

**JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title	Name
Program and Policy Advisor (Program Quality Assurance & Reporting Specialist)	

Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
		Disabilities Services Division, Disability Policy Branch	Assisted Living and Social Services

Present Class	Requested Class
------------------	--------------------

Dept ID	Program Code	Project Code (if applicable)

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 [Section 2.3](#)).

The Disability Services Division (DSD) oversees and delivers programs and services that support people with disabilities to live and participate in their communities. As part of the DSD, the Disability Policy Branch leads the development of evidence and practice-informed policy, program support and statutory oversight for legislated programs including the Persons with Developmental Disabilities (PDD) and Family Support for Children with Disabilities (FSCD) programs. These programs provide coordinated supports and services to Albertans with disabilities and their families to enable their social inclusion, community participation and independence.

The Program and Policy Advisor supports program oversight, quality assurance and program performance monitoring and reporting, issue analysis and strategic advice on disability-related programs and policies. The incumbent is responsible for project management and advancing policy and program work associated with the review, evaluation and/or implementation of provincial disability services programs. The incumbent provides comprehensive and investigative research for the design, development and maintenance of programs including identifying program policy and delivery issues and challenges, support development of recommendations and actions towards program integrity and improvement.

All work is conducted with the goal of ensuring that the interests and priorities of the department and the Government of Alberta are effectively represented in projects and activities. The position may be required to support consultation with key stakeholders and takes initiative to complete policy projects to accomplish outcomes as assigned. Additionally, the position is expected to develop and maintain links with other divisions and departments to support awareness of key and emerging disability issues and potential policy solutions.

The position's focus is research and analysis, development of recommendations and information material, as well as coordinating cross divisional projects that have a narrow scope or a strong precedent. Results achieved by this position will have influence on current department initiatives and future policies/priorities.

Issues are identified by elected officials, senior department staff, delivery services and/or program clients. The Program and Policy Advisor receives assignments and direction from the Manager of Oversight, Training, and Reporting.

2022/11/24

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 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

1. Program and Policy Oversight - Provides assessment, analysis and advice regarding program policy issues impacting Albertans with disabilities. **Activities:**

- Supporting Senior Advisors (PS4s) or Management on specific research projects to be used as a basis for policy issue framing, policy development or review.
- Provides expert advice and analysis on a range of ministry and division priorities, and policy issues (this may include specific legislation) affecting persons with disabilities.
- Collating researched information into briefing notes, correspondence or other communication documents (eg: cross-jurisdictional scans, reports, etc.);
- Raising awareness to the Manager if research uncovers emerging issues, along with proposed next steps.
- Determining potential implications for FSCD/PDD programs
- Supports the FSCD and PDD Statutory Director to fulfill their role in ensuring the programs are delivered in alignment with the FSCD Act and the PDD Services Act.
- Supports development of mechanisms, resources, training and tools to support FSCD and PDD delegates in fulfilling their roles and responsibilities.
- Identifies issues and develops options to respond to program and service gaps and emerging issues related to persons with disabilities.
- Takes into account the opportunities, risks, costs and benefits of policy options, including implementation and delivery implications

2. Quality Assurance and Continuous Improvement - Supports development and implementation of Quality Assurance and Continuous Improvement (QACI) mechanisms and activities.

Activities:

- Assists QACI reporting, monitoring and action planning processes, in collaboration with branch, division and department representatives.
- Assists in identifying, coordinating, and managing projects and initiatives for program development, sustainability and improvement.
- Interprets scientific literature, research findings, reports and recommendations of relevance to the Disability Services Branch.
- Analyzes various sources of information and prepares reports with recommendations.

3. Projects – Provides accurate information and advice to support the development and implementation of FSCD and PDD program projects and initiatives. **Activities:**

- Leading task-oriented projects to resolve program issues where input of different areas of expertise is required;

- Arranging, coordinating, and recording stakeholder consultations with guidance from the Manager;
- Identifying, assessing, analyzing and reporting information and data relevant to projects.
- Assisting with project planning activities including: defining scope and goals, defining activities and resources, identifying risks and mitigation strategies.

4. Content Development –Policy development and quality assurance and continuous improvement is supported by appropriate presentation of content.

Activities:

- Preparing briefing material and correspondence for the Director, Executive Director, Assistant Deputy Minister, Deputy Minister and Minister.
- Synthesizes new and existing information from a variety of sources into summary documents;
- Consolidates a wide breadth of information into formats that are effective for the intended audience; and
- Uses emails, discussion documents, briefing notes and policy papers to constructively articulate issues and calls for action to executives and decision-makers.

5. Policy Engagement – Programs are supported by appropriate policy engagement.

Activities:

- Anticipating reactions to policy content and working proactively to mitigate concerns and clearly express program priorities;
- Representing program policy interests and works collaboratively at meetings and on committees or working groups with individuals from other divisions and/or departments, and/or stakeholders, in an advisory capacity.
- Influencing outcomes of projects that affect program policy by effectively positioning ideas and content.

6. Leadership and Accountability – The unit is a high-performing team, working toward a common goal of providing the best policy support for critical programs. **Activities:**

- Provides project management support on policy projects as directed;
- Exercises appropriate judgement within the framework of established protocols when completing tasks;
- Provides accurate information on disability issues or projects in a timely manner to meet the requirements of management;
- Coordinates related initiatives with other areas within the Disability Policy Branch, and other divisions and departments;
- Represents the branch, division and ministry on cross-ministry committees;

- Develops evidence-based, timely briefing materials and correspondence for division and ministry leadership; and
- Fosters a culture of mutual trust and respect among colleagues and managers.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

The focus of the Program and Policy Advisor is to perform research and analysis, develop recommendations and information material on a broad range of issues that may affect the direction and operations of the PDD and FSCD program, as well as coordinate cross divisional projects that have a narrow scope or a strong precedent.

The incumbent performs research, development, consultation, facilitation and writing associated with program development, implementation, quality assurance and continuous improvement of the PDD and FSCD programs.

This position is responsible for work that impacts the lives of Albertans with disabilities and their natural support systems and must consider the needs and priorities of these populations.

Disability Service sector practice is directly influenced by the position's oversight and program/policy development and, as such, this position deals with diverse issues and competing priorities that require a solid grounding in the strategic direction, best practices and commitment to achieving the intended outcomes for Albertans.

The Program and Policy Advisor is responsible for producing appropriate outputs within their scope of accountability.

This position is accountable for:

- Providing advice to management on program and policy questions;
- Ensuring projects are effectively coordinated;
- Developing content in an appropriate format;
- Effectively articulating advice/information; and
- Using appropriate judgement to achieve desired outcomes.

The information and advice provided by the Program and Policy Advisor will influence current department initiatives, the design, development and maintenance of policies and programs, as well as future strategic priorities. Within legislative frameworks, the position must formulate solutions to issues that involve competing interests of various stakeholders. The nature of the policy advisor function is such that it develops solutions to meet the changing disability-related needs within the province.

Desired outcomes are clearly outlined.

- Problems are less known, solutions are unknown;
- Thinking guided by clearly defined policies, objectives and principles;
- The Program and Policy Advisor must identify, define and analyze alternative courses of action.

The position impacts:

- Knowledge of disability issues (by providing research and analysis);

- Numerous community disability organizations and stakeholder groups; and
- Disability Services Delivery through provision of advice, clarification, reporting, relevant program information and training to support consistent understanding of FSCD and PDD programs' intent and purpose, and to support effective program delivery.

The Program and Policy Advisor uses their professional judgement along with conducting research and planning to identify multiple possible solutions to address ministry/branch objectives.

This position works within the parameters of established legislation, policies, plans and guidelines. The Manager provides guidance in determining how responsibilities are performed, including reviewing work for quality of analysis. The timelines and comprehensiveness with which services and information are provided is critical.

The work of this position also requires interaction and effective working relationships with staff across the department and a wide variety of stakeholders to gather input. Major partners and stakeholders include: departmental staff; interdepartmental and stakeholder committees; external stakeholders (e.g. service providers, community social services agencies, and associations), program clients (e.g. individuals and families accessing program supports); external consultants.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.

The position requires the following: Experience in public policy analysis Strong knowledge of:

- The *Persons with Developmental Disabilities Services Act* and the *Family Support for Children with Disabilities Act* and other legislative statutes
- Policy development cycle
- Quality assurance and continuous improvement cycle
- Issues and trends related to the needs of children, youth and adults with disabilities and their families and supporters
- Ministry business plan
- Political environment within which the Ministry operates
- Government decision-making processes, structures and procedures
- Related disability programs and developments in other jurisdictions.
- Strategic, operational, and program policy, and understanding of relationships between these policy types.
- Research methodologies, data analysis, recommendation preparation
- Project management strategies
- Stakeholder engagement approaches and methods
- Department/divisional objectives
- Social policy within Alberta and Canada Ability to:
- Think strategically and develop solutions to complex problems
- Demonstrate a high degree of initiative, responsiveness, professionalism, judgment and collaboration.
- Build and maintain positive working relationships amongst a diverse group of colleagues and stakeholders.
- Respond quickly to requests, consult with the appropriate partners and summarize and synthesize information efficiently and accurately from a variety of sources in order to make recommendations.
- Understand and articulate issues with broad social and political implications
- Interpret and describe statistical data
- Provide facts and advice in an objective manner
- Understand how outputs impact the work of others
- Understand how analysis relates to the work of decision-makers across the broader GoA
- Effectively communicate in exchange of information at the working level
- Influence situations that may be controversial, including those that occur in other departments
- Resolve conflicts to facilitate long-term change
- Work independently as well as in a team environment
- Excellent verbal and written skills
- High proficiency in Microsoft Office applications such as Word, Excel, PowerPoint.
- Capacity to learn new and proprietary software applications
- Well-developed time management and organizational skills

ACADEMIC BACKGROUND

- An undergraduate degree in social sciences or related field, and related experience is required. Equivalencies considered.

CONTACTS: The main contacts of this position and the purpose of those contacts.

Primary contacts (daily):

- Manager – Strategic and tactical direction, immediate supervisory direction and project assignment.
- Branch staff (including other work units) – Information source, team-based projects, input/suggestions.

Secondary contacts (frequent):

- Director – Strategic direction and information source.
- Other divisional/departmental staff – Input, suggestions, ideas and information.
- Program and Policy Advisors in other departments – Share information as appropriate, obtain input on cross ministry policy proposals.

Other contacts (occasional):

- Executive Director – Strategic direction and information source.
- ADM Office staff – Specific direction/information.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

This position does not have any supervisory responsibilities.

CHANGES SINCE LAST CLASSIFICATION REVIEW: List the significant changes that have occurred in your job since the last review.

--

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

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	Signature	Date
Manager	_____	_____	_____
	Name	Signature	Date
Division Director/ADM	_____	_____	_____
	Name	Signature	Date