

Update

Ministry

Jobs, Economy and Trade

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Child Care Licensing Officer

Current Class

Human Services Worker 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Child Care Delivery

☐ 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:

- Licensing Officers are sub-delegated to exercise the powers and duties of the Statutory Director under the *Early Learning and Child Care Act*, Child Care Licensing Regulation and in accordance with the Early Learning and Child Care Policy and Procedures Manual. This includes licensing and monitoring of licensed child care programs, intake, investigations and supports for inclusive child care. The responsibilities of the role are inter-related with Federal, Provincial and Municipal legislation.
- In determining compliance Licensing Officers take a strength based approach to assess programs, investigate complaints and incidents, and establish if compliance to the Act and Regulations are met. When non-compliance is identified, Licensing Officers evaluate the level of risk to children and issue appropriate enforcement actions. Licensing Officers are responsible for the completion of all required and corresponding documentation while ensuring all information is accurately updated into the Child Care Information System.
- Licensing Officer's collaborate with child care programs to enhance knowledge, provide resources and promote understanding of the *Early Learning and Child Care Act* and Early Learning and Child Care Regulation. Duties are carried out in a respectful, consistent, collaborative and transparent manner following the Guiding Principles with the goal of best outcomes for children and families in our Province while supporting programs to build capacity in delivering inclusive quality child care.

Responsibilities

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

Licence Applications

- Review and process applications for licence or licence renewals.

Monitoring

- Inspect, monitor and issue enforcement actions for all child care programs.
- Review and process exemption requests, program plan changes and licence variations.
- Respond to inquiries, complaints and reported incidents received on intake and Child Care Connect.

Relationship Management and Communication:

- Assist in identifying emerging issues in the Region/sector, assess potential impacts and recommend and implement mitigation strategies to support licence holders, the Family Day Home Program and child care programs to provide safe and quality child care.
- Apply discretion and professional judgment to resolve complex issues, and notify/involve or escalate for decision making if required.
- Build on trusting and transparent relationships with community stakeholders, manage and de-escalate issues in politically charged and highly sensitive environments.
- Leverage relationships with licence holders, Family Day Home Agencies and child care staff to draw on program knowledge to assess and mitigate risk related to children receiving licensed and unlicensed child care.
- Build relationships with unlicensed child care providers to facilitate choice for families and mitigate risk by educating and informing providers on the safety and well-being of children in their care.
- Inform parents of enforcement action issued at their respective unlicensed child care program.
- Educate and inform parents of their choice and role in the provision of quality child care.
- Assist in the development and implementation of internal and external initiatives as required and to foster collaborative relationships, develop skills, build and/or increase capacity within the community/sector.

Service Delivery:

- Ensure services are delivered in a strength based, pro-active manner and adhere to the *Early Learning Child Care Act* and Regulation, including Ministerial and Provincial policies and procedures.
- Assist in keeping up to date on trends, program issues and changes to legislation, precedent or procedures, and share relevant information with supervisors, managers, directors and community.
- Assist in identifying service delivery gaps, provide feedback on policies/procedures and develop strategies and creative solutions to gaps and challenges.
- Participate on Regional and Provincial committees to engage in program reviews, resolve policy issues, Regional licensing concerns, and to establish new approaches and innovative programming.
- Assist in the collection of data and evaluating Regional trends and provide input to Managers, Regional Program Specialists and the relevant Family and Community Resiliency Branches.
- Assist in the monitoring and evaluation of the Family Day Home Programs and Licensed Family Day Home Agencies service delivery as per Provincial standards and to the terms of the agreement including identified goals and desired outcomes.
- Assist in the development and implementation of relevant training and resources for parents, licensed and unlicensed child care programs, child care licensing staff, Ministry staff and collateral authorities.
- Collaborate and consult with relevant associations, agencies and Provincial Ministries, including referrals, joint meetings, inspections and case conferences.
- Provide support and consultation in the implementation of Child Care Respite, Supported Child Care and Inclusive Child Care.

Community Liaison:

- Provide information, consultation and orientation on the *Early Learning and Child Care Act* and Regulation to potential and current licences holders, program staff, stakeholders, community agencies and collateral partners.
- Respond to all child care related inquiries made by Albertans via the Child Care Connect Line.
- Educate parents on choosing quality child care services.
- Assist in maintaining effective partnerships with other Government bodies such as Alberta Health, Education

and Transportation, and the Government of Canada.

- Assist in maintaining effective partnerships with Municipalities, Police and RCMP.
- Participate in internal committees and working groups.
- Provide leadership in building the capacity of communities to provide quality child care services and promote best practice.
- Facilitate community presentations which promote knowledge of quality child care programming and the tenets of the *Early Learning and Child Care Act* and Regulation.
- Facilitate community Quality Child Care Presentations, Sector Information Meetings, New Licence Holder Information Sessions and various Regional/Program specific presentations.
- Collaborate with Child Intervention to facilitate presentations on Child Abuse Protocols.
- Assist and participate in peer mentorship and coaching.
- Provide analytical and pertinent information to supervisors, managers, directors and others on merging trends and/or complex issues related to the Licensing Officer's caseload.
- Inform supervisors, managers, directors and others of regulatory non-compliance and/or current issues within Facility - based programs, Family Day Home programs and Family Day Home agencies or unlicensed child care programs.

Complaint/ Incident Investigations

- Review, assess and determine level of risk to children receiving child care in licensed, unlicensed child care programs and Family Day Homes, including allegations of child abuse and imminent threat to the health, safety and welfare of children.
- Review and respond to reports of incidents and complaints.
- Recommend when an investigation is required, considering urgency and risk to children.
- Consult with supervisors, managers and directors to determine the course of action for investigations, notification to proper authorities and follow up procedures.
- Collaborate on joint Police, RCMP, Child Intervention, Alberta Health Services and Municipality investigations related to complaints and incidents.
- Develop investigation plans for facility-based programs, Family Day Home/ Agency and unlicensed child care programs.
- Conduct investigations which includes inspections of facility- based programs, residential homes, commercial spaces and any other location child care is being offered or provided.
- Assess the information gathered during the investigative process to inform the level of involvement and enforcement action if applicable, including completing any prescribed Risk Assessment.
- Identify sections of non-compliance to the *Early Learning and Child Care Act* and Regulation, issue enforcement action.
- Assess remedies for enforcement action under the *Early Learning and Child Care Act* and Regulation.
- Inform parents/ guardians of enforcement action for unlicensed child care under the *Early Learning and Child Care Act*.
- Participate in Administrative Reviews, Appeals and Court Proceedings.

Administration:

- Complete all required paper work, reports, and applications and maintain physical and electronic files.
- Ensure that all child care information systems are kept up to date.
- General data entry and collection of required documents.
- Assist in responses to Minister's Action Requests and Regional requests for information/support.
- Assist and or complete supported child care agreements and contracts.

Problem Solving

Typical problems solved:

- Caseload management, licensing, inspections, monitoring, investigations, enforcement action, consultation, collaboration and administrative responsibilities are the primary elements of the position.
- Provide a balanced assessment and solution focused resolutions and recommendations to supervisors, managers and directors on complex and sensitive work that involves, allegations of child abuse and imminent threat to the health safety and well- being of children receiving child care.
- Assess compliance and make decisions for enforcement action during monitoring inspections and investigations.

- Make decisions on course of action and measures required to remedy enforcement action.
- Provide a balanced service delivery that encompasses a strength and evidence based approach demonstrating diversity and inclusion.
- Respond effectively to varying levels of crisis and complex situations that can be unknown and unpredictable which may include hostility, confrontation and risk to overall safety.
- Determine when referrals to collateral authorities, other ministries and divisions are required.
- Formulate decisions to recommend or refuse licence applications, variance and exemption requests and program plan changes.
- Role involves working irregular hours, evening, overnight and weekend work, urban and rural travel, using private vehicle that involves inclement weather and adverse road conditions.
- Role involves a degree of independence and autonomy conducting inspections and investigations alone.
- Exposure to communicable diseases.
- Position includes direct collaboration and consultation with Children's Services divisions, funded agencies, community stakeholders, collateral authorities, other Provincial Ministries in a political environment.
- Risk Assessments are completed to ensure the safety, well-being and development of children when making decisions related to investigations, inspections and the resulting enforcement action imposed on licence holders and unlicensed child care programs.
- Requires a high degree of independence and the ability to represent the Region and the Government of the Province of Alberta.

Types of guidance available for problem solving:

- This position's thinking is guided by defined objectives, functional practices and few precedents. The child care programs on the Licensing Officer's caseload provide a multitude of differing and variable situations which influence professional/theoretical principle to apply. The position frequently utilizes judgment to determine how an objective is accomplished and what recommendations will be made.

Direct or indirect impacts of decisions:

- Position has an impact on the diversity and quality of child care services in the Province.
- Directly impacts Licence Holders, staff, children, parents and community stakeholders.
- Inter-related Federal, Provincial and Municipal authorities.

Key Relationships

Major stakeholders and purpose of interactions:

- Supervisors, manager and directors on a daily basis primarily to provide information, obtain approvals, consultation and supervision.
- Other Licensing Officers to share information and problem solve.
- Provincial Specialists to gather information and collaborate.
- Stakeholder groups to share information, provide clarification and support.
- Licence holders, program staff and Albertans to gather and share information and provide consultation.
- Funded and or contracted service providers to support capacity building in child care programs.
- Court systems and legal departments for any required court action.
- Educational Institutions to provide presentations to students on the *Early Learning and Child Care Act* and Regulation.
- Other Ministries and divisions i.e. Family Support for Children with Disabilities (FSCD), Child Intervention (CI), Child and Youth Services Branch, Freedom of Information and Protection of Privacy (FOIP).
- Collateral authorities (Alberta Health Services, Police Services, RCMP, Municipal Bylaw departments, Development, Planning and Building Code departments, Fire departments, Education and Transportation).
- Community agencies i.e. Family Resource Networks (FRN's).
- Position requires participation in Provincial and Regional committees.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- Related University degree and 2 years related experience or the equivalency of a related diploma and 3 years related experience; or related certificate and 4 years related experience.
- First Aid certification
- Successful applicants must also have a valid Alberta Drivers Licence and access to reliable vehicle, as the role requires travel.

Knowledge:

- Although there is specific legislation to follow, some is vague and needs a great deal of judgement on interpretation.
- In depth knowledge of *Early Learning and Child Care Act* and Regulation, Early Learning and Child Care Policy and Procedures Manual and any relevant legislation that may apply to the licensing, monitoring, approval and operations of child care programs.
- In depth knowledge of the Family Day Home Program standards and the terms of the contract.
- Other relevant legislation focusing on children including *Child Youth Family Enhancement Act* (CYFEA) and FSCD and a demonstrated working knowledge of Children's Services programs. (Note: There is a large breadth of Children's Services programs and associated legislation. The depth of working knowledge in a specific area will vary depending on the assigned portfolio. All positions are required to have general knowledge of all Children's Services legislation and regulations.)
- Inclusive, developmentally appropriate child care and quality child care indicators.
- Child Care and Youth Services Division policies, procedures and/or directives.
- Early Childhood Development research and best practice, child development screening and assessment tools and practices.
- Child Care Information Systems that supports the division.
- Cultural diversity and ability to communicate and work effectively with the child care sector stakeholders.
- Quality child care programming.
- Protective and risk factors associated with Prevention and Early Intervention.
- Related Provincial and Municipal legislations and regulations (Health, Fire, Zoning, Building Codes and Bylaws).
- Community resources including early intervention services and Family Resource Networks (FRN's).
- Service issues to provide expertise and identify service gaps.
- Goals and objectives of Children's Services and Child Care and Youth Services Division.
- Administrative Review, Alternative Dispute Resolution and Appeals.
- Corporate Registry documents and legal documents for Asset/Share sales, and court applications.
- Well-being and Resiliency Framework, Signs of Safety, The Core Story of Brain Development, Foundations of Caregiver Support, NARA.
- Early Childhood Development, Ages & Stages Questionnaire (ASQ), Developmental Screening Plans (DSP), Infant and Child Mental Health.
- Indigenous Culture, Residential Schooling, Truth and Reconciliation.
- Federal Government funded programs, including Language Instruction for Newcomers to Canada (LINC) and on Reserve child care programs.
- Provincial Woman's Emergency Shelters Child Care Program Standards.
- Alberta Resource Centre for Quality Enhancement (ARCQE), LINK.
- Child Abuse Protocols.
- Freedom of Information and Protection of Privacy (FOIP), *Personal Information Protection Act* (PIPA), and the *Children's First Act*.
- Relevant Federal, Provincial and Municipal legislations.
- Funded agencies contracted to provide supports to child care programs and the services provided to child care programs.
- Master Agreement between the Government of the Province of Alberta and the Alberta Union of Provincial Employees.
- Media and Communications processes.

- Political environment within which the Ministry operates

Skills & Abilities:

- Assessment skills/ analytical.
- Conflict resolution, mediation, negotiation.
- Ability to work independently within a team focused environment.
- Critical thinking, problem resolution and decision making.
- Consultation and collaboration.
- Receive and provide feedback.
- Research, data collection.
- Planning and facilitation to conduct collaborative processes to address child care programs, children's and family's needs.
- Leadership skills, including team building, motivating and influencing.
- Community liaison/relations.
- Public relations and communication skills - to provide consultation and address public and private groups.
- Strong written and verbal communication skills to respond to concerns, information requests from parents, applicants, community members, licence holders, program staff and unlicensed child care operators.
- Organizational/ time management skills.
- Consultative skills to provide advice and direction to influence the actions of licence holders, program staff and unlicensed child care operators.
- Conflict resolution skills to work in complex, politically sensitive situations.
- Ongoing change management.
- Engagement / relationship building / mediation skills.
- Computer skills.
- Presentation skills.
- De-escalation techniques, personal safety.
- Crisis management skills.
- Court procedures (Queen's Bench).
- Risk management to reduce the negative impact on children receiving child care.

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 | | |
| Creative Problem Solving | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Build Collaborative Environments | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Systems Thinking | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Agility | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Drive for Results | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Develop Self and Others | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |
| Develop Networks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | | |

Benchmarks

List 1-2 potential comparable Government of Alberta: