

Working Title Name

Regional Licensing Officer

Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
		Child Intervention	Children's Services

Present Class Requested Class

Dept ID Program Code Project Code (if applicable)

1 _____

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 Non-Management Job Description Writing Guide [Pages 7-8](#)).

The Licensing Officers' goal is to ensure that children in the custody or guardianship of the director are provided for in a consistent manner, per legislated province standards (regulation and policy). This includes Licensing Officers duties that will ensure all government legislation; regulations, and polices involved in the licensing of the Child Youth and Family Enhancement Act Facilities in Alberta are met and enforced.

Licensing Officers assess and recommend whether residential resources should be licensed as well as assess capacity of resource,. They also monitor all agency foster homes, non –contacted residential facilities as defined in the Child, Youth and Family Enhancement Act, Section 12.

The majority of the client groups include agency Foster Homes, Specialized Facilitates, 4 DFNA and Residential Treatment Facilities.

Licensing officers has the delegated authority to formally create and present the application packages to the Supervisor who formally approves the (initial, renewal, revised) application based on the workers assessment.

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 3-6 activities should be described (see Writing Guide Pages 9-10).

1. Licensing of Foster Homes, Non -Contracted Group Care Faculties', Agency Foster Care.

Activities.

The licensing officer provides information, consultation and orientation on regulations to potential and existing agency foster caregivers, ensures compliance to any training which is as per the current regulated requirements, reviews collateral inspection reports, ensure compliance to applicable health and safety legislation and conducts a thorough inspection of facility, ensures al necessary municipal documentation is in order and makes recommendation for initial licensing.

The licensing officer will assess the capacity of a facility by evaluating and speaking to the schematic or floor plan of a home, will assess the capacity of a residential facility by drafty a floor plan and the dimensions of the home and the living area to ensure it is compliance with the CYFE Policy 12.2 Section 4. This section of policy says that a Residential Facility needs to be in compliance to applicable Health and Safety Legislation Standards. In addition, the Licensing Officer needs to be aware of and enforce the Alberta Public Health Act.

The Licensing Officers completes the Safety Environment Assessment for foster homes and residential care

facilities.

The Licensing Officer monitors and inspects licensed facilities as required by the CYFE Act Section 12. In matters of non-compliance the Licensing Officer will initiate a process of enforcement of compliance in accordance with the CYFEA Section 12.

The Licensing Officer provides recommendations to remedy concerns for non-compliance concerns through negotiating goals, with time frames that hold license holders accountable.

The Licensing Officer and license holder mutually determine the necessary follow up action. These actions could include written letters, Notice of Deficiency and /or Order After Inspection, after consulting with the supervisor

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- The Licensing Officer provides information, education and recommendations to Agencies and Agency Foster Home caregivers to address compliance and non-compliance concern that facilitates improvements in the quality of care the facility delivers. This includes assessing the needs of the agency caregivers and ensuring that they have the necessary tools, manual, forms and training, which reflect Best Practice.
- Intervention Licensing Officer participates in (general, team and regional) staff meetings as well as internal committee work and staff development projects.
- Intervention Licensing Officer in conjunction with Licensing Supervisor and collateral agencies collaborate on issues that result in ensuring compliance as well as enforcement of CY&FE Act Policy and Regulations Section 12, that could result in the closure of an agency residential facility. This includes also collaboration with Building Inspectors, Fire Inspectors and Health Inspectors.
- Intervention Licensing Officer reviews policy and regulations and then identifies if needed, feedback and advocacy to CFSA management team for changes to CY&FE Section 12...
- Intervention Licensing Officer to assist in the orientation and training of new licensing officers.
- Intervention Licensing Officer advocates for additional supports for foster families when there are increases in capacity due to exemptions to maximum numbers
- Intervention Licensing Officer to facilitate referrals for health Inspections for homes where there are 4 or more placements and review the collateral inspection reports and ensure any deficiencies are addressed.
- Intervention Licensing Officer reviews initial Home Safe Assessment and the six month follow-up evaluations for the purpose of approving the facilities initial license.
- Intervention Licensing Officer to meet with Agency and Applicants to inform of the outcome of their application for a license.
- Intervention Licensing Officer to advise the applicant of their right to appeal as per the Enhancement Act and provide information on Administrative Review and Appeals to unsuccessful applicants.
- Intervention Licensing Officer to consult and participate in Administrative Reviews and Appeals
- Intervention Licensing Officer to ensure quality of care and accountability for children in the custody or guardianship of the Director.
- Intervention Licensing Officer completes a Maintenance Audit of Children's records on non-contracted Residential Facilities and Group Homes as per CY&FE Act. Section 12...Regulation Section 19 and 20

2. Licensing officer quality of Care Assessments of Foster Homes, Group Care, Residential and Secure Facilities.

- Licensing Officer to take the lead in Quality of Care Placement Provider Assessments – and determine enforcement actions to obtain compliance as per the regulations, policies and procedures that support the Child, Youth and Family Enhancement Act for agency foster homes.
- Licensing Officer to follow-up Placement provider complaints related to Agency licensed facilities.
- Licensing Officer to make recommendations to supervisor after completing assessment activities, review to renew, suspend, cancel, vary or issue conditional licensees.
- Licensing Officer to negotiate appropriate compliance action plans with agencies/Facility providers, Contract Specialists to address complaints whether they are quality or intervention recommendations.
- Licensing Officer to complete licensing officer quality of care assessment within legislated timeframes.
- Licensing Officer to operationalize compliance concerns through compliance action plans. Compliance action outcomes meet compliance standards within the established timeframes.
- Licensing Officer to work collaboratively with the Specialized Investigator in Residential Facility Intervention Investigations to ensure follow up and monitoring of recommendations.
- Licensing Officer to worker collaboratively with Agencies/agency facility caregivers and Contract Specialists to ensure compliance to recommendations made by the Specialized Investigator are followed.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide Pages 11-12).

Licensing Officers' Supervisor provides additional training and ongoing direction on the responsibilities of the position.

Licensing Officer's work is performed very independently with Licensing Officer's Supervisor providing guidance given in difficult or unusual situations.

Licensing Officer to meet with supervisor to case conference and regularly discuss caseload or other concerns.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

Licensing Officer to ensure residential facilities are informed of all requirements

Licensing Officer should maintain current information or coordinate with the municipalities to ensure access to information about municipal bylaws & land use and zoning), Safety Codes Act (includes building codes and fire prevention), and Public Health Act.

Licensing Officer, where applicable, are to ensure residential facilities are in compliance with the Safety Codes Act (includes building code and fire prevention). The Licensing Officer makes requests to the local jurisdiction to obtain approval of the residential facility.

Licensing Officer completes environmental assessments of residential facilities anywhere within the boundaries of CFSA 4. This requires significant amount of travel in various weather conditions.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Knowledge:
 - CY&FE Act and Regulations
 - Residential Facilities Licensing Regulations, Social Care Facilities Licensing Act and Regulations
 - Departmental Policies and Procedures, guidelines, manuals regarding Child, Youth and Family Enhancement, agency group homes, agency foster homes and residential facilities.
 - Knowledge of resource/research materials including child abuse, child sexuality, aids.
 - Detailed knowledge of community resources for access and referrals, i.e. Public Health for information on nutrition, other health concerns.
 - CY&FE Protocols and Regional Directives
 - Provincial and Regional investigation protocols and strong observation and assessment skills
 - Provincial Foster Care policies and procedures
 - Applicable Accreditation/Certification Standards for residential facilities.
 - Familiarity with the Public Health Act, Social Care Review Committee Act, Fire Prevention Code, Building Code, Electrical Code and land-use-Bylaws, Domestic Relations Act, FOIP.
 - Cultural awareness of self and others (e.g. ethnic, religion) and impact on fostering
 - CASW/ACSW Code of Conduct and Ethics
 - Code of Ethics for Alberta Foster Parents (Alberta Foster Parent Association).
 - Child and Youth Services File Standards
 - Canadian Accreditation Council Standards and process of Accreditation
 - Indicators of Child Abuse
 - Familiarity with various disorders affecting children, family dynamics, child behavior management and techniques to assess the ability of potential agency foster parents and to assess quality of care complaints.
 - The Federal Firearms Act and safety Regulations as to the storage of firearms and the storage of other instruments such as bows and arrows, paintball guns and pneumatic weapons.
 - Court process to obtain required non-compliance orders (entry order, order after inspection).

- Skills
 - Computer skills – with the ability to use current and learn future programs and software.
 - Organizational skills
 - Time management skills.
 - Crisis Intervention skills.
 - Ability to work independently.
 - Observation and Documentation skills.
 - Investigative Skills.
 - Interviewing skill set for adults and children that are non-judgmental and the process is transparent.
 - Excellent communication and listening skills.
 - Assessment, consulting and trouble shooting skills.
 - Persuasive/negotiating skills - Ability to deal with difficult people.
 - Team building and networking skills.

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- o Group Facilitation Skills
- o Assessment Skills/Analytical-assessment skills related to supporting placement of foster children in home and the potential risk factors in parenting special needs children. Assessment of the Home Assessment reports completed by contracted/agency workers for the Agency; Assessment of annuals completed by Agency Support Workers; Assessment of quality of care complaints of licensed residential facilities.
- o Develop achievable and realistic action plans with time lines to address quality of care and bringing facilities to standard as per the regulations.
- o Mediation skills in order to provide mediation/problem solving/conflict resolution with respect to quality of care complaints.
- o Decision making
- o Court processing of documents and serving of same
- o Court Presentation

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide Pages 14-15).

Foster Parents/Agency Foster Parents, Potential Foster parents (04C), Home Assessment writers, Group care, Residential Facility Staff, Foster Care Agency Staff, Contract Specialists, Agency Foster Care Support Workers/Foster Care Support Workers, Assessors, Provincial and Municipal health, Fire and Zoning Inspectors for the purpose of licensing and determining regulatory compliance to the CY&FE Act-Licensing Residential Facilities. Child and Youth Advocate, Case Managers/Supervisors, Executive Directors of Agencies, to assist the Specialized Investigators related to placement Investigations and Placement Provider Assessments of licensed facilities. During quality of Care Assessments regarding Regulation 9 and 23 CY&FE Act, Licensing Officer interviews children of the home.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide Page 15)

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide Pages 15-16).

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned

Incumbent

Name

Date

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date