

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current Class

Job Focus

Supervisory Level

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

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

- Collaboratively developing and managing the department's priority projects for the Child and Youth Data Lab (CYDL), sitting on the CYDL Research Working Group and participating in CYDL research seminars and activities.
- Refreshing the coordinating mechanism for departmental research, formerly known as the Research, Evaluation and Analysis Committee for Human Services (REACHS) and provides leadership to this committee.
- Leading the design and implementation of a quarterly research scanning product.



Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director of Forecasting, the Manager leads client outcomes information collection, research and research alignment initiatives in the Strategic Data Analytics & Business Services Branch. This branch is mandated to provide rigorous, high-quality information and analysis to executive and senior management, staff across multiple ministries, the federal government and the public to enable data-driven, evidence-informed strategic decision-making for the purposes of strategic planning, policy development, evaluation, continuous improvement, legislated reporting, service design and delivery, and financial and human resource allocation. The work of the branch significantly contributes to the Alberta Government's commitment to public accountability and transparency.

The Manager is responsible for strategically leading the following interrelated initiatives:

- cross-ministerial client outcomes and experience surveying and analytics for a suite of Government of Alberta programs delivered across multiple ministries for the purposes of monitoring, reporting, research, evaluation and continuous improvement;
- reporting client and program results both internally and externally to a variety of stakeholders, including for the purposes of securing federal-provincial transfer funds;
- prioritizing, developing and aligning internal, cross-ministerial and external research and data partnerships;
- ensures ministry research activities and investments, including the development of research products, strategies and/or agendas, are aligned with and address ministry business information needs, build on existing evidence and address gaps in evidence to support policy and program development that reflect strategic priorities;
- collaboratively drives the enhancement of ministry qualitative research and analysis initiatives through capacity building, ensuring best practices and standards are adhered to; and
- leads/supports a ministry-wide coordinated approach to acquire, produce and disseminate evidence and knowledge to inform policies, programs, services and initiatives.

In fulfilling these responsibilities, the Manager provides strategic leadership, guidance, coordination, facilitation and skill transfer to internal and external teams involved with research and outcomes initiatives within the ministry and across government. The Manager:

- builds individual and organizational capacity to create, access and use evidence, including but not limited to the provision of advisory and technical services to conduct research (e.g., surveys, focus groups, secondary data analysis);
- ensures the department is accountable to Albertans through the provision of objective information and analysis on the effectiveness, efficiency and outcomes of departmental policies, programs and initiatives;
- supports informed decision making and the ability for the department to continuously monitor and identify opportunities to improve its performance and to meet client needs;
- partners with external stakeholders, other ministries, other governments and other organizations on departmental priorities;
- plans and conducts studies/surveys for and in partnership with other divisions, departments and key stakeholders; and
- manages ongoing relationships and partnerships with other governments, departments, internal staff and other stakeholders to ensure ongoing dialogue and coordination on related issues. Represent and serve on provincial and inter-jurisdictional committees as required (e.g., Federal/Provincial/Territorial Statistics Committees).

This position acts as a change agent interacting with interest groups, research groups, social policy groups, and staff from the department and external stakeholders. The Manager must establish strong working relationships with partners and effectively communicate information, approaches and findings. This position also provides leadership to professional staff providing a variety of statistical and related advisory services.

The Manager fosters use of high quality methodological approaches for research and analysis activities in the ministry. The work is technically complex, and requires considerable skill and judgment to balance the need for precision, breadth and depth of information, with practical considerations such as data and resource limitations, public sensitivity, client and legislative requirements and other factors.

Responsibilities

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

Result: Alberta government employment, training and income support programs have relevant outcomes information for effective strategic decision-making. This position is accountable for ensuring client outcomes and experience information, collected through the Work Outcomes Reporting Project (WORP), continues to be generated and integrated into the ALSS business intelligence environment, distributed to the appropriate clients and mobilized for decision-making. Key activities include:

- Overseeing the department's largest outcomes survey, setting its strategic direction in consultation with program areas across multiple ministries and driving a corporate approach that meets ALSS outcomes needs, including those beyond employment-related programs and services.
- Directing and prioritizing analytics related to WORP data, including multivariate and net impact analysis projects, in response to shifting departmental priorities and emerging needs.
- Leading the implementation, mobilization and utilization of research and analytics information, resources and activities to support policy and programs, including consultations with program and policy areas to determine reporting, data and access to data needs for the Work Outcomes Reporting Project (WORP).
- Managing the provision of expertise to the department on survey development and sampling methodology.
- Leading engagement with ministry and cross-ministry partners to develop outcomes-related reports and access to the related data in the Business Intelligence (BI) Environment.
- Working with the Business Intelligence team to ensure the BI environment captures WORP/outcomes data, fully automates the monthly WORP process and supports the WORP team's, stakeholders and partners data and information needs.
- Collaboratively leading implementation of the Labour Market Transfer Agreements (LMTA) for the department, including: Identifying Alberta's provincial outcomes and evaluation needs; Representing ALSS on cross-ministerial working groups; Leading consultations with ALSS program areas and regional staff to determine current state and gaps to address federal reporting requirements; and Collaboratively developing recommendations regarding the data collection approaches, mechanisms and provincial outcomes needs related to CSS programs impacted by the LMTAs.

Result: ALSS research investments are aligned, prioritized and mobilized to maximize evidence-informed decision making. This position is accountable for leading research-related frameworks, strategies, products, networks and plans for the purposes of planning, policy development, evaluation and continuous improvement. Key activities include:

- Providing strategic direction, leadership and coordination for the design, implementation and ongoing development and maintenance of the department's Research Strategy and research investment recommendations to Executive Team, ensuring alignment with business plans/strategic initiatives and identification of unmet needs, gaps and the means to address these.
- Collaboratively leading the development of processes and mechanisms to enhance the ministry's qualitative research and analysis capacity while integrating qualitative research and data sources into the analytics strategy.
- Collaboratively leading the development of processes and mechanisms to enhance the ministry's data, information and knowledge assets to meet a range of needs across the ministry and with external stakeholders or partners.
- Overseeing the provision of research services, in particular literature reviews, to program and policy areas to support key policy, evaluation and continuous improvement initiatives.
- Provides consultation and supports to business areas across the ministry for development, implementation, and interpretation of research activities.
- Advising on related research/statistical methodology.
- Fostering strong research standards in ALSS and with partners.

Result: ALSS research initiatives are supported by collaborative relationships and distributed capacity. This position is accountable for identifying and fostering a variety of mutually productive relationships across the Ministry, GoA and externally with research institutions, think tanks and non-governmental organizations. Key activities include:

- Initiating and leveraging relationships with strategic partners, including but not limited to other ministries, levels of government, research institutions, think tanks and non-governmental organizations, in order to secure research and data on priority topics for the department.
- Collaboratively identifying and working to address data gaps for research, evaluation, reporting and analytics

purposes.

- Collaborating with ministry staff, external stakeholders, Alberta's research community, other provincial government ministries, and other levels of government to generate and disseminate needed evidence.
- Refreshing and leading the knowledge seminars in collaboration with other branch staff, including overseeing event organization and leading engagement with external researchers.
- Overseeing the development and dissemination of open data packages on Alberta Open Data portal in collaboration with other business areas and divisions in ALSS.

Problem Solving

Typical problems solved:

The Manager, Research and Open Data represents the department on a number of initiatives that involve internal and external stakeholders and/or partners. This position is required to work with a variety of participants to manage expectations and take all perspectives into consideration. The challenges involve assessing competing priorities and mediating differing perspectives while knowing and presenting government policies in a way that facilitates successful outcomes for the ministry and for partners and stakeholders.

This position requires a high degree of analytical and creative thinking, particularly with respect to identifying analytics priorities, research priorities, advising senior leadership on strategic research alignment to inform and support policy and program development. The challenge is to ensure that the ministry's research activities and investments meet government-wide objectives and parameters while recognizing the unique and challenging mandates of the ministry's divisions.

This position must analyze complex information and identify strategic options when interpreting data generated through research, analytics and evaluative processes to develop evidence-based conclusions and recommendations for the ministry. Interpretation of results requires knowledge of a full array of departmental programs, services and initiatives, as well as the external and internal factors that may affect these results, and the environment in which the information will be interpreted and used.

This position must establish and adhere to strategic and operational goals and established project timelines. Example: Required to effectively manage multiple research and analysis projects simultaneously. The challenges pertain to determining the interests of multiple ministry stakeholders, assessing the future needs for evidence as well as facilitating successful collaboration for partners and/or stakeholders.

Types of guidance available for problem solving:

Strategic guidance is available from the unit Director and branch Executive Director, and operational guidance on research needs and practices is available from ministry and GOA analysis and evaluation communities.

Direct or indirect impacts of decisions:

Effective collaboration with key partners both within and external to the department is an important element of this position. The role requires close collaboration with partners in other divisions, GOA ministries and the research community. The work directed by this position impacts GOA staff and management, and others affected by the quality

of research information and associated improvements in government programs and services.

Examples of the Manager's impact:

- Department management and staff - Delivers clients outcomes and experience results, feeding into performance management, annual reports, business plans, evaluations, policy making and continuous improvement. Improves availability of research information available through various channels, including research efforts within the department, across GoA, and through external research organizations and academic institutions. Provides advice and guidance of work and skills transmission.
- Client groups - development of research and evaluation projects that improve the quality and accessibility of programs, services and information
- Other Ministries - Delivers clients outcomes and experience results, feeding into performance management, annual reports, business plans, evaluations, policy making and continuous improvement.
- Federal Government: Ensures the Alberta government is able to deliver rigorous outcomes results to meet Alberta's reporting obligations under the federal-provincial transfer agreements.
- Others: stakeholders and partners (inter-divisional, inter-departmental and inter-governmental) related to the work performed.

Key Relationships

Major stakeholders and purpose of interactions:

Senior Officials (Minister, Deputy Minister, Assistant Deputy Minister): Occasional contact. Primarily through responding to data or information requests Provision of information and analysis of work.

Executive Director, Strategic Data Analytics and Business Services and Director, Forecasting: Daily contact. Achievement of branch operational plans and unit plans. Provision of information regarding research issues and findings. Continuous improvement of service.

Branch staff: Daily contact. Guidance of work and deliverables, commensurate with branch operational plan. Department management and staff Daily Collaboration on their research and analytical needs.

Teams, committees and boards, cross-ministry project partners: Daily contact. Achievement of project objectives, monitoring of work, development of research agreements/memorandums of understanding. Coordination of WORP activities.

External Contacts, Academic researchers, other levels of government, other ministries, non-government organizations and think tanks: Weekly contact. Supporting ministry business areas in guiding and evaluating funded research to ensure alignment with ministry priorities.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Master's Degree	Science		

If other, specify:

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

Education:

- Graduate degree in social sciences, business, statistics or public administration. Advanced training in statistics/ research.

Knowledge:

- Advanced knowledge of social science research design and methodology, qualitative and quantitative data collection and analysis techniques, statistics, and database development and management.
- Advanced understanding of research communication, dissemination and mobilization methods, including product development and storytelling approaches.
- Extensive knowledge of ALSS client groups and socioeconomic and other environmental factors impacting ALSS

clients, programs and caseloads.

- Strong knowledge of federal-provincial labour market agreements, including data transfer processes, reporting requirements and program eligibility.
- Advanced knowledge of ALSS legislation and Ministry policies, programs, Business Plan, long term goals and objectives of department and links to the branch's and unit's work
- Knowledge of government accountability requirements and legislative requirements with regard to research (e.g., privacy legislation, Health Information Act, open data, etc.)
- Social/political environment to work with other government departments and jurisdictions to develop effective working arrangements and agreements.
- Strong organizational and interpersonal skills and the ability to lead multi-disciplinary project teams.
- Contracting procedures and requirements. Departmental budgetary and financial reporting requirements/processes.
- Related provincial and national organizations and key personnel within these organizations.
- Human resource policies and procedures.

Experience:

- Extensive experience in applied qualitative and quantitative socio-economic research and evaluation methodologies; indicator development; data collection methods, data analysis and interpretation; statistical software and its applications.
- Significant experience mobilizing qualitative and quantitative data to drive evidence-based decision making.
- Significant experience providing leadership to a statistical/analytical services function and professional staff.
- Experience working with different organizational levels within government, with other jurisdictions/governments.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Excellent grasp of government/branch direction, and ability to proactively assess potential contributions, prioritize areas of highest need and to develop short/long term plans to deliver results in research and open data.
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, 	Commitment to initiate and champion quality products and continuous improvement. Ability to manage complex issues involving multiple stakeholders. Ability to influence, motivate and work through others and to develop and manage staff.

		and supports personal development	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Ability to negotiate, mediate and build consensus to achieve results when working with multiple stakeholders and committees made up of representatives from other branches, departments, organizations, agencies, and stakeholder groups.
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	Ability to identify needs and priorities and plan/ implement projects that address the needs of the ministry and its stakeholders.

Benchmarks

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