

## New

Ministry

Children's Services

## Describe: Basic Job Details

## Position

Position ID

Position Name (30 characters)

Manager - PCBC

Requested Class

Supervisory Level

Cost Centre

## Employee

Employee Name (or Vacant)

## Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Provincial Campus Based Care - Edmonton

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

## Design: Identify Job Duties and Value

## Job Purpose and Organizational Context

Why the job exists:

Reporting to the Associate Director, this position supervises the staff, coordinates and manages all day to day internal and external operational activities of the Provincial Campus Based Care (PCBC). The Centre provides a therapeutic environment for the assessment and care of children and youth with the goal of transitioning to an alternate care giving arrangement and/or re-integration to the community in a safe and responsible manner. This position ensures that the services are delivered to accreditation standards while supporting the individual needs of the children and youth in the program.

The Manager will establish and implement effective monitoring procedures to ensure the financial and administrative responsibilities are in full compliance with legislation, budget allocations, and regional financial/administration policy and procedures. The manager will be expected to maintain ongoing interaction with Centre staff and clinicians as well as regional staff and external stakeholders as required to develop and deliver services related to the care plans established for children and youth within the Centre. As the leader of a dedicated team of professionals, the Manager of the Provincial Campus Based Care will play an important role in developing and implementing new approaches to the provision of holistic care processes for children and youth deemed in need of services within a residential setting.

## Responsibilities

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

The Manager will prioritize the principles of the Child Intervention Practice Framework and Signs of Safety practice tools in the services and programming delivered at the Centre which will include the following:

- Cultural experiences for youth
- Preserve families for youth
- Strengths based approaches
- Connection is maintained
- Collaboration with Partners
- Continuous Improvement
- Appreciative Inquiry
- Mapping

The following responsibilities and activities are foundational to the role of the Manager for the Campus Based Care Centre:

Youth receive quality therapeutic services which reflect that accreditation standards for the Centre are met:

- Ensure staff understand and practice procedures as outlined in legislation, policies and standards.
- Provide leadership and guidance to team leaders, clinical staff and administration staff to meet the needs of youth residing at the Centre.
- Provide ongoing problem solving, expert advice, direction and support to all personnel.
- Establish and maintain positive working relationships with City Police, Probation, Public Health and Recreation Board through involvement in inter agency meetings and/or community partnerships.
- Provide leadership in the development and delivery of culturally appropriate services to First Nations, Métis and Inuit youth receiving care services at the Centre.
- Act as a catalyst for change that continually improves the quality, efficiency and effectiveness of services provided to children receiving care through the Centre.
- Develop plans, strategic directions and make recommendations to senior staff and Executive Director
- Evaluate service delivery, policy and program effectiveness using a variety of methods to obtain evaluation outcomes to set goals and plan future service delivery.

Individual care plans are developed, reviewed and revised regularly and as needed to provide responsive services to children and youth

- Ensure team meetings involving the clinician, teacher, key worker, caseworker, client and the family are focused on the needs of the child/youth and established goals for care.
- Maintain contact with clients to address and resolve resident and/or family concerns or grievances.
- Advocate for services for children and families in relation to care plans.
- Promote partnerships through consultation, facilitation and coordination with internal and external constituents involved in service delivery focus on interventions appropriate for the population served by the Centre.
- In partnership with Indigenous Peoples, plan and monitor the service needs of Indigenous residents and the Centre.

Staff are trained and qualified, demonstrating professionalism and skill in their interactions with other staff, clients, families and stakeholders.

- The Manager will ensure the incorporation and implementation of best practice based on the principles of the Child Intervention Practice Framework and Signs of Safety practice tools in the services delivered in the Centre.
- By focusing on continuous improvement in service delivery systems and maintaining an orientation to quality service provision, the Manager will identify and support training and re-training opportunities for staff.

- Actively maintains contact with Centre staff to ensure issues, concerns and ideas are heard and processed.
- Responsible for providing Centre staff with direction on operational, program and service delivery concerns from a worksite perspective.
- Provides 24/7 support to the site in addressing practice compliance, policy adherence, and HR delegated responsibilities.
- Maintains an external networking and scanning system to understand and be responsive to local service needs, ensuring that services offered by the Centre meet existing needs and can be adapted to meet changing and possible future needs.

Human resource, financial and administrative functions required for the effective and efficient operation of a 24-hour residential facility are fulfilled.

- Oversees budget expenditure officer decisions and develops budget in connection with Finance Department.
- Obtains, allocates and authorizes manpower, material, and accommodations resources and budgets and maintains Regional/Worksite financial, personnel and administrative procedures and develops processes to support the activities and expenditures.
- Hears formal and informal grievances of decisions or actions taken by staff.
- Responsible for the maintenance and operation of the physical site conducive to a productive work environment, ensuring adequate accommodations, including maintenance of security, provision of materials and supplies, maintenance of the approved Records Management System. Ensure adequate planning for physical and staff resources required to fulfill program obligations.
- Ensures early identification or variances, trends, options and impacts through monthly forecast project Responsible for ensuring that specified Disaster Service responsibilities are known, understood and provided when requested in the event of a disaster. (Clothing, shelter, food, personal support, registration and inquiry)
- The Manager is a member of the Quality Assurance Management Team. While representing the Centre the Manager assists in the development and the implementation of Regional Strategic and Operational Plans related to the Provincial Campus Based Care. Provides input into program policy development and plays a key role in the development and implementation of quality assurance activities for the Centre. The Manager will liaise directly with the Senior Manager of Quality Assurance regarding issues that arise concerning the delivery of programs with the Region.
- Participate in the negotiation process and monitor the quality and quantity of the services provided.
- In consultation with community stakeholders, provides leadership within the Centre in order to share information, develop relationships and to encourage the community's participation providing a continuum of services. As well, encourages an understanding of the Regions role as a member of the community.
- Manage negotiations, provide/implement strategic direction for the centre, and monitor results in delivery of services through community and service stream partnerships.
- Represent the Centre on policy and program committees.
- Make decisions on issues or situations, which are not addressed by, established policy, or situations with unusual budget implications.
- Monitor expenditures and FTE utilization and take corrective action as required within the Centre.

## Problem Solving

Typical problems solved:

The Yellowhead Youth Campus Based Care Centre has in excess of 180 staff including those on the relief list. The Manager directly supervises the Program Coordinator (CYCC 3) and the Administrative Team Leader and provides direction to the contracted clinical service staff. This position is also responsible for leading group-planning processes and involving staff in processes through established and approved committees and working groups. Team meetings and worksite meetings will also be established by the Manager to ensure ongoing communication and engagement in planning. This position is also responsible for establishing and maintaining a work environment that encourages and

recognizes innovation, empowerment and creativity

The Manager must oversee the overall operation of the Yellowhead Youth Campus Based Care Centre. The services provided impact internal program objectives related to the Children and Family Services program objectives as described in the business and operations plans of the Campus Based Care Centre's as a whole. As a member of the Quality Assurance Management Team, the Manager is a key player in the development of provincial guidelines and programs. The incumbent will have input into Regional policies and programs by proposing options and providing an assessment of social, fiscal and political impacts from a service delivery perspective.

Externally, services offered to youth that require care impact families, schools and health systems. The incumbent must manage the processes inherent within the Campus Based Care Centre to ensure Secure services include assessment and care for youth requiring confinement to the Centre as defined under the Child Youth and Family Enhancement Act.

The Manager is responsible to balance three key areas of responsibility:

- ensuring that the Centre provides a professional, therapeutic and safe environment for clients
- meeting accreditation standards, ministry requirements and the goals of Alberta Children and Family Services
- leading and motivating staff to perform as a high functioning team of professionals

Types of guidance available for problem solving:

The Manager is responsible for understanding and ensuring services are delivered in accordance with the following legislation, regulations and policy/procedures where applicable:

Disaster Services Act and Disaster Plans

Public Services Employee Relations Act

Personnel Policies and Procedures Manuals

Financial Procedures Manual

Financial Administration Act

Public Services Act

Collective Agreements

Occupational Health and Safety Act

Contract Procedures Manual

General Policy Directives Manuals

Child Youth and Family Enhancement Act

Children's First Act

Freedom of Information and Protection of Privacy Act

Social Development Act

Protection of Sexually Exploited Children's Act

Direct or indirect impacts of decisions:

## Key Relationships

Major stakeholders and purpose of interactions:

Major stakeholders	Purpose of interactions
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## Required Education, Experience and Technical Competencies

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

If other, specify:

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

Social Care Facilities Licensing Act  
School Act  
Provincial Court Act  
Youth Justice Criminal Act  
Mental Health Act  
Protection of Sexually Exploited Children Act  
Family Support for Children with Disabilities Act  
Protection of Children Abusing Drugs Act  
Accreditation Process and Standards Manual (Canadian Accreditation Council)

The incumbent must demonstrate competency in the following areas:

- Ability to understand and interpret Standards pertaining to Accreditation.
- Ability to develop Centre policies that are compliant with accreditation requirements and represent the trends and care needs of the client group
- Demonstrated ability to work effectively with diverse Aboriginal populations
- Ability to work collaboratively with regional, departmental and community staff and stakeholder.
- A proven ability to work collaboratively with members of non-dominant cultural groups.
- Highly organized with excellent planning and human resource skills.
- Experience managing financial and material resources.
- An ability to lead a group or individual to effectively accomplish a task.
- Knowledge of the Accreditation process and standards to ensure compliance and continuous improvement
- Clinical experience to develop a therapeutic environment to meet the needs of clients that must be evaluated on a regular and frequent basis to ensure efficacy and efficiency of services provided.
- Availability to respond to the needs of a 24-hour facility, inclusive of human resource and client related matters as required.
- An ability to be a team player and share leadership in order to foster healthy and productive teams by encouraging and establishing functional teams.

Education: University graduation in Social Sciences or related area

Training or Experience: The incumbent will have five years supervisory experience and work experience in one or more of the following areas: child protection, prevention of family violence, mental health, family support for children with disabilities, or care facilities providing services to children and/or youth with behavioural or emotional difficulties.

### **Behavioral Competencies**

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"><li>• Seeks insight on implications of different options</li><li>• Analyzes long-term outcomes, focus on goals and values</li><li>• Identifies unintended</li></ul>	

		consequences	
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> <li>• Reflects on performance and identifies development opportunities</li> <li>• Takes initiative to stay current</li> <li>• Shares with the team even when not asked</li> <li>• Actively coaches and mentors direct reports</li> </ul>	

## 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.

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