

New

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Professional Assurance Officer

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 Education Act provides the statutory authority for the Alberta Teaching Profession Commission and the appointment of an arm's length Commissioner to oversee teacher and teacher leader conduct and competency complaints for the profession. This process applies to all teacher and teacher leaders under the Education Act (the Act).

The Commission oversees a new model, which came into force on January 1, 2023, for teacher and teacher leader disciplinary matters that brings Alberta in line with best practices used in comparable provinces and other regulated professions. The new Commission protect students and enhances accountability and transparency for disciplinary matters as a regulated profession.

Reporting to the Manager, Professional Assurance, this position addresses complaints related to teacher discipline through the application and interpretation of legislation, regulations, standards, practices and processes. The position assesses and analyzes complaints and allegations in accordance with the Act and the Professional Conduct and Competency for Teachers and Teacher Leaders Regulation (the Regulation) and drafts decisions on behalf of the Commissioner for consideration, to make a determination regarding a teacher's alleged unprofessional conduct and/or professional incompetence.

Responsibilities

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

Assessing complaints of teacher discipline by interpreting the application of legislation, standards, process and protocols concerning teacher conduct and competency complaints filed under the Regulation.

- Determining the nature of the complaint.
- Providing technical advice based on legislation and policy to the Manager and Director, Professional Assurance.
- Ensuring legislative requirements have been satisfied regarding the complaint.
- Conducting preliminary inquiries related to a complaint by analyzing and verifying information and any documentation provided by parties involved in the complaint.
- Determining, recommending and developing a course of action, and draft decisions for the Manager, Director and the Commissioner to consider, completing preliminary inquiries and reviewing investigation reports proposing a course of action and preparing draft decisions for consideration.

Assisting the Manager, Professional Assurance in prosecuting/presenting cases of alleged unprofessional conduct and/or professional incompetence involving teacher and teacher leaders to discipline committees (tribunals) to be heard.

Make representations to committees on behalf of the Commissioner as a presenting officer who is delegated authority to represent the Commissioner in hearings and make decisions on behalf of the Commissioner during these proceedings under both the Education Act (new model), Teaching Profession Act and Practice Review of Teachers and Teacher Leaders Regulation (for complaints submitted prior to January 1, 2023 that are transitioned to Commissioner's Office).

Developing and assisting with the delivery of training and information sessions as well as updating information and training materials to provide awareness and support understanding and knowledge regarding teacher discipline in Alberta.

- Facilitating or co-facilitating workshops and training sessions for matters related to complaint process set out in legislation.
- Identifying through consultation with school authorities/administrators, experience with complaint management, ministry staff/investigators, etc. regarding changes and additions to information and training provided. This could include: brochures, tip sheets and additional complaint process checklist/guidelines, website information, complaint form etc.

As a member of the team, contributing to the Alberta Teaching Profession Commission's success by promoting and implementing strategies to effect and support teacher and teacher leader conduct and competency in Alberta's education system. This is accomplished by:

- Sharing learning regarding the process of embedding accountability and responsibility for ensuring system excellence "thinking" into the development, assessment and measurement of Alberta Teaching Profession Commission policies, and practices.
- Sharing information regarding trends, societal changes, pressures and issues regarding teaching and leadership excellence.
- Working with Legal Services on matters related to teacher discipline.
- Provides environmental scans, literature reviews and information, and research support and analysis for evidence-based policy development and management decisions.

Problem Solving

Typical problems solved:

This position prepares advice for the Manager and Director, Professional Assurance as it relates to teacher discipline policy. Further, this position assesses complaints, and provides technical advice, and provides advice on next steps for complaints.

The incumbent must think strategically and act quickly to formulate solutions in high pressure and often controversial situations. The individual is also in frequent contact with the public.

The incumbent must actively lead and participate on teams to design and implement strategic initiatives projects, programs, and processes for quality improvement for matters related to teacher discipline.

This position is responsible for researching, analyzing, and incorporating (into an Alberta context) new initiatives in the areas of accountability for teacher discipline matters and identifying and promoting best practices in the area of teacher discipline matters, on a consistent basis. As such, it is critical that the individual remains continuously sensitive to the larger political and societal context in which the key departmental objectives are achieved

Types of guidance available for problem solving:

Relying upon knowledge, skills, and past experience to solve problems and provide advice, particularly in response to emergent issues related to teacher and teacher leader discipline matters.

Consulting with other Professional Assurance Officers and relying on their knowledge skills and past experience.

The Professional Assurance Officer functions within the context of established policies, statutes, directives, and guidelines, with key pieces of legislation setting parameters for the work including the Education Act, Professional Conduct and Competency for Teachers and Teacher Leaders Regulation, Teaching Profession Act and Practice Review of Teachers and Teacher Leaders Regulation.

The Manager and Director of Professional Assurance will provide overall branch direction and guidance.

Direct or indirect impacts of decisions:

This position is primarily accountable for providing advice and expertise to the Manager and Director of Professional Assurance in addressing complex and diverse complaints of alleged unprofessional conduct and professional incompetence filed against Alberta certificated teachers and teacher leaders and determining the appropriate course of action to take in a complaint and preparing the appropriate decision for the Commissioner. Decisions of this position directly impact the ability of the Alberta Teaching Profession Commission Commissioner to make well informed decisions in regards to teacher and teacher leader conduct and competency, and indirectly impact the teaching profession as a whole.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- Professional Assurance Manager and Director: Receives direction, supports initiatives, provides briefings and recommendations.
- Other Professional Assurance Officers and Alberta Teaching Profession Commission staff: Works collaborative with the team as well as sector staff as it relates to professional assurance.
- Legal Services: Seeks legal opinions

External:

- Complainants: The position directly interacts with complainants.
- General Panel/Teacher Discipline Committees: May present to the committees on a complaint file.
- School Jurisdictions: Provides support for providing advice on the complaint process to ensure effective change management.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Completion of a University degree in Education with an Alberta Permanent Professional Certificate in teaching is considered an asset. Experience working with providing advice, dealing with highly sensitive issues related to regulated professions, teacher complaints, preparing reports and/or analyzing data is an asset.

The position requires knowledge and experience in the following areas:

- Operations of quasi-judicial processes.
- GoA, and Ministry strategic plans, and Alberta Teaching Profession Commission objectives and direction regarding teacher conduct and competency.
- Education Act, Professional Conduct and Competency for Teachers and Teacher Leaders Regulation, Teaching Profession Act, Certification of Teachers and Teacher Leaders, Regulation, Practice Review of Teachers and Teacher Leaders Regulation, Teaching Quality Standard, Leadership Quality Standard, Superintendent Leadership Quality Standards, and the Teacher Growth, Supervision and Evaluation Policy.
- Research methodologies and tools to conduct environmental scanning
- Stakeholder perspective and understanding on teacher conduct and competency responsibilities.
- Understanding legislation and policy for matter related to the teaching profession.

The position requires the following skills and abilities:

- Excellent interpersonal skills due to the nature of the work.
- Superior communication skills (written, verbal and presentation), including the ability to clearly convey ideas and the ability to actively listen to others.
- Strong analytical and evaluation skills in relation to assessing the complaint brought forward.
- Strong public speaking skills when making presentations.
- Well-developed organizational skills to work independently on multiple projects and tasks,
- Ability to anticipate future issues and impacts on the Alberta Teaching Profession Commission's mandate/strategies/policies/ commitments.
- Planning and coordination skills.
- Ability to build productive relationships within the Alberta Teaching Profession Commission, Alberta Education, across the Government of Alberta, and with other stakeholders.
- Ability to analyze complex issues, identify options or courses of action to address the issues, set priorities and carry out the work efficiently and effectively.
- Ability to synthesize findings into valid and credible recommendations

- Excellent project, time and organizational management skills to balance effectively multiple demands and timelines.
- Strategic and systems thinking skills.
- Daily use of computer systems and office software including, Word, Outlook, Excel, and PowerPoint and government programs where necessary (1GX).profession.

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 	The position is accountable for providing advice and support for professional discipline matters in a delivery system comprised of over 100 school authorities across Alberta who employ over 55 000 Alberta certificated teachers and teacher leaders. Ability to deal effectively with a wide variety of professionals, community, sectors, groups and individuals
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	High degree of skill in problem solving and decision writing, combined with strong analytical skills to define complex and diverse problems, and develop recommendations for consideration in professional discipline matters involving Alberta certificated teachers and leaders. Researching and analyzing new initiatives and best practices leading to greater accountability and efficiencies in addressing professional discipline matters for Alberta certificated teachers and teacher leaders.

Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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>Ensures that their investigation reports are submitted on time and include all of the necessary information related to the allegations made in a complaint.</p> <p>Investigation reports should build an understanding of how the findings are interpreted using legislation and considered as evidence in a hearing/ tribunal, using a quasi-judicial process</p>
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 	<p>Dispute and conflict resolution skills to diffuse emotionally charged situations using negotiation and mediation skills in a calm and composed manner.</p> <p>Due to the sensitivity and the nature of the concerns involving teachers and leaders (many different needs and views) and strong articulate advocacy groups in the community and members of the public/parents voice concerns related to complex teacher and leader discipline matters, it is important to anticipate obstacles and identify alternative approaches</p>