

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Requested 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**Job Purpose and Organizational Context**

Why the job exists:

The Senior Business Specialist contributes to accomplishing the following desired outcomes for the Employment and Financial Services Division within Assisted Living and Social Services (ALSS):

- Projects related to renewed Employment Services Delivery Models are initiated and carried out in a coordinated fashion involving all relevant partners.
- Government policies effectively anticipate and address the career and employment needs of Alberta's current and future workforce, including the unemployed and underemployed Albertans.
- Government policy manages emerging labour market issues, including but not limited to:
 - Supply of appropriately skilled workers
 - Critical shortages in specific occupations
 - Ensuring all Albertans (Indigenous, youth, older workers, persons with disabilities and immigrants) have opportunities to be engaged in the work force
- Effective leadership is provided on labour market and skills development issues, programs and services across government
- Government is aware of and listens to different perspectives on skills and labour market issues

The framework within which this job operates includes:

- ALSS Employment Services Delivery Model(s) Implementation Plan
- Department's Three-Year Business plan, with particular reference to the core businesses
- Government of Alberta Business Plan
- Federal and provincial policies and legislation on labour market and skills development programs and services
- Government of Alberta, Departmental and Divisional budgets and forecasts

Under the direction of the Manager, Business Enablement and Coordination, the Senior Business Specialist is responsible for specific employment and training programs and services as assigned, and for the coordination of related activities and program policies and initiatives that support the skills and labour force development of Albertans. The Senior Business Specialist creates the link between policy and the practical, on-the ground programs and services that are delivered by SCSS staff and training providers to thousands of Albertans. The Senior Business Specialist identifies labour force and labour market issues, analyzes complex policy, program and legislative issues and supports policy direction for the Division, the Department and across government. Conducts research, analysis, and consultation in alignment with ES Delivery Model(s) implementation plan. The Senior Business Specialist also provides input and support to systems development. The Senior Business Specialist develops recommendations, briefing materials, and a wide variety of written documents for consideration by senior management and the Minister. The Minister and senior management use the Senior Business Specialist's information and advice to make key decisions on current and future programs and services. The Senior Business Specialist's work directly impacts the delivery system and the people who deliver and receive programs and services. The Senior Business Specialist represents the Ministry/Division with external stakeholders. May also supervise co-op students, work experience placements, and Employment Services Consultants.

Responsibilities

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

1. Coordinates the development of multiple program options, which may include new, or revisions to, policies, procedures and legislation for consideration and decision by the Minister and senior management.

- Plans and manages changes to specified career programs to ensure programs meet the needs of Albertans, the resources of training providers, and respond to labour market demands
- Provides leadership and direction for the programmatic response for specific client groups such as immigrants, Indigenous, youth and Persons with Disabilities (PWD) which addresses their barriers to employment
- The Senior Business Specialist will be assigned a group of policy issues/challenges as well programs and services to ensure complementary and mutually reinforcing design.
- Reviews literature and gathers accurate and relevant background information about the various programming approaches to address labour market issues
- Identifies solutions to address program, policy and operational issues that arise from internal and external sources
- Provides options within the context of the labour market, government focus and departmental direction through consultation and environmental scanning
- Ensures cost projections and service implications are considered
- Determines the risk factors that may impact ALSS and develop processes to manage risk
- Develops processes to support initiatives, through all stages: project charter, terms of reference, request for proposals/ qualifications, selection, negotiation, contract development, contractual obligations, follow-up, reports and audits
- Develops, delivers and evaluates delivery staff training on Career and Employment Information Services and designs curriculum in collaboration with Workforce Development.
- Ensures programs and policies are in line with Federal reporting requirements.

2. Recommends amendments to policies, procedures and legislation where required to reflect approved decisions.

- Prepares directives and makes changes in all documents and manuals to reflect new policies or revisions, writing with clarity and plain language to support field staff and training providers in understanding and interpreting the changes
- The Senior Business Specialist will be constantly monitoring other government of Alberta and government of Canada programs to identify gaps, overlaps or opportunities for leveraging.
- Consults with training providers and other stakeholders to better understand an issue area, and the views and concerns of employed and unemployed Albertans and to solicit feedback on policy revisions
- Prepares the content of training packages for field staff and training providers

- Coordinates the process for Act/Reg changes including the preparation of the 3-column documents and supporting materials which provide the explanation for Cabinet Policy Committee and the drafting instructions for Legislative Services.

3. Provides program support/maintenance.

- Provides expert advice and assistance on interpretation of legislation and policies, or on application to specific situations or queries
- Coordinates responses to Ministerial Requests, Action Requests, requests for information, briefing notes and other correspondence within and parallel to the ARTS platform.
- Chairs or participates in task-oriented groups to resolve particular program issues
- Provides expert input for other areas of the department
- Participates in departmental and interdepartmental working committees where knowledge and expertise are required in career development, labour market issues, employment and training programs, and SCSS policies and legislation
- May deliver provincial training or workshops to ensure that policy and procedural changes are communicated effectively to field staff and training providers, and to identify further issues that may arise.
- Organizes, facilitates and participates in planning sessions with training providers, SCSS staff and other stakeholders.

4. Undertaking project management responsibilities on complex multi-stakeholder projects:

- Supervise/develop project charter, work plans and implementation plans with goals, resource allocations and timeframes.
- Coordinate meetings with stakeholders including business, industry associations, unions and employees.
- Manage external contractors. Prepare requests for proposals and manage the process of evaluating and hiring contractors.
- Monitor project processes, outputs, deliverables and budget using a variety of project management tools. Make adjustments as necessary.
- Write, or coordinate compilation and delivery of final product.
- Evaluate project results and develop and present recommendations for next steps.

5. Other:

- Provides cover-off for the Manager as required
- May provide contract management to one or more fee for service and conditional grant contracts
- Contributes to information-sharing with other jurisdictions or government departments to represent the department in cross-ministry or external projects
- Assists, mentors and coaches junior staff, interns and new hires

Problem Solving

Typical problems solved:

Typical problems to be solved by the Senior Business Specialist include how to:

- Complete projects, assignments and tasks that impact unemployed and marginally employed Albertans as well as specific groups with unique employment and training needs, including but not limited to: immigrants, Indigenous, and older workers
- Complete projects, assignments and tasks that impact training providers, public and private, and other service providers
- Work in a complex intergovernmental environment that includes other provincial government departments, and federal government departments such as Human Resources and Social Development Canada and Aboriginal Affairs and

Northern Development Canada to address broad programs and policies

- Interact with officials in the federal government, other provincial jurisdictions, other Alberta government departments, training providers and other stakeholders to ensure that policies and practices for programs are in accordance with expectations
- Work with stakeholders: clients, service providers, employers, community agencies, employer associations, other government departments (municipal, provincial, & federal), politicians, First Nations and Métis groups, industry sectors, Public and Private training providers and school jurisdictions
- Represent the branch/unit in working groups and committees, both internal and external
- Employ a high degree of autonomy while functioning in a team environment
- Consider program, funding and political issues from a provincial perspective at all times
- Has the primary responsibility from conceptualization to delivery for the development and consistent implementation of legislation, policies and procedures for Employment and Training programs
- Responsible for complex, highly sensitive, interdependent projects on a diverse range of issues
- Responsible for meeting rapidly shifting priorities with tight timelines
- Work under considerable pressure to provide sensitive, accurate, thorough information in short timeframes
- Use persuasion, assertiveness and diplomacy while working with staff, other government departments and stakeholders to ensure department objectives and outcomes are achieved
- Responsible for resolving highly complex issues identified by internal and external sources
- Work with the policy branch in the development of broad labour market policies and with specific program policies

Types of guidance available for problem solving:

Senior Business Specialist can seek guidance from :

- Offices of the Assistant Deputy Minister and other senior management to respond to requests for information, clarification, development of options, papers and briefing notes and other communication materials, including Action Requests
- Delivery Services managers and staff.
- Training Providers (public and private) in responding to client concerns and inquiries regarding legislation and policy.
- Legislative Services regarding legislative amendments, interpretation of existing legislation and appropriate legislative processes
- Finance, Income & Employment Program and Delivery and Strategic Services on issues regarding policy, policy interpretation and delivery of programs and services
- Communications in the development and approval of public, client, government and MLA communications
- Manager, Business Enablement and Coordination (Direct reporting relationship, ongoing strategizing of projects)

Direct or indirect impacts of decisions:

The position is delegated considerable independence to determine areas of focus, exercising judgment when researching, analyzing and summarizing information and presenting associated reports and proposals to Ministry decision-makers and prioritizing responsibilities to meet deadlines. Matters with potential for significant impact on business area operations, resource allocation, or planning documents are referred to the Manager and Director, who are also available for guidance when dealing with particularly sensitive issues or situations. The Manager and Director also review briefings and recommendations destined for the executive level to ensure assumptions are valid and Ministry goals and objectives are appropriately reflected.

Key Relationships

Major stakeholders and purpose of interactions:

- **Project participants across the branch and division** [daily to weekly] - to plan, coordinate and support project work
- **Project sponsors (e.g. Managers, Directors, Executive Directors) across the branch and division**

[weekly to monthly] - to ensure alignment, report on progress, provide recommendations.

- **Ministry partners (e.g. Strategic Data Analytics, Disability Services, ADMO, CSS Communications)** [weekly to monthly] - to ensure alignment, coordinate efforts, gain knowledge, and share insights.
- **External stakeholders (e.g. community agencies, boards and commissions, contracted service providers, and external consultants)** [weekly to monthly] - to understand needs, gain knowledge, and share insights.
- **Cross-ministry partners (e.g. Labour and Immigration, Advanced Education)** [monthly to quarterly] - to ensure alignment, coordinate efforts, gain knowledge, and share insights.

Required Education, Experience and Technical Competencies

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

If other, specify:

A University graduation in a related field plus four years progressively responsible related experience.

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

- Knowledge and expertise to respond to the career development, training and income support needs of a variety of client groups, including aboriginal people and groups, immigrants and older workers.
- Knowledge and expertise related to career development, assessment, adult education and apprenticeships and trades, labour market development and issues related to low income, low literacy and essential skills and employment barriers.
- High degree of resourcefulness and creativity in meeting the varied, multiple, and at times, conflicting needs of clients, training providers, contractors, the community and the Department.
- An understanding of the overall framework of Government and the mandate and priorities of ALSS
- A thorough knowledge of ALSS contract management policies
- A thorough knowledge and application of the legislation as it directly and indirectly impacts the work, including the *Income and Employment Supports Act and its regulations, the Government Loans and Grants Regulation, Labour Market Development Agreement.*
- A thorough knowledge of government processes and the steps required for act and regulation changes
- A thorough knowledge of collective agreement and responsibilities of Supervisor role
- Expert knowledge of the policy context in which programs and services operate, including the history, framework, and rationale, placement within the suite of ALSS programs and services, and contribution to the achievement of the ALSS Business Plan and other goals
- Thorough understanding of areas that impact the success of programs and services: legislation, policies, and procedures, delivery mechanism, systems utilized, communications, and budgets
- Strong knowledge of broad labour market issues in Alberta, other regions in Canada, and internationally
- Strong knowledge of project management methodologies and tools
- Excellent conceptual, analytical and problem solving skills as well as highly developed critical thinking skills
- Ability to summarize and synthesize complex material
- Ability to identify key issues, strategies and solutions to resolve unusual and common problems and make informed decisions and recommendations
- Ability to work independently or as part of a team, with people at all organizational levels
- Computer literate in Windows platform, MS Office, e-mail, etc.
- Excellent communication skills: verbal, written, consultative and negotiation
- Flexibility and the ability to work in an environment with changing priorities, short timelines and scarce resources
- Leadership and self-management skills
- Time management and organizational skills
- Conflict resolution, mediation, negotiation.
- Political sensitivity and the ability to maintain a neutral and objective approach

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 	<ul style="list-style-type: none"> • Apply systemic thinking and a holistic approach to work deliverables, to articulate broad system short, medium, and longterm impacts and connections.
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Anticipate, assess, and readily adapt to changing priorities, manage resilience in times of uncertainty, and effectively work in a changing environment.
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 	<ul style="list-style-type: none"> • Proactively build networks, connecting and building trust in relationships with different stakeholders. • Lead and contribute to the conditions and environments that allow people to work collaboratively and productively to achieve outcomes.

