

Working Title Supervisor		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit EFS -Delivery Services, Edmonton Region	Ministry Human Services
			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 Non-Management Job Description Writing Guide [Pages 7-8](#)).

The position of Supervisor provides leadership, support, direction and consultation to professional staff delivering Alberta Works programs. As a member of the area management team, this position assists in developing and implementing area plans; facilitates changes in program direction; assists staff to develop and implement plans to improve individual performance; and conducts environmental scanning to ensure that quality customer service goals are maintained, service delivery impacts are identified and changes implemented.

This position influences outcomes of strategic directions in the region. It ensures that program services are administered in accordance with accepted practices and guidelines as defined by departmental policy, procedure and legislation. This position interacts with clients to resolve complex issues in a variety of situations. The Supervisor represents Alberta Works in the community, liaising with various interest groups and representing the Department in many capacities.

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 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Leadership

As a member of the area management team, contributes directly to the development and implementation of regional operation plans, goals and strategies, and to the building of effective and highly motivated unit teams.

Activities:

- Oversees the delivery of services according to the strategic direction of the department and the regional / area operations plans.
- Compiles, analyzes and presents area/region program delivery data/trends to support the area management team in their review of operational goals and plans. Provides input to the planning process related to both current and projected needs within the area/region, including relevant information from regional environmental scans and ongoing liaison with community stakeholders.
- Provides input to the area management team in their review of specific issues related to proposed changes to departmental policy or delivery processes, through identifying area/region needs or providing area/region feedback on proposed changes.

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- Translates area/region goals and business plans into more detailed and specific unit goals, objectives and plans. Clarifies department and unit goals and assists staff in determining how their work contributes to achieving these goals.
- Implements effective change strategies and leads change at the unit level. Supports staff in dealing with change through modeling, coaching, mentoring, and staff training.
- Facilitates a positive work environment. Encourages staff to contribute to continuous improvement in the delivery of information and services, works to build a fair, safe and healthy environment for staff, facilitates clear and open communication within the office, recognizes staff accomplishments, and fosters team learning, development and capacity building.
- Monitors and reports on progress towards operational goals throughout the year. Highlights areas of concern, risk, or opportunity related to program delivery, to the area management team, and provides supported recommendations for action.

2. Supervision

Supervises and coordinates activities of unit staff delivering Alberta Works programs to clients in the area/community. Utilizes effective supervisory practices to develop and maintain a skilled client-focused staff.

Activities:

- Responsible for the direct supervision of unit staff delivering program information and services to local area/community clients. Participates in the recruitment of staff and provides orientation and training to new employees in all the roles supervised.
- Supports the consistent interpretation and application of legislation, policy and procedures by providing advice and consultation to staff. Monitors work to ensure adherence to departmental policies and procedures.
- Establishes unit and individual objectives, monitors and provides feedback on performance on an ongoing basis, as well as through the department performance review process.
- Models, fosters and supports personal and professional development of staff. Assesses staff training needs and supports development of individual training plans to facilitate competency development. Encourages staff participation in career path processes that benefit individual and organizational development.
- Coordinates the overall performance, conduct and attendance of worksite staff within delegated authority, consulting with managers on performance issues that may require action outside of delegated authority.

3. Program Administration

Responsible for the delivery of program information and services consistent with the strategic directions of the area/region and the Department Business Plan. Supports

Activities:

- Monitors unit work to ensure department programs are administered to meet the requirements

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of legislation, policy and procedures. Through consultation with management team, other Supervisors, and Specialists, ensures that the interpretation and application of legislation, policy and procedures are consistent with regional targets, standards and goals.

- Coordinates day-to-day operations of the unit, assigning/providing back up and cover off for unit staff, other supervisors and management, as required to meet service delivery needs.
- Manages human and financial resources to achieve operational goals. This position is responsible for the effective use of human, technical and operating resources within the allocated budget.
- Keeps up to date on trends, program issues and changes in legislation/precedent/procedures. Identifies service delivery gaps. Participates on committees to resolve policy issues. Reviews unit caseload and other statistics to ensure the work is appropriately processed.
- Ensures the accurate and timely delivery of Alberta Works program services information to staff, stakeholders and public.
- Advocates on behalf of clients to employers, landlords, contractors and other community agencies.
- Conducts case consultations with individual workers. Participates in case conferences on complex or contentious cases. The Supervisor has a significant role in dealing with clients when situations escalate significantly. Mediates and resolves issues between clients and workers and amongst team members.
- Coordinates the appeal process, reviews worker decisions, interviews client and makes supervisory decisions on informal appeals, facilitates resolution to clients in crisis. Prepares information and represents the Department at Appeal Board Hearings and/or Health Benefits Exception Committee.
- In response to Action Requests, the Supervisor reviews worker's decision and file information in order to provide information. Prepares the initial backgrounder, in accordance with provincial standards.
- Approves and co-ordinates services to applicants and recipients for Alberta Works programs/services.
- Ensures that the personal information of Alberta Works customers and stakeholders is handled in a manner consistent with Alberta Works privacy and security requirements. (e.g. Client files, information gathering, information storage etc.)

4. Community Liaison and Partnership Development

Co-ordinates and facilitates communication with business and community stakeholders with the objective of addressing the needs/issues of the client and the local labour market.

Activities:

- Actively participates in Community Initiatives designed to improve the quality of life for Albertans.
- Networks with community members, agencies and other stakeholders to develop communication networks that will enhance service delivery.
- Establishes client service protocols with other areas of the department, other government departments, MLA offices and other stakeholders in the community.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The Supervisor consults and collaborates with a wide range of institutions, contracted service providers, professional individuals, community agencies and government departments. A major focus of this position is on translating department and region business plan goals into area specific work plans, directed at meeting information and service needs of the local community. The Supervisor is responsible for building relationships with community stakeholders to gather relevant information about needs and trends of the community. As a member of the area management team, this position provides information and analysis to support regional planning that will meet local community needs.

The Supervisor provides leadership to professional and administrative staff serving a diverse client group. This position employs a high degree of resourcefulness and creativity in supporting staff to meet the varied and often multiple needs of clients. Not all interactions with clients are voluntary, as some Albertans may be poorly motivated or in a crisis situation. Clients present with multiple barriers to employment and general functioning, including mental health issues, addictions, physical disabilities, etc. The Supervisor leads, motivates and supports staff in dealing with client interactions that may be stressful. The supervisor establishes and maintains a working environment and supervisory relationships that support employee satisfaction, productivity and wellness.

Stakeholders: (may include)

- Public and private post secondary educational institutions
- Schools
- Contracted service providers – various professionals
- Other provincial government departments, agencies and boards
- Departments within other levels of government
- Community agencies
- Aboriginal communities and organizations
- Employers, Employer Organizations, and Industry Sector Associations
- Alberta public

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- University graduation in Social Sciences, Humanities, Business, or a related field and considerable, progressively responsible experience, at a full working level, in the Financial and Employment and/or Labour Market Programs. Supervisory experience is an asset.
- Knowledge of all relevant legislation, regulations and guidelines.
- Knowledge of Labour Market Development Act programs, Employment Insurance program, as well as other Federal programs and Services, Alberta Education eligibility, etc.).
- Understanding and application of theoretical knowledge pertaining to leadership, supervision, team building, goal setting and performance management.
- Understanding and application of theoretical knowledge in human development and behaviour, social policy, labour market, career planning and development, career and employment counseling, and diverse barriers to employment and social functioning.
- Specialized knowledge of income, employment and support programs supervised, as well as, knowledge and understanding of Labour Market and Workforce issues along with applicable legislation, regulations, policies and procedures.

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- Working knowledge of department resources, programs and services, as well as community resources, programs and services.
- Sound knowledge of the area/region and understanding of how regional needs impact planning and forecasting.
- Working knowledge of Master and Subsidiary Agreements and Human Resource accountabilities delegated to this position.
- Working knowledge of area operational plan, regional operational plan and the departmental business plan.
- Knowledge of relevant computerized information systems.
- Knowledge of assessment principles, practices and applications.
- Knowledge and understanding of multi-cultural issues.

Skills and Abilities:

- Leadership skills, including team building, motivating and influencing.
- Strong communication skills (written and verbal), including interviewing (one on one) group facilitation and public speaking/presentation skills.
- Strong conflict resolution, crisis management, problem solving and mediation skills.
- Ability to manage change.
- Ability to assess risks.
- Strong organizational skills for both time and task management.
- Ability to support and respect diversity in the workplace.
- Ability to work in a dynamic fast paced environment, with frequent interruptions, and crisis situations.
- Ability to generate and implement creative solutions to complex issues.
- Public relations, networking skills.
- Planning and organization skills.
- Community liaison/relations.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

The incumbent in the Supervisor role would have contact with a wide range of internal and external personnel including:

External contacts:

- Contracted Service Providers
- MLA and MP
- Community Stakeholders
- Municipal politicians such as Councillors, Mayors and Reeves
- Local Police and RCMP
- Business owners and managers
- Business Organizations such as Chambers of Commerce, Rotary, etc.
- Local Regional Economic Development Associations (REDA)
- Learning Institutions such as Colleges, Universities, etc.

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- Medical practitioners such as Doctors, Nurses etc.

Internal contacts:

- Area and Site Managers
- Regional Director
- Program Specialists
- HR Managers and Consultants
- Supervisors and Managers from other Governments and other Government Departments
- Program and Administrative Support Staff

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

Administrative Support Supervisor (AS 4), Career and Employment Consultants (PS 3), Support and Financial Support Coordinator (PS 1)

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

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 (see Writing Guide [Page 16](#))

Incumbent

Name	Signature	Date	

Manager

Name	Signature	Date	

Division Director/ADM

Name	Signature	Date	