

New

Ministry

Public Service Commission

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Mental Health Supports (MHS) Administrative Coordinator

Requested Class

Administrative Support 5

Job Focus

Supervisory Level

Operations/Program

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

LRPP, WSP/ Employee and Workplace Wellness

 Current organizational chart attached?

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:

The position reports to the Manager - Employee and Workplace Wellness Unit and performs as financial, contract and team administrative support for the enhanced mental health supports program with Wayfound Mental Health Group Inc. (Wayfound) in accordance within the provisions of the Letter of Understanding #24 in the Collective Agreement effective September 14, 2025. In addition to these functions, the MHS administrative coordinator is responsible for the overseeing the administrative financial and administration duties for employee mental health treatment reimbursement, employee assistance program billing submissions, and any key tasks assigned by the manager as required.

The Wayfound services are comprised of Core mental health supports including individual, couples and group counselling with registered and provisional psychologists, and Master's of Social Work Counsellors, mental health assessments, and ear acupuncture resilience (EAR) treatment, which will provide supports and services to Bargaining Unit, Opted Out and Excluded and Management employees in the Government of Alberta. Core services will be billed to the Employee and Workplace Wellness Unit (EWWU) for prompt payment within 30 days of receipt of invoices.

The Wayfound contract will also include Optional Services including, but not limited to, Before Occupational Stress and

Trauma Informed Leadership training, Peer Support and Training, Forestry and Parks Deployments, Custom Presentations and Workshops and Onsite Critical Incident debriefings. Optional services will be invoiced to the department requesting services through a Statement of Work (SOW) or to EWWU if approval to cover costs has been determined by the Expenditure Officer.

Employees who have established their own treatment provider in the community who wish receive reimbursement for the treatment from September 14, 2025 to March 31, 2028, and/or continue treatment with their psychologist or psychiatrist instead of accessing Wayfound mental health supports will be able to submit documentation for reimbursement to the EWWU for review and reimbursement on a non-purchase order (NPO) basis. The administrative coordinator will be responsible to review accuracy of documents submitted, communicate with all levels of Alberta Public Service Employees, escalate issues to team consultants, lead or manager as needed and submit accurate NPO in 1GX for EO authorizations for submissions meeting requirements for reimbursement.

- The administrative coordinator will monitor the EWWU mental health supports mailbox for submissions and inquiries; they will be expected to provide templated and general advice on programs; specific advice and information on the reimbursement process and seek additional information from the EWWU team as required.
- The administrative coordinator is required to communicate directly with employees and must have excellent verbal and written communication skills, be empathetic and patient at all times when communicating to HR and team colleagues, employees, managers and vendor stakeholders. They will need to immediately forward concerns to the Lead, Consultants and/or Manager when issues arise, which can include concerns related to an employee's emotional state and safety. The administrative coordinator may be exposed to employees in varying degrees of distress and must recognize the need to seek further guidance from the team.
- The administrative coordinator will need to be aware of other branch programs and contracts, including Employee and Family Assistance program, Lifemark Health/Medical Consultant and Disability Management contract for coordination and support on payments if required to support the Workplace Supports and Prevention branch, if required.
- Provides program-related budget support to the branch coordinator: Responsible for coding of program expenditures and supporting branch budget processes, providing forecasting information and supporting contract management functions.
 - Assist with the preparation of the fiscal year budget estimates by reviewing Program expenditures. Clarify financial discrepancies and raise issues with the Manager in consultation with the branch coordinator.
 - Manages project and program related meeting logistics (meeting scheduling, executive scheduling, agenda building, minutes) transcribing notes and discussions into relevant materials.
 - Assists with the development of materials related to briefings, AR, updates, and meetings into clear and concise documents.
- The administrative coordinator will perform key tasks required of this position including financial processing, statistical preparation, direct employee communication tracking and monitoring/reporting of stats for the mental health program with Wayfound and direct employee reimbursement for counselling.

Focus and attention to detail are required for effective financial and administrative contract oversight processes. Key activities include ensuring the mental health supports financial and contract administrative process are managed efficiently while practicing program and financial management and contract management best practices.

This position considers the complexity, streaming, and unique circumstances of each review to facilitate the appropriate financial processing and contract management activities, while ensuring the programs mandate for timely financial processing and contract management are met. All work is performed within the parameters of relevant legislation, regulation, policies, plans and procedures.

Responsibilities

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

Operational Support & Program Evaluation:

- Deals with confidential medical information and treatment requests related to employee trauma that can be unsettling.
- Responds to inquiries from employees at all levels on standard program information.
- Provides general information on Wayfound and EFAP programs and services to employees; responds to inquiries made through the mental health supports general mailbox from Wayfound.
- Assists in the development and implementation of WSP policies and procedures to ensure the efficiency of the programs processes for invoice and NPO payments, inquiry tracking and statistical analysis.
- Assists in identifying issues relating to NPO and PO payment and data and statistical tracking areas requiring improvement, addition of documents, tools and resources.
- Assists with identifying and testing IT related tickets
- Assists in the development and compilation of the statistical report provided to the department.

Financial & Contract Administration:

The position is responsible for the financial processing for the mental health supports program through Wayfound in addition to reimbursement process to employees submitting documentation. Will provide PO and SOW payment support for the EFAP program as required. Financial processes must be maintained in accordance with applicable legislation, policies and regulations including by not limited to the *Financial Administration Act* and contracts required administration in accordance with GoA requirements and 1GX best practices.

- Educates APS employees and any acting administrative coordinator or other team members on requirements for submission to reimbursement.
- Reviews and processes all non-purchase order invoices (NPO invoices) via appropriate manual and/or .csv upload reports for 1GX direct upload
- Documenting and verifying all spending against the contract.
- Contributes to future development of financial processing options to ensure they are implemented and maintained according to financial governance legislation, policy, and procedure
- Performs business partner management responsibilities related to creating, updating, and closing financial vendors as required.
- Ensures financial controls are implemented and monitored to ensure quality control and compliance with best practices

Contract Administration Processes: ensures contract processes are managed according to GoA best practices

- Review and validate purchase order invoices (PO invoices)
- Submit and code PO invoices appropriately
- Competent at maintaining and adapting financial processes consistent with the requirements for an electronic environment (1GX)
- Accurate and timely processing of purchases for all branch supplies and services using 1GX
- Monitoring of all purchasing requests to ensure timely delivery and/or follow up if required. Includes review of deliveries and processing of invoices in compliance with policy
- Strong in-depth knowledge of policies/processes for the supplies and services expenditures in the budget

General Administrative and Technical Support

Primary Responsible for the administrative support of the mental health supports program and EWWU work.

Outcome: Ensures all administrative functions are carried out efficiently and in accordance with program policies and procedures. Ensures program templates are modified and maintained according to changing program requirements.

- Creates word processing documents, including composing ad hoc correspondence, maintains databases, and develops and maintains spreadsheets.
- Creates and implements template letters/emails for program use in processing inquiries.
- Ensures templates reflect appropriate program changes, legislative amendments, and process changes.
- Accurately prepares expense claims in relation to hosting events, travel, etc as needed to support of Branch Coordinator.
- Maintains records management system including inventory, storage and archiving of both administrative and program files.

- Provides word processing support to Manager

The MHS Administrative Coordinator must demonstrate:

- Analytical and problem solving skills.
- Verbal and written communication skills, including ability to interpret and convey relevant aspects of legislation, regulation, policies, and procedures.
- Organizational, administrative, and time management skills, including ability to prioritize multiple responsibilities and meet deadlines.
- Sound judgement and strong sense of accountability with strong commitment to providing excellent service to stakeholders.
- Ability to pay close attention to accuracy and detail.
- Commitment to confidentiality, tact and diplomacy.
- Ability to interact with others in a professional and empathetic manner.
- Ability to deal with change in a rapidly changing environment.
- Proficient keyboarding skills

Problem Solving

Typical problems solved:

The MHS Administrative Coordinator requires understanding and comprehensive working knowledge of:

- Principles, processes, and procedures associated with administrative and financial tasks including PO and NPO submission and payment processes
- Administrative processes and have experience working within a payments or human resources unit
- Program processes and procedures.
- Program stakeholders.
- General office procedures.
- Applicable privacy legislation, HR policies/directives and GoA contracted programs; (i.e. Public Service Act and regulations ATIA and POPA, EFAP, Wayfound).
- Relevant databases and software tools (i.e. 1GX, Microsoft Word, Excel, Outlook, Sharepoint Online).
- Plan and coordinate multiple tasks.
- Proactively identify concerns, issues, and recommendations relating to responsibilities.
- Work independently and contribute to a team environment.
- Demonstrate consistency, initiative, innovation, critical thinking and flexibility.

Types of guidance available for problem solving:

- when needed, seek advice from other team or branch staff and manager knowledgeable about the processes.
- EWW Lead, Consultants and Manager are considered subject matter experts to support this position
- 1GX training, program policy and Standard Operating procedures
- NPO and PO payment process training and resources; TBF financial and procurement teams

Direct or indirect impacts of decisions:

- Employees receive timely information related to EFAP and Wayfound programs
- Employees receive timely reimbursement for non-Wayfound psychological or psychiatric counselling
- Issues brought forward to general email are addressed quickly and by the correct resource
- Vendors are paid within 30 day timeline from receipt of invoice
- Records are appropriately set up and maintained related to financial transactions, statistics; employee confidential records related to reimbursement requests are maintained.

Key Relationships

Major stakeholders and purpose of interactions:

The MHS Administrative Coordinator has regular contact with:

- Employees, managers, PSC and Workplace Supports and Prevention (WSP) branch colleagues for the purpose of providing mental health supports information (including EFAP and Wayfound) and ensuring reimbursement to

employees for non-Wayfound psychological or psychiatric counselling is processes quickly and correctly within required parameters.

- Contracted external stakeholders for the purposes of processing PO invoices for timely payment within contracted timeframes.
- Deputy Minister's and Assistant Deputy Minister's office staff for the purpose of providing responses to inquiries.
- WSP and EWWU colleagues and manager to respond to requests for information and provide support as required.
- Financial oversight bodies including JSG Finance and Procurement teams and OAG auditors

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

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

High school diploma with a minimum of 3 years progressively related administrative experience, including financial management and records management is required. Knowledge of 1GX financial processes, GoA financial management best practices and user acceptance testing of databases or applications is an asset.

Experience working with the following is required:

- Microsoft Office Suite
- 1GX (GoA financial processing system)

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 checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<ul style="list-style-type: none"> - Provision of timely communication and support to team and manager. - Timely payment processing of PO and NPO payments to contractors and employees to ensure meeting contract requirements and employee trust in communicated process. - Professional and empathetic communication directly to APS employees, managers and contracted external stakeholders; - Quick identification of concerning behaviors or communication from employees and acting quickly to refer issue to team lead or manager.