New

Ministry

Advanced Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager,Assess and Disabil Sup

Requested Class

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)

Vacant

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director of Student Services, the Manager, Assessing and Disability Support, leads front-line delivery activities of the Alberta Student Aid program, which includes federal and provincial student loans and grants, provincial scholarships and awards, and student disability supports.

Funding for students is based on individual need with loan and grant eligibility determined in accordance with a wide variety of federal and provincial legislation, program policies, criteria, and guidelines. The Student Services Unit provides front line services to Alberta post-secondary students who require financial assistance by:
- Assessing applications to determine eligibility for educational funding assistance programs (e.g., tuition, books living and other expenses), and conducting a formal multi-level Request for Review of specific case assessments and decisions;

- Assessing and processing funding for disability supports for students that require specific supports to meet their learning needs;

- Data entry of applications for funding assistance, scholarships, and awards; related correspondence and information requested for post-secondary students; maintaining session costs for all programs at all institutions to support assessment of student's eligibility for funding;

- Managing the Confirmation of Registration (COR) process for the student aid program, focusing on manual

COR worksheets for students attending institutions that are outside of Alberta or Canada.

- Analyzing and reviewing applications for program integrity purposes ranging from individual student offenses to large scale institution or sector wide concerning trends in order to safeguard taxpayer dollars.

- Provides coaching and support services for Alberta Student Aid's tier 1 call center, as well as serve as a tier 2 call center for escalated client resolution issues for a wide array of stakeholders.

Across each of these provincial functions, the unit is also involved in all aspects of program policy and procedure changes, program and delivery evolution, and quality assurance to sustain program integrity.

The Manager plans and leads team operations to achieve high standards for quality of delivery services to clients and effectiveness and efficiency in high volume operations in a consistently changing environment. This position also manages team operations through multiple business transformation initiatives and ongoing student funding program changes.

The Manager provides integrated reporting, consultation, and expertise to senior leadership on matters related to team operations to resolve issues and inform strategic planning and reporting. Collaboration with other units across the division is essential to integrate business changes. The incumbent also represents the division and/or ministry on Pan-Canadian working groups, cross-government projects, stakeholder committees, and shares related information throughout the Student Financial Services branch and the Private Career Colleges and Student Aid division.

Responsibilities

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

Alberta student loans, grants, and disability supports are effectively delivered in accordance with relevant legislation, policies, procedures, and guidelines to support financial access to post-secondary education.
- Develop, and implement operational processes to align with program policy and increase accountability requirements as needed.
- Manage day-to-day operations to ensure that activities comply with established service delivery standards.
- Troubleshoot more complex issues and provide guidance to Team Supervisors for resolution.
- Ensure operational processes and procedures are current and reflect changes to legislation, processes, or systems.
- Ensure correspondence forms and templates are updated and maintained.
- Review the student funding application package and Assessing Procedures manual for changes due to new policies or initiatives on an annual basis.
- Provide evidence and/or attend trials as a business expert on student funding policies and processes as assigned.
- Ensure all three levels of the Request for Review process are completed according to existing policy and process so that learners receive all the funding they are eligible for within the applicable legislation.

Lead initiatives to transform/improve client services in a client centric, operationally effective, and efficient manner.
- Lead planning and implementation of projects related to program evolution, operational improvements, and business transformation, including risk assessment and change management planning.
- Implement approved changes to processes and procedures to meet the demands of students to improve service, keep program administration costs low, and to implement legislative changes.
- Manage the use of manual workarounds that may need to complete during the upgrade of technology systems, maintaining the expected service delivery timelines and service provision.
- Identify options and make recommendations on how to implement program transformations (e.g., improved communication to students and staff).

Oversee the development and maintenance of Quality Assurance measures to support program integrity.
- Review and approve Quality Assurance policies, practices, and procedures.
- Ensure Quality Assurance-specific system enhancements and program metrics align with ministry business priorities and comply with federal and provincial regulation and policies.
- Monitor and review the tracking of reviews to ensure timelines are acceptable and the integrity and quality

assurance of the processes are maintained.
- Ensure oversight and reporting procedures related to student aid application assessments improve quality and reduce escalations.

Manage Federal-Provincial and inter-jurisdictional relationships and accountabilities for front-line student financial assistance service delivery.
- Collaborate with federal, provincial, and territorial government representatives to coordinate processes and communications for educational funding assistance programs (e.g., Canada Student Loans Program).
- Represent the team, branch, ministry, or government on related committees, working groups or project teams.
- Develop processes and priorities related to increased accountability requirements to ensure consistency on a national level.
- Maintain relationships within the Student Financial Assistance network with federal, provincial and territorial representatives and participate in cross jurisdictional scans on Student Financial Assistance programs policies and procedures.

The team achieves its business goals in alignment with unit and branch priorities within a positive team environment.
- Develop and implement operations plans in alignment with branch plans and department priorities.
- Provide direction, training, guidance and mentorship to staff that enable them to effectively deliver their objectives.
- Foster a culture of holistic and strategic thinking about team functions and how they impact current and future ministry priorities and operations.
- Account for team financial and human resources.
- Review and approve various reports and responses (e.g., Action Requests, Briefing Notes, Cabinet Reports, Engagement and Consultation Analysis Recommendations) prior to submission to the Director's Office.

The branch achieves its goals in line with ministry and government priorities and stakeholder needs.
- Inform and advise the Director on emergent issues to ensure the success of the unit processes, frameworks and guidelines and recommend go-forward options.
- Provide advice and recommendations to the branch and division leaders to inform their decision-making and to shape responses.
- Synthesize and report on plans and results achieved by the unit operations to inform branch and division planning and reporting.
- Work collaboratively with branch, division, and department staff to ensure coordination and integration of functions and delivery of services.
- Partner with other units and branches to foster collaboration, innovation, and efficiencies in continuous improvement of division and department priorities.
- Represent the unit, branch and/or ministry perspectives on working groups and committees.
- Serve as acting Director as needed.

Problem Solving

Typical problems solved:

Difficult or challenging situations typically encountered or resolved by the Manager include:
- Ensuring all aspects of service delivery associated with team operations are integrated and coordinated. Changes to programs occur regularly leading to changes in the whole environment in which application assessment occurs (e.g. changes to policy, IT system changes, business transformation changes such as the shift to proactive quality assurance instead of post-application reviews, business efficiency changes that could impact timelines). As educational assistance funding programs are revised or if new ones are implemented, the Manager must shift unit priorities and make necessary accommodations to ensure that adjusted business processes and operational policies are identified, developed and implemented; staff members are trained; and stakeholders and partners are informed of impacts (e.g., changes to funding for disabled student supports). This must all be completed with minimal disruption of ongoing service to learners and clients and while sustain high quality service to all clients.

- Building and maintaining relationships with internal and external clients, delivery partners and stakeholders (e.g., post-secondary institutions, federal government, and other areas of the sector) to encourage and facilitate the coordinated operations related to learner assistance. The work of the unit is closely connected and integrated

with other processes and units across the sector; achievement of sector goals depends on all units working effectively and collaboratively.

- Providing recommendations and solutions to senior-decision makers across the department pertaining to the impact of changes in the operational delivery of programs, resources, implications, operational concerns and emerging issues. The Manager must ensure that divergent client and stakeholder interests and perspectives, department and GOA objectives, and political and fiscal realities are considered and integrated when providing advice, recommended solutions. Sensitivity to financial consequences for students that can result from processing delays for funding must also be maintained and considered - this may require creative solutions.

Types of guidance available for problem solving:

Guidance for problem resolution is available in existing legislation, policies, directives, and guidelines developed by the federal government, the province, and the Department/Sector. Practices in other provinces across Canada, and the Director are other sources of assistance. In the cases where precedent does not exist, then a broad view of the Ministry and Sector business plans must be applied to determine and path forward.

Direct or indirect impacts of decisions:

Externally, direct impact:
- The Manager is accountable for the assessment function for student aid; this includes ensuring that student aid applications are assessed objectively. Delays and/or errors in assessment of applications and disability supports / processing applications and determining designation eligibility can result in delayed funding payments to students and negative financial consequences.
- Post- secondary institutions are impacted by the number of students that receive funding to attend specific programs.
- The Manager is delegated responsibility to work with representatives of other provincial governments to coordinate processes and initiatives through the Pan-Canadian framework. The Manager represents Ministry and Government positions, interests, and perspectives to cross- ministry and external committee and working groups as required. This work influences the direction of funding eligibility assessments for multiple funding programs.
- The Manager is occasionally required to provide evidence and/or attend trials as a business expert on student funding policies and processes that are forwarded to Alberta justice for criminal prosecution.

Internally, direct impact:
- Advice and recommendations provided by the Manager impact the direction of new student aid policies and/ or technology enhancements.
- This position manages operations of multiple teams and ensures that changes to programs and new funding programs are integrated into team operations while maintaining uninterrupted service to students and other stakeholders and clients.
- Quality Assurance activities impacts compliance teams and investigation units through the reduction of upstream risks.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Director and Branch Executive Director - Provide advice and/or respond to issues; provide updates; raise awareness to strategic opportunities and threats of significance to engage branch or division attention; support the Director's work on broader unit initiatives that connect to the team.
- Team Staff - Lead planning and operations; manage staff and 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.
- Branch staff and Managers - Provide expertise on assessment and disability supports topics; collaborate to resolve issues; provide input into development of student aid strategies to address system and operational implications of program and policy changes.
- Corporate Services (e.g., HR, Financial Services) - Seek advice and support to address HR management issues.

External
- Cross-ministry Committees, teams and working groups - Act as Branch, Division and Ministry representative.
- Representatives of federal, provincial, and territorial governments in the areas of program, policy and delivery of services - Participate in joint initiatives to assess the impact or proposed policy, program and delivery of services changes and provide input into recommendations; resolve issues and response to inquiries; exchange information.
- Representatives of post-secondary institutions (e.g., Accessibility Officers) - Obtain feedback and input pertaining to service improvements; represent Branch perspectives.
- Service Providers (e.g., Finastra/DH) - Collaborate on initiatives; provide direction and guidance and resolve issues and concerns related to Priority Committee meetings related to the Student Finance System.

Required Education, Experience and Technical Competencies

Education Level

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

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

The Manager requires comprehensive knowledge of:
- relevant Government and Ministry business plan goals, mandates, and organizational structures.
- Alberta Student Aid business priorities, directions, operational requirements, and related issues.
- educational funding assistance programs and policies administered on behalf of the federal and provincial governments, including related criteria, guidelines, processes, and procedures (e.g., *Canada Student Loan Policy and Procedures Manual; Assessing Guidelines; and Loan Relief Program Guidelines*).
- applicable provincial and federal legislation relevant to Student Aid (i.e. *Canada Student Financial Assistance Act; Student Financial Assistance Act and Regulations; Grants, Donations, and Loans Regulation*).
- applicable Ministry and Government policies, procedures, and information systems pertaining to assessing and processing student funding and disability supports and their interactions and impacts.
- detailed federal and provincial assessing criteria, policies and procedures and information systems.
- human and financial management policies, processes and procedures to manage team operations.
- Government decision-making processes and accountability frameworks.
- affected client and stakeholder communities, committees, working groups and advisory groups.
- technology requirements and options to convey the business needs of the team to use technology systems.

The Manager must be able to:
- coordinate multiple activities with concurrent deadlines while carrying out ongoing responsibilities.
- identify emerging trends and opportunities relating to assessing and processing functions.
- identify and monitor politically sensitive issues and develop appropriate responses and recommendations.
- develop and maintain collaborative working relationships with clients, stakeholders, and contractors.
- function independently as well as lead and contribute effectively within a team environment.
- demonstrate initiative, professional judgement, and creative approach to problem solving.
- shift workflow priorities to accommodate changes is programs, new or revised accountabilities and standards, or changes to technology supports.

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	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • 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	Considers program impact when approving operational process improvements; anticipates impacts and potential outcomes related to team functions when participating in program-level discussions (e.g., re: budget, policy).
Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan	Takes advantage of opportunities to improve work processes and workflows for all team functions; anticipates and removes obstacles for high-quality service delivery; proactively explains how anticipated change will impact daily work processes and guides staff to adapt.
Develop Self and Others	○ ○ ◉ ○ ○	Plans according to career goals and regular development: • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development	Supports the development of team members through provision of feedback and training; provides coaching and guidance to staff.