential political impacts, within the context of existing legislation, regulations, strategic plans, policies, standards, budget impacts, and procedures to achieve the objective in the most efficient and effective manner.

This position will work closely with the Director of Strategic Procurement, Contracts & Placement Resources (in the CI Policy, Practice and PD Branch, with the Regional Executive Director, regional finance and corporate finance. The position will also work collaboratively with the regional Associate Director team and will Contract Resource Directors and managers from the other regions of our ministry.

Existing APS and CFS contracting and procurement policies and best practices. Provincial consistency is a key consideration as well as alignment to the provincial procurement plan.

Some solutions might require the creation or reorganization of information, while others will require clarification of existing information and requirements. The Contract Resource Senior Manager will synthesize and evaluate multiple inputs to produce innovative options, insights, and recommendations, and successfully communicates recommendations with ministry executive, staff, and stakeholders. Executive leaders rely on the Director to demonstrate confidence in the validity, accuracy, and rigor of the evidence that supports advice and recommendations when problems arise.

Direct or indirect impacts of decisions:

The work of this position has a direct impact on our ability to have the following in expectations met:

- Quality, trauma informed, culturally appropriate services and supports are in place to ensure the safety and well being of children, youth and families that are involved with the child intervention system.
- Strong working relationships and partnerships with service providers and agencies are developed.
- Agencies are supported and held accountable to contract expectations and to providing quality services to children, youth and families.
- Edmonton Region child intervention works effectively within our budget and ensures that monies are spent effectively and that expenditures align with ministry outcomes and priorities.
- Support is provided to the senior leadership team, including the regional director, in regard to contract monitoring and review.
- Procurement practices and priorities align with the provincial procurement plan and adhere to all contract and procurement best practices.

Key Relationships

Major stakeholders and purpose of interactions:

Regional Executive Director: Provide advice on or respond to issues; provide updates; raise awareness to strategic opportunities and threats of significance to engage executive ministry attention; support the ED's work.

Associate Director and Regional Director Team: Lead contract planning, monitoring and reporting; provide support to this team when there are concerns about agency performance and contract compliance; take the lead on addressing complex issues or non compliance.

Provincial Contracting Colleagues: Work collaboratively on provincial procurement initiatives and ensure Edmonton region is consistent with the rest of the province.

Agencies and Service Providers: Build and maintain working relationships with agencies and service providers and ensure compliance to contract expectations and excellence in service delivery.

Associations: Build and maintain working relationships with associations serving our sector including AFKA and ALIGN.

First Nations: Work collaborative with First Nation and IGB partners, particularly in regard to the transition of

services and intersecting work with common service providers.

Directors in other child serving Ministries particularly AHS and Disability Services: Develop and maintain effective collaborative relationships to ensure effective partnership.

Direct reports: Lead overall operational planning and reporting; provide direction and coaching to support operations and professional development; foster collaboration, knowledge exchange; work with staff to resolve complex issues and support adaptation through transformation and change; promotes positive workplace culture including health and safety and wellness.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Education and Experience

- A Bachelor degree in a *Business Administration* or a related field.
- Demonstrated extensive knowledge and management experience in the areas of *procurement and contract management*
 - A good understanding of Employer/Union relationship and best practices relating to employee relations, grievances and designated officer responsibilities within a unionized environment. **I recommend removing*
 - Demonstrated ability to think strategically and analytically complemented with the ability to evaluate and assess information and inherent implications, impacts and associated risks.
 - Ability to initiate and lead change. Proven analytical and problem-solving skills and demonstrated ability to think strategically and analytically.
 - Experience developing, implementing, and monitoring achievement of business plans, including significant budgetary responsibility.
 - Excellent verbal and written communication skills.
 - Demonstrated relationship building, networking, influencing and negotiating skills.
 - Knowledge of human resources practices including succession planning, staff recruitment and training methods/procedures, Occupational Health and Safety Code and regulations, employer/union issues. Master and subsidiary agreements. **I recommend removing*
 - Experience conducting cost-benefit and statistical analysis.
 - Superior organizational and time management skills.
 - Must be proficient with Microsoft Office Suite.

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 type="radio"/> <input checked="" type="radio"/> <input type="radio"/> | Integrates broader context into planning: <ul style="list-style-type: none">• Plans for how current situation is affected by | Plans and leads operations in alignment with regional and department priorities; applies knowledge of current issues, |

| | | | |
|--------------------------|-----------|--|---|
| | | <p>broader trends</p> <ul style="list-style-type: none"> • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress | <p>risks, and opportunities as well as the political environment into leadership plans and decisions, while also responding to more immediate program and client needs; develop and encourage commitment to new approaches; work within a broadly defined conceptual framework; and manage multiple complex issues and resolve problems while delivering results.</p> |
| Creative Problem Solving | ○ ○ ○ ● ○ | <p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization | <p>Proactively identifies and engages the right stakeholders to resolve issues to mitigate their escalation; breaks down complex problems, seeking out root causes, to apply the best resolution possible given available information; consult, negotiate, and resolve conflict with stakeholders and senior Government and Ministry representatives with varying perspectives, expectations, requirements, and priorities.</p> |
| Agility | ○ ○ ○ ● ○ | <p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices | <p>Creates opportunities for improvement in program and policy processes; leads change within existing work in a way that minimizes disruption; proactively shifts strategic focus and leads staff through shifts in organizational priorities; operate effectively within a complex organization and continually changing business environment.</p> |
| Drive for Results | ○ ○ ○ ● ○ | <p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes | <p>Removes barriers to collaboration and achievement of outcomes; Focuses operational program and service delivery decisions to align with broader regional and provincial goals and strategies as well as</p> |

| | | | |
|----------------------------------|--|---|--|
| | | <ul style="list-style-type: none">• Upholds principles and confronts problems directly• Considers complex factors and aligns solutions with broader organization mission | legislation and policy. |
| Build Collaborative Environments | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> | <p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none">• Involves stakeholders and shares resources• Positively resolves conflict through coaching and facilitated discussion• Uses enthusiasm to motivate and guide others• Acknowledges and works with diverse perspectives for achieving outcomes | Feeds, maintains, and grows networks to facilitate program and service delivery and achieve broader CI strategic priorities; involves key stakeholders to evolve programs and services delivery and to identify and resolve related issues and disputes. |