

Reclassification

Ministry

Justice

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Assessment Services Supervisor

Current Class

Human Services Worker 6

Requested Class

Human Services Worker 7

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

CJS/BRS/ Assessment Services

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Assessment Services

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-03-13

Responsibilities Added:

This position fulfills a statutory role within the framework of Federal and Provincial legislation, Caseflow Conference regulations, practices and rules governing Court operations. It is responsible for critical access to justice and court diversion services, and makes final decisions on client service direction. Additional requirements include increased specialized knowledge and skill sets and their application to unique circumstances through complex case management. The Family Justice Strategy initiative makes client interaction with Assessment Services mandatory by regulation.

The addition of King's Bench processes to the department's programming. Requirements include new policy and procedure development and implementation, intensive training of all team members, and added client load capacity. The ability to lead change on an individual and systems level.

A significant increase in the complexity and volume of issues that do not have a resolution precedent, this requires a high degree of operational and systems level thinking during program and policy development, as well as exceptional agility in addressing immediate and individual staff-client needs.

The pandemic changed the service delivery model forcing supervisors to apply separate, concurrent service delivery models increasing the complexity of service delivery as it now includes virtual, telephone, and in-person service options. Supervisors are required to have increased theoretical and applied knowledge on the impact of technology

on conflict situations, parties, children and families, and resolution resulting in a wider breadth and increased depth of specialized knowledge. They need to train, maintain and trouble-shoot both procedural and technical issues when providing service delivery while ensuring quality service is provided to public.

There has been an increase in the number of front-line staff and teams to facilitate the growth in the scope of program delivery. Supervisors must consider a provincial approach while considering location specific procedures and stakeholders. With program growth the supervisors are responsible for ensuring data integrity and data governance for the new, Resolution Services wide Client Relationship Management system in order to provide effective and accurate program reporting and analysis.

Responsibilities Removed:

No responsibilities removed from last job description. To note, the last job description review was completed in 2015.

Job Purpose and Organizational Context

Why the job exists:

The supervisor will provide leadership, supervision, operational oversight, professional development, coaching, and direct support to Family Court Counsellors, Caseflow Coordinators, and Program Support staff. The position needs to coordinate and balance workloads and staff productivity to ensure that work is completed in a timely manner while meeting legislative requirements.

This position fulfills a statutory role that ensures the front-line team's strict adherence to legal requirements, fulfillment of statutory obligations, and consistent compliance with relevant regulations. The supervisor plays a pivotal role in delivering on statutory requirements while maintaining consistency in program delivery, even in complex situations.

As a subject matter expert, the supervisor is required to lead service delivery for Albertans utilizing Alberta Courts, by providing oversight and ensuring staff's consistent and effective application of legislation, policies, regulation and procedures and improving the quality of work by providing regular supervision and performance management processes. Extensive knowledge and experience in human services including family violence, child and youth development, crisis intervention, family dynamics, mental health, addictions, systems theory, and conflict resolution is applied to ensure that services are provided in an efficient, user friendly, cost-effective manner that maintains legislative compliance. Reporting to the Manager, the supervisor is responsible for ensuring the effective and efficient operation of the programs, with a high degree of focus on supervision, continuous quality improvement, client services and supporting operational priorities for front-line programs. The supervisors need to ensure required resources are available and provide a work environment and culture where the front line staff can perform their jobs effectively. As the program provides services to clients who are dealing with complex family situations and come from diverse socio-economic backgrounds, supervisors need to be prepared to offer guidance and problem solve complex and escalated situations with staff, stakeholders and clients.

Additionally, the position builds and sustains relationships with related Government of Alberta (GoA) programs and community partners to enhance integrated and fulsome services to address program and individuals' needs. The position has a direct impact on the organization and service delivery to all clients and stakeholders. Collaborative working relationships with peers across the province are required to advance program effectiveness and consistency. The Assessment Services Supervisor plays a key role in improving the processes of the branch, including system reporting, service reviews, issue analysis, and policy and program development.

Responsibilities

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

Leadership and Supervision

- Provide daily consultation to Family Court Counsellors, Caseflow Coordinators, and administrative support staff, at various levels, in the areas of provincial and federal legislation, regulations, policy interpretation and intent, service delivery application and procedural difficulties within the programs provided by Business and Resolution Services (BRS). Provide direction to staff on interpretation and intent of these programs.
- Set operational goals and expectations for the team in line with provincial program business plans and maintain

them through regular performance reviews.

- Supervise the assigned team (e.g., recruiting, onboarding, and training new staff, performance reviews, developing learning plans, approving leave and staff development requests, and implementing performance improvement plans, responding to OH&S incidents).
- Develop, implement, and evaluate processes to effectively prioritize, delegate, and monitor workflows and caseloads, and to adjust processes as needed to achieve program goals and to respond to changes within the Alberta Justice System (e.g., Client Relationship Management, Family Justice Strategy/expansion of services, adjusting to changes to court rules and legislation).
- Manage and coordinate human resources processes, including time management, performance management, development of learning plans, professional development, coordinating hybrid and alternate work arrangements, employee special requests, and responding to OH&S or other workplace incidents. Manage concerns related to staff and/or clients in consultation with the Manager.
- Respond to community queries and concerns regarding Assessment Services (e.g., concerns with the work or performance of the Family Court Counselors and/or navigation through crisis situations that require immediate response).
- In complex family situations such as when there is family violence, mental health challenges and addictions, guide staff in determining client capacity for mediation and other Alternate Dispute Resolution options.
- Establish working committees and oversee the planning, developing, and monitoring of new projects or initiatives that complement the government's direction in cost savings initiatives and help meet the Business Plan objectives.
- Chair on-going staff meetings and provide opportunities for more frequent staff meetings as teams request opportunities for staff to dialog on best practices, emerging trends, and challenging multi-faceted family dynamics.
- Assess and mitigate a diverse spectrum of risks that may impact programs and service delivery, program integrity, worker safety, financial management, and legal proceedings or court processes. Provide staff with emotional and professional support and/or resources required to assure well being.
- Act as complaints officer leading the complaints management process, when required and in accordance with program policy.
- Provide direct support, including temporarily taking on tasks normally assigned to direct reports or management, to ensure the continuous delivery of front-line programs and services during emergent, high demand and/or low resource periods, and to promote and facilitate a collaborative approach to service delivery with other departments.
- Ensure adherence to Ministerial policies and procedures, quality of work, and alignment with program goals.
- Supervise up to 15 employees and oversee mentorship and student positions.
- Provide oversight through file reviews to ensure data governance and data integrity standards are followed when staff enter data into the Customer Relationship Management system. Provide effective business reporting that will lead to accurate business analysis and informed decision making.
- Recommend exemptions to regulation (e.g., assessment of eligibility and needs) and revisions to inform regional practices/guidelines where necessary.
- Provide cover-off for the Manager as required, resolve team issues in collaboration with the Manager.

Service Delivery and Staff Development

- Identify service delivery gaps through the Customer Relationship Management system and data and in collaboration with peers, management, and stakeholders to develop, implement, and evaluate improvement strategies to advance program efficiency, effectiveness, and provincial consistency.
- Maintain awareness of trends and program issues including changes in legislation, precedent, protocol and/or procedures. Report concerns to management and provide potential solutions. Identify, request, and maintain the resources required to support the program.
- Understand and be able to facilitate training of triaging, completing intake appointments, conducting Caseflow

conferencing, and providing in-court support to clients in multiple levels of Court (Court of Justice and the Court of King's Bench).

- Direct file management practices that align with best practices, program policy and procedures, and relevant legislation. Provide oversight through system reporting to ensure effective, efficient, and consistent service delivery between multiple levels of Court provincially.
- Lead the continuous delivery of front-line programs and services during emergent, high demand and/or low resource periods, and promote and facilitate a collaborative approach to service delivery with other departments.
- Implement and coordinate approved procedures and/or pilot projects related to the programs as directed by senior management.
- Liaise with and educate the Judiciary, internal and external stakeholders regarding services provided.
- Lead staff involvement in cross ministry, intergovernmental and community partnerships and initiatives.
- Track and approve staff time, including for leave requests, professional development, overtime, and vacancy reports.
- Maintain balanced work schedules and caseloads for staff and rosters, and work with staff and roster service providers to address issues impacting their caseloads.
- Promote health and wellness and flexible work arrangements.
- Ensure professional registration, where required, is maintained.

Consultation and Community Collaboration

- Collaborate with the Executive Director, Director, and Managers of Court and Justice Services, as well as the Judiciary, and other community legal partners to develop, implement, and evaluate the expansion of a consistent service delivery model and practices of the Assessment Services program into the Court of King's Bench.
- Lead the development of innovative community solutions for complex and/or politically sensitive situations through joint work with community service providers (e.g., piloting new programs and approaches for individuals with challenging needs thus reducing conflict with families, building resiliency and lessening crisis situations).
- Chair or participate in community and ministry initiatives, working groups, case conferences and community forums to resolve community and internal concerns and build community capacity and/or strengthen natural supports so that individuals and families have access to the full range of community services (e.g., Addictions and Mental Health, Children's Services, local School Boards, Alberta Supports, shelters, etc.).
- Collaborate with the Judiciary and the legal community to drive best practices in the education of legal options for self-represented litigants.
- Liaise with the Public Legal Education and Information unit in the development of training materials, manuals and information packages that are used to promote the awareness of assessment services programs for internal and external stakeholders, including justice system stakeholders and the public.
- Present information to stakeholders to enhance their understanding of our services and the benefit of reducing conflict during separation and divorce to increase referrals to better support families who cannot afford a lawyer but require a Court order.
- Develop and deliver training and educational programs that promote effective communication for internal staff and external justice stakeholders.
- Lead the provision of services provided to clients in collaboration with Information Services, and the Family and Civil Mediation programs.
- Conduct interjurisdictional e-scans to determine leading edge trends in justice systems across Canada

Assessment Services Program Administration

- Develop, maintain, and interpret data collection and statistical information that is user friendly, accurate and relevant to regularly review/assess service delivery processes to ensure efficiency, consistency, and to provide

recommendations for improvement of processes.

- Participate in and lead administrative reviews, mediation and formal appeal processes, Fatality Inquiries, and Human Rights Complaints as needed. Attend administrative meetings as required.
- Process personnel-related forms, organize work procedures, maintain related stats, and monitor expenditures to maintain balanced work schedules and caseloads for staff.
- Create and maintain written summaries and/or guides of program processes to aid in the completion Staff Development, timekeeping, overtime, and vacancy reports in a timely and accurate fashion.

Program Financial Administration

- Engage in budget forecasting discussions and planning activities and provide recommendations to the Manager regarding financial needs and considerations for programs. Provide recommendations to the Manager regarding the development and implementation of budget management strategies that promote effective and efficient application of financial resources in alignment with GoA financial management requirements that minimize the negative impact on individuals served by the program.
- Perform Expenditure Officer functions relating to funding approvals at a delegated level and make recommendations for management decisions at higher delegated levels.
- Develop and present recommendations for approval/renewal reductions, and termination of providers to ensure fiscal efficiency in program delivery.

Problem Solving

Typical problems solved:

Problem Solving

- The Supervisor balances the roles of program guidance, practice supervision, and program administration. Building and sustaining a positive and productive culture, team cohesion, interpersonal dynamics, and consistency in a dynamic environment.
- Guiding and supporting the team's management of conflicts and escalated situations. The blend of factors in each situation can be unique given the diversity of stakeholders and factors involved. The Supervisor guides staff, and takes the lead, if necessary, to motivate consensus and action toward the best solution for all parties involved; this often results in changed perspectives, actions, and behaviors.
- Supervising the team to align caseloads and workflows to optimally service clients and meet program standards; coaching and guiding skill development for staff, some of whom are in different geographic locations; professional development for succession planning.
- The Supervisor must be familiar with the strengths, education, and experience of staff to assign unique and/or complex cases with individual service providers benefitting service delivery efficiency.
- Foster the increase in the requirement for cross-ministry and community service collaborations to ensure a coordinated and integrated approach to delivery of supports occurs within the current program framework and fiscal environment. This draws on the Supervisor to consider the Assessment Services program within the broader context of other GoA and community supports, and increased level of consultation, policy and legislation interpretation, decision making, and influence and advocacy skills to represent the division and client's best interest.
- Professional judgment is exercised within the parameters of legislation, regulations, policies, and standards. Consideration is also given to the Ministry Plan, ministry-wide direction, regulations, policies and procedures. The Supervisor ensures the alignment of casework practice with the program direction and priorities, and the Ministry's Business Plan.
- Service outcomes must reflect the best interests of children and consider the impacts of conflict on children and child development. The Supervisor must be familiar with current research and the complexities of family conflict that impact children, to provide case consultation, guidance, coaching, mentorship and support for staff

- The Complexity and urgency of some decision results in the supervisor making the best decision possible with the information at the time.
- Chair monthly team meetings to exchange information and ideas, build strong working relationships within the team and identify and problem solve service delivery challenges.
- Responsible for monitoring, analyzing, and interpreting statistics. The information is used to develop unit strategies and problem-solving activities.
- The needs of Albertans accessing the justice system are diverse, and rarely do clients accessing services have the same needs to address their legal disputes. This requires the Supervisor to demonstrate agility and have knowledge of a wide range of issues clients may experience, while offering support to staff to address diverse client needs impacting service delivery. This often includes situations of clients accessing services when there is family violence, mental health challenges and addictions.

Complexity

- The position deals with diverse and complex family situations as clients have diverse needs to address their legal and family disputes. The Supervisor must be able to assess needs and maintain an up-to-date knowledge of the current service and legal options available as a support to HSW5, AS5's and families.
- Working in a large community with a diverse socio-economic and ethnic population requires a high degree of cultural competency and a working knowledge of resources that are available in the community. Further, the supervisor must also have functional knowledge of smaller rural Alberta communities and understand the limitations that the families face residing in these communities due to lack of resources and possibly means to access resources in the larger centers. The supervisors may have staff who live and work in those smaller communities and must be able to support the needs of staff as well.
- As services are provincial in scope, supervisors need to address diverse factors impacting services while maintaining consistency throughout the province.
- In meeting the needs of a unique and complex clientele, the position requires a high degree of adaptability, creativity, and problem solving. This requires keeping current with literature, research and practice regarding issues of mediation, conflict resolution, child development and parenting plans - taking into consideration children's temperament, gender, culture, social policy, conflict resolution, family dynamics, family violence dynamics, and legislative requirements.
- A strong focus on systems thinking is required by the Supervisor, to consider the applicable services and programs within the broader context of other GoA and community options, to ensure coordination of services, and to direct clients to the most appropriate resources for their individual circumstances.
- The Supervisor is required to be a trusted subject matter expert for related program policies, legislation, and court processes to lead and provide support to a variety of highly trained and qualified staff, and to help inform decisions impacting services and the justice system in Alberta.
- Research and train staff on evidence-based practices and best practices to facilitate continuous quality improvement of programs and services.
- The supervisor is required to manage a variety of complex and politically sensitive matters as they impact Alberta Courts and access to justice for Albertans.

Types of guidance available for problem solving:

Family Law legislation including the Family Law Act and the Extra Provincial Enforcement of Custody Orders Act, Divorce Act, Protection Against Family Violence Act, Child Youth & Family Enhancement Act, Inter-jurisdictional Support Orders Act, Child Support Guidelines, Alberta Rules of Court and Practice Notes, Freedom of Information and Privacy Act, Caseflow Conference Regulations, Department of Justice policies and procedures, Resolution Services policies, procedures, and program guidelines inclusive of court process, Parenting After Separation, Mediation and Parenting Assessment / intervention options

Knowledge and interpretation of Provincial Legislation and Federal Acts pertaining to family matters and good knowledge in other civil law matters is required E.g. Family Law legislation including the Family Law Act and the Extra

Provincial Enforcement of Custody Orders Act, Divorce Act, Protection Against Family Violence Act, Child Youth & Family Enhancement Act, Inter- jurisdictional Support Orders Act, Child Support Guidelines, Alberta Rules of Court, Practice Notes and Court Procedure Manuals, etc.

Understand Adverse Childhood Experiences and impact of separation on child(ren)

Demonstrate a range of accepted conflict resolution, negotiation, problem-solving and decision-making techniques

Utilize de-escalation techniques and converse about safety planning with staff and clients

Understand the origins and consequences of work-related stress and use coping and management skills to promote wellness

Demonstrate empathy, sensitive to confidentiality, respect and ethical behavior

Set individual performance goals, ensuring alignment with the Ministry's business plan and the divisional operational plan

Identify and implement strategies that maximize team effectiveness

Related Acts, Regulations, Rules and Practice Notes. (i.e., Protection Against Family Violence Act, Family Law Act, Divorce Act, Extra-Provincial Enforcement of Custody Orders Act, Child, Youth & Family Enhancement Act, Intake and Case flow Management Regulation, Divorce Act)

Familiarity with related community resources (information sharing and case consultation), for example Emergency shelters or Policing agencies and Victims Services.

Training/experience in family mediation including an understanding of interest based/non-evaluative mediation.

Experience in Court & Justice Services and Court of King's Bench policies and procedures, including court process.

Consultation, receiving direction, information sharing and legal direction will come from close collaboration with The Judiciary, Court staff, Executive Director, Director, Manager, Business Coordinators, The Legal Services Support Team, The Resolution Services Team

Direct or indirect impacts of decisions:

- The decisions made by the Assessment Services Supervisor directly impacts client access to justice and the implementation of ministry business plans, goals, and priorities. Other impacts include:
- Judiciary and clerks office by saving the Court's time, resources, and money through court diversion
- The development, implementation, and evaluation of all policy and program changes.
- Quality and consistency of staff data entry which in turn impacts the quality of business reporting and informed decision making by managers, directors, and the executive director.
- Quality of service delivered to the public by the front-line staff of Assessment Services, including the continuous quality improvement of staff and the services they provide.
- Safety of our staff, the clients and stakeholders in high risk conflict cases.
- Assessment of financial decisions and provides recommendations on how to best serve our clients.
- Decisions that reduce conflict among clients and their families.
- Decisions that help families to come to an agreement outside of Court thus reducing conflict amongst families while saving the Court's time.
- Decisions that help to coordinate efforts among stakeholders to better serve families experiencing separation and divorce.

Key Relationships

Major stakeholders and purpose of interactions:

- Consultation, Providing Direction, Information Sharing and Legal Direction will come from close collaboration with The Judiciary
- Program Planning and Review, Consultation, Guidance and Legal Clarification with: Executive Director, Director, Manager, Business Coordinators, The Legal Services Support Team, The Resolution Services Team
- Administrative collaboration and program evaluation with: Information Technology department, Human Resources, Infrastructure, Strategy, Support and Integrated Initiatives program, Policy, Analysis and Communications team
- Consultation, Information Sharing and Safety Planning with: Corporate Security, Occupational Health and Safety, Court Registry and Sheriff's and / or security personnel

External:

- Program delivery, public education and information sharing with: Individuals and families for Assessment Services programs, Post-Secondary Institutions, other government and non-government agencies, The General Public
- Coordination of services and service delivery consultation with: Other government and non-government agencies, Community agencies and support providers
- Information sharing and case consultation may take place with: Policing agencies and Victims Services, Legal Aid Alberta, Student Legal Services, Native Counseling Services, Association of Family and Conciliation Courts, Family Law Office, Children's Services, Income Support, ADR Institution of Alberta, Alberta Bar Association, Human Services, Maintenance Enforcement & Recalculation Program, Centre for Public Legal Education Alberta, Crown Prosecutors Office, Emergency shelters

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Certification / Training

- Bachelor of Social Work and 2-year related experience. Equivalency: Masters of Social Work and 1 year related experience; OR related university degree and 3 years related experience; OR related University degree and 4 years related experience; OR related diploma and 5 years related experience; OR related certificate and 6 years related experience. Note: Equivalency for professional roles related to Child Intervention: Directly related degree or diploma, successful completion of in-service or comparable training and 2 years of directly related experience.
- A degree or higher in Social Work also requires a current registration with the Alberta College of Social Workers.
- Minimum 40-hour family mediation training or equivalent with an understanding of interest based and/or non-evaluative mediation.

Skills / Abilities

- Demonstrate a range of accepted conflict resolution, deescalation, negotiation, problem-solving and decision-making techniques during crisis management, risk assessment mitigation and intervention.
- Understand the origins and consequences of work-related stress and vicarious trauma, ability to apply coping strategies and management skills and knowledge of available resources to promote staff wellness
- Demonstrate respect, cultural sensitivity, empathy, sensitivity to confidentiality and ethical behavior, and encourage the same from others.
- Ability to apply good judgement to decision-making at times when the full scope of information is not available and/or competing factors are involved.

- Demonstrate ability to apply project management principles, practices, and methods to prioritize tasks, provide clear directions and ensure program delivery effectiveness.
- Leadership skills (including team building, coaching, motivating, and professional development and leading through influence) in a fast-paced environment requires the ability to set and manage priorities, and maintain attention to detail.
- Ability to provide direction, guide, and support complex decision-making and problem-solving around issues with an immediate impact to service delivery and outcomes for clients. The complexity and urgency of some decisions requires the Supervisor to engage in complex problem-solving to make the best decision possible with the information available at the time.
- Oral and written communication skills to provide information, interpret and explain policy and decisions, advocate, foster consensus, and influence others across diverse groups (e.g., individuals, families and guardians, community service providers, helping professionals, advocacy groups and the community at large).
- Systemic thinking to advance integrated thinking, planning and resource coordination to positively impact program clients within the scope of each program.
- Administration, time management & organization, assessment and analytical skills, case note recording, interviewing
- Technology (including current and former programs), and computer skills (including Customer Relationship Management (CRM), Sharepoint, Outlook, Microsoft Office).

Knowledge

- Comprehensive knowledge of and the ability to apply and interpret legislation, policies and rules in order to lead integrated service delivery to multiple clients with a multitude of needs: Federal and Provincial Law legislation; regulations and rules governing the operation of Court of King's Bench and the Court of Justice, technical and administrative policy, procedures and directives of the Department and the Alberta Public Service. Some of the examples include the Family Law Act and the Extra Provincial Enforcement of Custody Orders Act, Divorce Act, Protection Against Family Violence Act, Child Youth & Family Enhancement Act, Inter-jurisdictional Support Orders Act, Child Support Guidelines, Alberta Rules of Court and Practice Notes, Freedom of Information and Privacy Act, Caseflow Conference Regulations, Department of Justice policies and procedures, Resolution Services policies, procedures, and program guidelines inclusive of court process, Parenting After Separation, Mediation and Parenting Assessment / intervention options
- Understanding of family law relative to divorce, separation, parental rights and matters including division of parenting time and decisions.
- Understanding of Adverse Childhood Experiences and the best interests of the child, and appropriate interventions or responses to mitigate further trauma during service delivery.
- Well-developed understanding of human behavior including the signs of physical and emotional distress, crisis intervention, and appropriate resources.
- Knowledge of and the ability to interpret and apply GOA framework for supervising a team within Resolution Services (e.g. Master Agreement & subsidiary agreements, Occupational Health and Safety Act, Code of Conduct and Ethics, personnel policies and procedures and HR directives)
- Knowledge of and the ability to interpret Professional Codes of Conduct, and Standards of Practice (i.e. Social Work Code of Conduct & Standards of Practice, Psychology Code of Conduct. Mediation Code of Conduct)
- Knowledge of the environment and location in which the supervised team operates, including key stakeholders, available community supports etc.
- Comprehensive knowledge of Assessment Services program priorities and business plan priorities and strategies.

Human Relations Skills

- This position requires excellent human relation, de-escalation, and interpersonal communication skills as it provides full supervision to professional and administrative staff. Resolution of complex crisis situations requires careful consideration and tact, as well as exemplary leadership skills to provide clear and consistent information, updates, and

direction for staff leading to optimum service levels. The Supervisor will step in to lead the most sensitive or complex issue resolutions as needed.

- The Supervisor must be skilled in change management and be an effective motivator. This work is very demanding due to the intense emotions that clients may display at times while using this service and the high program demands. The directions the supervisor provide and influence have long-term life impact to children and families.

- This position ensures required resources are available and structures the work environment to enable employees to perform their jobs effectively. The Supervisor provides guidance and manages complex and escalated situations impacting service delivery to ensure the best possible path forward for clients, staff, the justice system, the Government of Alberta, and other justice system stakeholders.

Creativity

- Working within the guidelines of the program, the Supervisor is required to interpret legislation and policy to allow clients to make decisions based on accurate information that is in the best interests of the client, the child(ren), and the family as a whole.

- Excellent analytic and assessment skills are required to identify and prioritize issues that need to be addressed. When unique or unknown situations present, the Supervisor must work to find creative solutions within the boundaries of the appropriate legislation and policies. Requires the ability to transform theoretical knowledge into practical solutions to present the client and or staff with appropriate options.

- Complex cases require creative solutions for resolution. High conflict and emotional interpersonal dynamics demand the Supervisor to be able to use critical thinking to present appropriate options to address unique options to staff and clients.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	- Within new initiatives, supervisors are responsible to understand the broad mission, vision, and goals of the department and of our stakeholders, and to create innovative solutions, develop programs, policies and procedures that will meet the individual client's needs and circumstance. -This position fulfills a statutory role which contains the requirement to have increased specialized systems level knowledge and ability to apply it to unique circumstances through complex case management. They need to analyze information from

			<p>multiple sources and evaluate various options often within tight time frames to direct clients to the most appropriate courses of actions and services.</p> <p>-Lead the reflective/best practice meetings and lead the team to consider the best practices that support well-being of the children, families to reduce stress, decrease and deescalate conflict, access to justice, enhanced preparation for Court, providing information and resources, more efficient Court processes.</p> <p>-Lead and develop policies and procedures and implement training to engage the front line staff in the change management process. Amend procedures to effectively implement new programs and services, and manage sustainable solutions that meet the evolving needs of Albertans.</p> <p>-Concrete examples: Adhere to legislative FCC intake regulations and legislation at both level of Courts, CFC, ensure proper use of internal/ external forms by the public and key stakeholders, safety considerations, healthier resolution of family legal matters and diversion, amend and develop internal procedures to align with FJS, family law packages. Using systems approach, supervisors always needs to put appropriate staffing to provide services in a reasonable time frames as clients without lawyers must attend the program to move further in the Family</p>
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			Justice system processes.
Creative Problem Solving	○ ○ ○ ● ○	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>-As our program works with new initiatives within our ministry, supervisors are required to take the vision and goals of the initiative and break these into tangible problems to solve. Many issues and problems are initially unknown and do not contain any resolution precedent.</p> <p>-Supervisors need to apply their knowledge and understanding of legislation, policies and regulations and to delegate a caseload and provide solutions best suited for individual clients and files which can be unpredictable and complex. They need to be available to provide case consultations daily.</p> <p>- Identify collaborative approaches to solving the problems, initiatives and creating the solutions that meet the program goals. Supervisors are to provide subject matter expertise to the other collaborators about the impacts of the initiative and decisions on the programs.</p> <p>-Concrete examples- Performance meetings, team meetings, reflective practice, mandatory learning events, leadership meetings, working groups. The supervisor manages and delegates caseload which can be unpredictable and complex. Files with interactions with parties can escalate requiring supervisors to analyze, evaluate and implement solutions best suited on an individual basis. Staff will also seek guidance and direction on files using the</p>

			<p>supervisor as a trusted source of understanding of legislation, policies, best practices and in both theory and application. Supervisors are also expected to challenge existing learnings incorporate new mandatory learning events and to think of new ways to provide the requested services and maintain requirements of the Family Justice Strategy</p>
<p>Build Collaborative Environments</p>	<p>○ ○ ● ○ ○</p>	<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 • Promotes collaboration and commitment 	<p>-Supervisors are responsible to educate and communicate with NGO service providers as well as other program departments within and outside of our ministry on the role of Assessment Services. Supervisors encourage frequent collaboration to maintain the flow of knowledge.</p> <p>-Supervisors are responsible to collaborate with the Executive Director, Directors, Managers, Supervisors within Court and Justice Services as well as Judiciary in both Court of Justice as well as Kings Bench. They also need to work collaboratively with Court of Justice and King's Bench administrations.</p> <p>-Engage every level of staff to promote ideas and communication regarding new programs and initiatives. Work together with staff and stakeholders to identify and resolve complex issues impacting service delivery across the ministry.</p> <p>-Concrete examples: Chair frequent meetings with front line staff to openly discuss challenges and resolution ideas. Lead</p>

			through influence other program areas and stakeholders to streamline service delivery. Engage with supervisors across the province to maintain Albertan's access to Justice.
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>-The supervisor is required to remove barriers for clients to access Assessment Services programs. Considering complex factors within the broader context of the GoA and community supports, the supervisor must maintain an increased level of consultation, policy and legislative interpretation, decision making influence and advocacy skills to achieve both the division's and the client's best interest.</p> <p>-To develop, implement, and evaluate a consistent service delivery model for the Assessment Services programs, the supervisor must forecast and proactively address issues through collaboration with the Executive Director, Director and Managers of Court and Justice Services, as well as the Judiciary, and other community legal partners.</p> <p>-Concrete examples: The supervisor contributes to setting operational goals that support the statutory roles of the program in the Justice system. Supervisors are responsible for the screening, recruitment, orientation, training of new employees while maintaining strong performance agreements with staff. The supervisor acts as a complaints officer and utilizes client and stakeholder feedback to</p>

			shape staff training, internal policy and procedure as well as makes recommendations for increased efficiency and effectiveness of program delivery.
Agility	○ ○ ○ ● ○	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	<p>-Working in a large community with a diverse socio-economic and ethnic population requires an ability to adapt to the complex needs of each population. Rural populations may be faced with a lack of community resources requiring the problem solving of the supervisor to be agile with resolution of complex client needs.</p> <p>-The supervisor must be effective at change management and model adaptability, versatility, and resilience within their team.</p> <p>-Supervisors are responsible for monitoring, analyzing and interpreting statistics, in which the information is used to develop unit strategies and problem-solving activities. Utilizing statistics and feedback from clients and stakeholders to pivot program delivery model when more effective or efficient methods are discovered.</p> <p>-Lead in the development of innovative community solutions for complex and/or politically sensitive situations through joint work with community service providers.</p> <p>-Concrete examples: Managing complex or escalated cases requires an ability to adapt to the changing needs of the client. Developing new policy and</p>

			procedure to promote success with FJS initiatives. Championing change within the staff team to encourage adherence to new goals and direction.
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

- 1) Working Title: "Children's Services Child Intervention Casework Supervisor"
- 2) Working Title: "Seniors, Community and Social Services Disability Services Supervisor"