

TITLE: MANAGER, SERVICE DESIGN**CLASSIFICATION: BUSINESS LEADERSHIP****CONTEXT**

This job profile typically reports to an Assistant Deputy Minister or program Director. Leads major projects but is not the subject matter expert for the line of business, however, the job profile is an expert in the field of project management.

Ministries, in conjunction with the Public Service Agency, will determine individual management compensation rates after following corporate guidelines and giving consideration to internal equity, both within the ministry and cross-government.

The work described in this profile is commonly excluded from the bargaining unit. Individual positions will still require formal exclusion through the exclusion approval process. Use of this job profile does not imply exclusion approval.

JOB OVERVIEW

To manage the development, implementation and evaluation of major projects or a business component of large multi-faceted projects with multiple key deliverables. Projects are taken from original concept through to final completion.

ACCOUNTABILITIES

Required:

- Manages and implements major projects or a business component of large multi-faceted projects in accordance with project management standards.
- Determines project scope, defines project deliverables, and develops project charters to align with the direction of the program area.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), approval of leave, response to grievances and initiation of discipline processes.
- Develops and maintains a broad range of stakeholder relationships to achieve project objectives and leads consultation sessions.
- Provides advice to the Minister, Deputy Minister, Ministry Executive, senior government officials on project status.
- Develops and implements all consultation, communication and marketing plans.
- Plans and conducts project evaluations and post-implementation reviews, and documents findings for future reference.
- Manages the financial resources for the project.

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Susan Wood	8/20/2010	Approved
Donna Singh	8/20/2010	Approved
Ann Evans Locker	8/25/2010	Approved
Tammy Currie	8/25/2010	Approved

Position Details

Req #:	731
Position Number:	00101063
Ministry ADM:	Allison Bond
Hiring Manager:	Tami Currie
Position Classification:	Business Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	Employment and Labour Market Services
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Temporary Assignment (TA)
Job Type (displayed on posting):	Temporary Assignment (TA)
Temporary End Date:	2012-03-30
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M2

Position Options & Status

Posting Title:	BUS LEAD - Manager, Service Design
Job Profile:	Manager Service Design.doc
Job Summary:	

**Lead the Service Delivery Design of the new
Employment Program of BC**

Restricted to ELMSD

The Ministry of Housing and Social Development has initiated a Business Transformation Project that will achieve an integrated system of employment and labour market services that is responsive, accessible and client-centred.

This is an exciting and dynamic opportunity! As an area lead for service delivery design, you will work closely with a project team to lead the design and development of business requirements for the new Employment Program of BC.

You will have a key role on advancing the service delivery change agenda. Leadership, engagement, relationship building, collaboration and facilitation are all strengths of yours that will come into play as you work closely and respectfully with staff, key partners within the Ministry of Housing and Social Development, members of the Leadership Team, senior management, partner ministries as well as service providers.

Prior to applying, please view the attached job profile for a complete list of duties and qualifications. Applications may be considered for

other current and future vacancies, including permanent and/or temporary positions in various locations. Regular employees must have their supervisor's approval prior to applying for the temporary assignment.

This position is pending exclusion.

Job Qualifications:

To be considered for this position, applicants must clearly indicate that they have the following:

- Degree in business administration, public administration, related field or equivalent.

- Experience managing multiple projects or leading a component (e.g., sub-project) of a major project.

- Experience managing relationships with senior level stakeholders and leading consultation sessions.

- Experience in directing the work for other project managers, professional employees, and/or consultants.

- Experience in budget management, contract management, and conflict resolution.

Comments (Internal use only):	WO 02203 Edits to posting info have been made as per HM
Job Status:	Open - Internal Only
Category:	Leadership and Management
Post Date:	2010-08-25
Close Date:	2010-09-08
Planned Referral Date:	2010-09-09
Planned Offer Date:	2010-09-30
# of Openings:	0
Recruitment Team:	Corporate services and management
Recruiter Assigned:	
Job Seeker can view Recruiter info?	Yes
Bypass Requisition Approval?	
Isolation Allowance:	
Temporary Market Adjustment (TMA):	

Security Screening Required?	No
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

JOB REQUIREMENTS

- Degree in business administration, public administration, related field or equivalent.
- Experience managing multiple projects or leading a component (e.g., sub-project) of a major project.
- Experience managing relationships with senior level stakeholders and leading consultation sessions.
- Experience in directing the work for other project managers, professional employees, and/or consultants.
- Experience in budget management, contract management, and conflict resolution.

COMPETENCIES

Business Acumen is the ability to understand the business implications of decisions and the ability to strive to improve organizational performance. It requires an awareness of business issues, processes and outcomes as they impact the client's and the organization's business needs.

Flexibility is the ability and willingness to adapt to and work effectively within a variety of diverse situations and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

Initiative involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.

Planning, Organizing and Coordinating involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver the organization's mandate.

Problem Solving/Judgement is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

Impact/Influence is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.

TITLE: EXECUTIVE PROJECT DIRECTOR**CLASSIFICATION: STRATEGIC LEADERSHIP****CONTEXT**

The job profile is the most senior project manager and typically reports to an Assistant Deputy Minister or Deputy. Works on projects that have Government-wide scope and long term impact. Typically, this job profile is not the subject matter expert for a given project but will have subject matter experts reporting to it.

Ministries, in conjunction with the Public Service Agency, will determine individual management compensation rates after following corporate guidelines and giving consideration to internal equity, both within the ministry and cross-government.

Caution: Use of this profile does not imply exclusion approval, though the work described in this profile is commonly excluded from the bargaining unit. If you are creating a new position or are requesting exclusion of an existing bargaining unit position you must have the exclusion approved through the formal exclusion process. Please contact BCPSAClassification@gov.bc.ca.

JOB OVERVIEW

To lead and direct the development, implementation and evaluation of a new or transformed core business that involves overseeing a diverse portfolio of major projects. Projects are taken from original concept through to final completion.

ACCOUNTABILITIES

Required:

- Designs and implements new or major transformations of an organization's core business with multiple delivery components (e.g., governance, operations, engineering, finance, customer service delivery) in accordance with project management standards.
- Provides a clear vision and strategic direction that aligns with the direction of Government for the overall project and leads broad organizational change.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), approval of leave, response to grievances and initiation of discipline processes.
- Builds and fosters partnerships with a diverse range of senior leaders to ensure the project and corporate goals of government are achieved.
- Secures the appropriate levels of resources (e.g., people and financial) to deliver the project.
- Provides advice to the Minister, Deputy Minister, Ministry Executive, senior government officials on project status.
- Directs the development of business mandates, overall business direction, strategic plans, governance structure, and business operations for the project.

Career Group:

Project Management

Job Family:

Project Management

Job Stream:

Role:

Leader

Revised:

July 2010

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- Establishes and approves changes to business structure and operations to ensure project goals meet the needs of the business.
- Directs negotiations of multi-party contracts for service delivery or infrastructure delivery.
- Orders and approves project evaluation and post-implementation reviews, including implementation of business changes.
- Manages the financial resources for the project.

JOB REQUIREMENTS

- A university degree in a related field, such as business administration, public administration and/or an equivalent combination of education and experience.
- Experience in a senior management role leading to new business development projects and/or business transformation projects involving a diverse range of stakeholders and preferably involving service delivery.
- Experience establishing collaborative relationships with senior leaders across a ministry/ministries and leading organizational change associated with implementation of a new program and/or service.
- Preferred experience in implementing technology solutions.

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Tracy Mandur	11/17/2010	Approved
Sheila Mitchell	11/17/2010	Approved
Linda Bradford	11/17/2010	Approved

Position Details

Req #:	1890
Position Number:	00101606
Ministry ADM:	Allison Bond
Hiring Manager:	Linda Bradford
Position Classification:	Strategic Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	Employment and Labour Market Services
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Temporary Assignment (TA)
Job Type (displayed on posting):	Temporary Assignment (TA)
Temporary End Date:	2012-06-29
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M3

Position Options & Status

Posting Title:	STRAT LEAD - Executive Project Director
Job Profile:	PRF JS 240 Executive Project Director SL 08JUL2010.doc

Job Summary:

Executive Project Director, ICM/ELMS Alignment

Bring your excellent leadership, business transformation, communication and change management skills to this exciting and interesting assignment involving the alignment of two critical projects - the Integrated Case Management and the Employment and Labour Market Services Business Transformation Projects

The Employment and Labour Market Services (ELMS) Business Transformation Project (BTP) will result in the April, 2012 launch of the Employment Program of British Columbia. The Program will serve all British Columbians, eligible to work in Canada, seeking employment. The Program supports employment first for clients through a wide range of integrated employment and labour market supports and services. The client-centric integrated program service delivery will be enabled by another large, transformational initiative in government: the Integrated Case Management (ICM) solution. ICM is a five-year project to implement enterprise-wide case management for the Ministries of Social Development and Children and Family Development and it is critical to enabling the ELMS business transformation.

As the Executive Director, ICM/ELMS Alignment, working collaboratively with other program area senior management representatives, you will lead the project effort to ensure that the ICM solution meets the needs of the transformed employment program, and is consistent and integrated with the overall ICM vision. You will have the opportunity to link business transformation with new leading-edge technology tools. Proactive in your approach to the complexities of organizational change management and the relationships among a diverse range of stakeholders, you will be accountable for the successful implementation of the Employment Program of British Columbia within ICM. A corporate strategic thinker with analytical abilities, you are results-oriented and able to work within critical timelines. Your ability to work collaboratively, understand trade-offs, and make sound decisions and recommendations ensures your success in this key role.

In your role as a leader, you have exhibited the highest level of personal integrity and have encouraged innovation and creativity on the part of others by implementing strategies resulting in practical on-the-ground solutions, leading projects, supporting others in moving away from the status quo and fostering effective teamwork.

For more information about this position, please contact Linda Bradford, by email at Linda.Bradford@gov.bc.ca.

For complete details on this opportunity, please review the attached job profile. Applications may be considered for other current and future vacancies in various locations. A criminal record check will be required. This position is currently under review for exclusion.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted

Job Qualifications:	
<p>To be considered for this position, applicants must clearly indicate that they have the following:</p> <p>A university degree in a related field, such as business administration, public administration and/or an equivalent combination of education and experience</p> <p>Experience in a senior management role leading to new business development projects and/or business transformation projects involving a diverse range of stakeholders and preferably involving service delivery</p> <p>Experience establishing collaborative relationships with senior leaders across a ministry/ministries and leading organizational change associated with implementation of a new program and/or service</p> <p>Preferred experience in implementing technology solutions</p>	
Comments (Internal use only):	posting closed dec 1/2010 HM responsible for screening and interview questions; interviews to be held dec 14th and 15th; offer to be extended week of dec 20th; PSA to do letters
Job Status:	Open - Internal Only
Category:	Leadership and Management
Post Date:	2010-11-17
Close Date:	2010-12-01
Planned Referral Date:	2010-12-03
Planned Offer Date:	2010-12-31
# of Openings:	0
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Tracy Mandur
Job Seeker can view Recruiter info?	No
Bypass Requisition	

Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

POSITION DESCRIPTION

Ministry of Social Development

POSITION TITLE:	Director, Engagement and Organizational Development	POSITION NUMBER(S):	94343 - BLR
DIVISION: (e.g., Division, Region, Department)	Employment and Labour Market Services Division (ELMSD)		
UNIT: (e.g., Branch, Area, District)	Engagement and Organizational Development Branch	LOCATION:	Victoria
SUPERVISOR'S TITLE:	ADM, ELMSD	POSITION NUMBER:	
SUPERVISOR'S CLASSIFICATION:		PHONE NUMBER:	
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PROGRAM

The Ministry of Social Development provides a continuum of employment programs and services designed to assist clients to find and sustain employment. The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of a diverse array of employment programs and services, designed to assist clients with finding and sustaining employment.

The Division is currently undertaking a significant transformation process to develop and implement a new employment program model in the province – due April 2012.

PURPOSE OF POSITION

The Director, Engagement and Organizational Development (EOD) is accountable for developing and implementing a range of strategic approaches to engage stakeholders in support of the development and delivery of effective, integrated, employment services and labour market programs. The position provides advice and guidance in the development and implementation of policies, frameworks, processes and protocols to effectively manage stakeholder relations and engagement strategies in a manner that advances understanding of and confidence in employment and labour market service priorities.

The Director is also responsible for providing direction and setting priorities related to organizational development. The branch provides a number of services related to organizational development, including training, succession planning and employee engagement. The Director identifies and manages potential risks and issues related to staffing within the division.

The Director provides advice and oversees the division's approach for the development of programs and services to ensure proactive stakeholder communication and information strategies are developed. The position also facilitates constructive approaches to relationship and partnership development and management. Stakeholders include staff, other provincial government ministries, other levels of government, employment and labour market service providers, community organizations, non-profit/volunteer organizations, employers, education/training institutions, advocacy/interest groups, and sector/industry groups.

The Director provides direction in the development and implementation of innovative communications and information management strategies, including intra and inter-net communication, employee engagement mechanisms, and issues management tools, and strategic issues management across the division. The position ensures plans developed reflect

organizational values and strategic/ operational priorities, and as the branch continues to develop, oversees the development of tools and resources, and solicits and documents information to assist with transformation.

The Director works with significant independence in analyzing and evaluating specific developments, trends and issues in order to provide appropriate organizational development and stakeholder relationship management strategies and develop program information and materials to support operational planning and implementation initiatives. The position ensures appropriate consultation and coordination occurs with Public Affairs Bureau, the ministry's Engagement and Workforce Development branch and the Public Service Agency.

As the Division is currently in the process of transforming employment programs, the Director is responsible for a number of key project deliverables, including the development of a new organizational structure, training strategy, extranet site, marketing and branding strategy, client and stakeholder engagement plans, and other project milestones.

The Director also manages ministry-wide stakeholder engagement issues where the division has significant responsibility and interest, and also provides expertise, when requested, to other branches in stakeholder relationship management.

NATURE OF WORK AND POSITION LINKS

The Employment and Labour Market Services Division consists of six branches, one of which is the Engagement and Organizational Development Branch, other branches include:

Program Development and Performance Management

Service Delivery

Social Integration

Project Management

Integrated Case Management

The division manages the following programs, which are currently under transformation:

- *BC Employment Program (BCEP)* - assists ministry clients in communities throughout British Columbia to find and keep jobs through individualized employment services and supports.
- *Employment Program for Persons with Disabilities (EPPD)* - provides employment-related disability supports to individuals that are eligible for the Employment Program for Persons with Disabilities and are actively engaged in employment or employment-related activities.
- *Community Assistance Program (CAP)* - provides multi-barrier income assistance clients with services to improve their quality of life and connections to services within their communities.
- *Bridging Employment Program (BEP)* - provides services to assist abused women and former sex trade workers to overcome barriers to employment and make successful transitions to independence.

Employment Insurance Part II Programs under the LMDA include:

- *Employment Assistance Services* - provides services such as counseling, resume preparation, job placement, and case management to unemployed persons.
- *Self Employment Assistance* - provides financial assistance and technical expertise to clients interested in starting their own business.
- *Targeted Wage Subsidies* - provides financial assistance to employers when hiring participants who require training or experience to become fully qualified employees.
- *Skills Development* - helps participants to obtain skills for employment through direct financial assistance (e.g., tuition and child care expenses).

- *Labour Market Partnerships* - provides funding to employers, employer/employee associations, and communities to improve HR capacity and to implement labour force adjustments.
- *Job Creation Partnerships* - funds projects that enable participants to gain work experience that leads to ongoing employment.

These programs are aimed at assisting all British Columbians to find and sustain employment and meet the evolving needs of the labour market. As noted, these programs are currently under transformation.

The Director, EOD provides direction to the branch to build effective relationships and partnerships with stakeholders that are based on mutual trust and common objectives. The position leads the development of stakeholder-related communication and information sharing, and oversees the design and implementation of web technologies to ensure the engagement of labour market stakeholders. The Director also provides expertise on how the relationship management function can be used for all employment programs to support the broader spectrum of ministry programs and related stakeholders.

The director is responsible for ensuring that tools, mechanisms, processes and supports are in place to ensure a high-functioning, skilled staff complement for the Division. The Director maintains strong linkages with the PSA and union representatives to ensure that challenges and opportunities are identified and managed.

Position Links:

- **Deputy Minister's Office and Ministry Executive** – provides advice and support regarding internal and external relationship management, issues management, communications initiatives, online information integration, and to contribute to various ministry working committees.
- **ADMs, Executive Directors, Other Senior Managers and Staff** – provides expert advice and consults on internal and external relationship and partnership development and management strategies; issues management, communications and information initiatives; on-line information integration; and contributes to various ministry working committees. Participates in service delivery, program development and management initiatives and/or emerging issues, including recommendations for key decisions and next steps.
- **Public Service Agency** – shares information and collaborates on labour relations and staffing issues.
- **Intra-Ministry Committees** – participates to address program service issues and policy concerns, and makes recommendations for Executive approval.
- **Inter-Ministry Committees** – liaises to promote collaboration and information-sharing, participates to address strategic development/program service/policy issues and makes recommendations for Executive approval.
- **Public Affairs Bureau (PAB)** – consults with and ensures effective coordination of stakeholder relations and communications strategies. Liaises on issues management and coordination of public awareness activities and information.
- **MLAs, Local Politicians and Political Staff** – develops briefing materials on ELMSD services and responds to related enquiries.
- **Stakeholder Groups** – liaises to determine stakeholder needs and develop appropriate consultation strategies and materials, and to obtain input on the planning and implementation of ELMSD programs and services.
- **Advisory Committees** – participates on/chairs committees to engage both internal and external stakeholders.
- **Intergovernmental Relations Secretariat and Other Ministries (e.g., Ministry of Advanced Education and Labour Market Development, Ministry of Community Development, Ministry of Education, Ministry of Aboriginal Relations and Reconciliation)** – liaises to obtain assistance as required on intergovernmental issues, and collaborates on common stakeholder relations and engagement opportunities.
- **External Sector Stakeholder Associations and Organizations** – establishes strategic alliances to promote and enhance initiatives.
- **Federal Government (Department of Human Resources and Skills Development Canada) Counterparts** – liaises on communications regarding common client interests.
- **Divisions Throughout the Ministry (Ministry's Stakeholder Engagement Branch, Corporate Planning and Operations Branch, Regional Services Division)** – liaises to promote collaboration and information-sharing, and

provides advice on emerging issues to address stakeholder engagement initiatives and to ensure consistency in the application of various tools and protocols.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Leads the development of external and internal stakeholder engagement policies and strategies to increase awareness, understanding and support for program development and service delivery initiatives. Develops plans and strategies to develop and build effective relations with stakeholders and the public to facilitate engagement with programs and increase labour market stakeholder understanding of integrated services.
2. Leads development of priorities and strategic direction for division HR planning and training related to ongoing operations and the Business Transformation Project and develops plans to ensure effective succession management and change management activities. Oversees organizational structural change and development, liaising with key partners and advising executive to make effective decisions.
3. Identifies potential and actual issues of stakeholder/public concern and develops issues management strategies. Provides leadership in ensuring that stakeholder relations and interactions are reflective of strategic and operational plans and priorities. Ensures appropriate coordination with Public Affairs Bureau and the Internal Communications Unit (e.g., conducting environmental scans to develop relationships), and provides the division's response in the effective management of communications and immediate media response requirements.
4. Identifies staff engagement and change management opportunities for the division and develops communications and engagement plans. Provides direction and advice to the development of associated tools and resources.
5. Leads the development and management of collaborative relationships and partnerships with internal and external stakeholders to ensure comprehensive understanding of program policies and streamlined program operations, and effective contracted service provider partnerships and transformation.
6. Collaborates with the PAB and the Internal Communications Unit on the development and implementation of a cross-government, cross-ministry communications campaign to support the continuous development and implementation of programs and services. Manages the development of presentations and workshop materials, executive correspondence, web technology content, and other materials (e.g., news releases, speeches, fact sheets, Qs and As, etc.).
7. Ensures clear and consistent messaging is developed to support stakeholder and staff engagement needs. Provides proactive and timely communications updates on program and service delivery implementation phases and ensures information is tailored to the interests of both internal and external stakeholder groups. Develops strategies to prepare senior staff for response to questions from clients and employees.
8. Develops effective stakeholder consultation strategies and processes on program and service delivery issues that affect clients, stakeholders and staff to ensure all interests/positions are considered. Ensures conflicting interests that may have significant consequences for program development and delivery are appropriately considered.
9. Represents ELMSD at forums, committees and at public meetings to advance, promote and enhance program development and service delivery. Chairs or participates in committees/working groups of staff, service providers or external stakeholders to identify key business requirements, partnership initiatives and issues management.
10. Manages consultations with ministry Executive to obtain advice on key aspects of services, including program development, contract and performance management systems, and performance measures. Participates on other internal and external advisory teams and committees to ensure the success and effectiveness of labour market development programs and services.
11. Leads the development of a variety of strategies to draw on stakeholder expertise, including ministry staff, for the development and implementation of programs. Incorporates regional staff delivery needs and develops resources and strategies. Provides direction for the development of web site communications to ensure a free flow of information to and from staff and division management.
12. Leads projects and manages specific initiatives to support the development of transformation plans and strategies. Manages the development of project plans and activities. Provides direction and overall management for all project processes (research, analysis, recommendations, implementation, and reporting standards related to projects) and resources to ensure the achievement of project objectives, milestones and deliverables. Designs, develops and recommends alternative project delivery models to meet a range of project needs.

FINANCIAL RESPONSIBILITY

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DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	4	
Supervises staff through subordinate supervisors	6	0

PROJECT / TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>	0	Provides formal training to other staff <input type="checkbox"/>	varies
Lead project teams <input checked="" type="checkbox"/>	5-20	Assigns, monitors & examines the work of staff <input checked="" type="checkbox"/>	5-20

SPECIAL REQUIREMENTS

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TOOLS / EQUIPMENT

- Laptop or personal computer
- Blackberry or cell phone
- Standard office equipment (i.e., photocopier, fax)
- Standard office software

WORKING CONDITIONS

Office environment and travel are required for this position.

WORK EXAMPLES

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COMMENTS

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PREPARED BY

NAME:	DATE:	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that: <ol style="list-style-type: none">1. the accountabilities / deliverables were assigned to this position effective: (Date).2. the information in this position description reflects the actual work performed.3. a copy has / will be provided to the incumbent(s).		
NAME:	SIGNATURE:	DATE:

ORGANIZATION CHART

SELECTION CRITERIA

Education/Experience:

- Bachelor's degree; post graduate degree preferred in public administration or related discipline; or equivalent combination of education and experience (Master's degree preferred).
- Considerable experience developing a range of internal and external stakeholder relationships and engagement in the implementation of change initiatives.
- Experience developing and implementing a range of communications, and leading stakeholder issues management.
- Experience working in an environment of changing governance structures an asset.

Knowledge:

- Comprehensive knowledge of stakeholder relations development and issues management.
- Thorough knowledge of consultative processes to involve key government stakeholders in decision-making processes.
- Knowledge of stakeholder interests related to social program development.
- Knowledge of organizational development and training practices and tools.
- Knowledge of new media and technology an asset.

Skills/Abilities:

- Ability to respond to issues and inquiries in a quick and professional manner.
- Demonstrated leadership/influence management skills.
- Ability to develop and maintain effective working relationships and strategic partnerships with a variety of groups and individuals.
- Excellent consultation and project management skills.
- Excellent oral and written communication skills.
- Demonstrated organizational skills that have been proven in an environment of competing priorities and high demands.
- High degree of tact, diplomacy and ability to maintain confidentiality on sensitive issues.
- Excellent facilitation, presentation and interpersonal skills.

COMPETENCIES

In addition to the 3 Public Service Core Competencies (Service Orientation, Results Focus and Team Work and Cooperation) and the 5 Leadership Competencies (Leading Others, Strategic Orientation, Innovation and Change, Empowerment and Developing Others) the following competencies are requirements of the position to maximize the achievements of ministry Service Codes and Values, goals and objectives:

Building Partnerships with Stakeholders is the ability to build long-term or on-going relationships with stakeholders (e.g. someone who shares an interest in what you are doing). This type of relationship is often quite deliberate and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder.

Flexibility is the ability and willingness to adapt to and work effectively within a variety of diverse situations and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

Change Management is the ability to support a change initiative that has been mandated within the organization. It involves helping the organization's members understand what the change means to them and providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.

Initiative involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.

Conflict Management is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.

Relationship Building is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Tracy Mandur	2/14/2011	Approved
Sheila Mitchell	2/15/2011	Approved
Rachel Holmes	2/17/2011	Approved

Position Details

Req #:	2978
Position Number:	00094343
Ministry ADM:	Allison Bond
Hiring Manager:	Rachel Holmes
Position Classification:	Business Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	Employment and Labour Market Services Division
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Temporary Assignment (TA)
Job Type (displayed on posting):	Temporary Assignment (TA)
Temporary End Date:	2012-04-30
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M2

Position Options & Status

Posting Title:	BUS LEAD - Director, Engagement and Organizational Development
Job Profile:	Req 2978 Director EOD.doc
Job Summary:	

Director, Engagement and Organizational Development**Temporary Assignment until April 30, 2012****A lead advisory role for an expert in communications and engagement**

The Ministry of Social Development provides a continuum of employment programs and services designed to assist clients to find and sustain employment. The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of a diverse array of employment programs and services, designed to assist clients with finding and sustaining employment. The Division is currently undertaking a significant transformation process to develop and implement a new employment program model in the province – due April 2012.

In this leadership role, the Director develops and implements a range of strategic approaches to engage stakeholders in support of the delivery of integrated employment services and labour market programs. Utilising your knowledge of organizational development, you lead and support the development and implementation of a number of key deliverables under the Business Transformation Project. You bring exemplary issues management acumen to this role, as well as the ability to oversee the implementation of a considerably large number of operational and project deliverables in very short timelines. Effectively prioritizing and understanding resourcing requirements is key to this position.

The Director functions in a truly dynamic environment, and ensures the smooth ongoing operation of the Division by providing quality and timely corporate products and services in a time of considerable change and transition and while responding to numerous project requests that are often under tight timelines and are of a sensitive nature. This role requires a strong multi-tasker, able to make connections between individual issues or requests and the broader strategic direction of the division and ministry quickly in order to respond. Highly motivated and able to effectively troubleshoot when required to meet shifting priorities or address emerging issues, you have the initiative this leadership role requires.

For complete details on this opportunity, please review the attached job description. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. Regular employees must have their supervisor's approval prior to applying on the temporary assignment. A criminal record check will be required. Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

Job Qualifications:		
<p>To be considered for this position, applicants must clearly indicate that they have the following:</p> <p>Bachelor's degree; post graduate degree preferred in public administration or related discipline; or equivalent combination of education and experience (Master's degree preferred).</p> <p>Considerable experience developing a range of internal and external stakeholder relationships and engagement in the implementation of change initiatives.</p> <p>Experience developing and implementing a range of communications, and leading stakeholder issues management.</p> <p>Experience developing or implementing training and organizational development methods and tools.</p> <p>Experience working in an environment of changing governance structures an asset.</p>		
Comments (Internal use only):	Temporary Assignment	S22
Job Status:	Open - Internal Only	
Category:	Leadership and Management	
Post Date:	2011-02-18	
Close Date:	2011-03-04	
Planned Referral Date:	2011-03-09	
Planned Offer Date:	2011-03-31	
# of Openings:	1	
Recruitment Team:	Corporate services and management	
Recruiter Assigned:	Tracy Mandur	
Job Seeker can	Yes	

view Recruiter info?	
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

POSITION DESCRIPTION

Ministry of Social Development

POSITION TITLE:	Director, Engagement and Integration	POSITION NUMBER(S):	94343 - BLR
DIVISION: (e.g., Division, Region, Department)	Employment and Labour Market Services Division (ELMSD)		
UNIT: (e.g., Branch, Area, District)	Engagement, Planning and GNPI	LOCATION:	Victoria
SUPERVISOR'S TITLE:	Executive Director	POSITION NUMBER:	
SUPERVISOR'S CLASSIFICATION:	SLR	PHONE NUMBER:	
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PROGRAM

The Ministry of Social Development provides a continuum of employment programs and services designed to assist clients to find and sustain employment. The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of a diverse array of federally and provincially funded services through the Employment Program for British Columbia. The Division is also supports key integration initiatives focused on building, maintaining, championing and implementing connections across sectors and program areas.

PURPOSE OF POSITION

The Director, Engagement and Integration is accountable for developing and implementing a range of strategic approaches to engage stakeholders in support of the development and delivery of effective, integrated, employment services and labour market programs. The position provides advice and guidance in the development and implementation of policies, frameworks, processes and protocols to effectively manage stakeholder relations and engagement strategies in a manner that advances understanding of and confidence in employment and labour market service priorities.

The Director provides strategic advice to Division Executive and initiates activities related to integration and partnership projects – including strategic support to ED on key Ministry programs (i.e. the Homelessness Intervention Project and Government Non-Profit Initiative. This position also provides operational and management direction to the multiculturalism program, including the development and implementation of an overall strategic framework and the activities related to the Multiculturalism Program and Multiculturalism Advisory Council. The Director identifies and oversees the development of project management frameworks, tools, measurements and resources to support integration initiatives within the branch and other divisional projects as required.

The Director works with significant independence in analyzing and evaluating specific developments, trends and issues in order to provide appropriate organizational development and stakeholder relationship management strategies and develop program information and materials to support operational planning and implementation initiatives. The position ensures appropriate consultation and coordination occurs with Public Affairs Bureau, the Deputy Minister's Office and the ministry's Engagement and Workforce Development branch.

NATURE OF WORK AND POSITION LINKS

The Employment and Labour Market Services Division consists of three branches:

Program Management: responsible for the overall program and service quality through planning, policy, governance, and quality assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation

Operations: ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

Engagement and Planning: responsible for the development and implementation of quality corporate services, including financial and business planning, engagement and communications, project management and organizational development. The Branch also oversees the development and implementation key integration initiatives, programs and policy.

The Division manages the development and implementation of a wide array of federally and provincially funded employment and labour market services under the Employment Program of British Columbia. These services are aimed at assisting all British Columbians to find and sustain employment and meet the evolving needs of the labour market.

Position Links:

- **Deputy Minister's Office and Ministry Executive** – provides advice and support regarding relationship management and partnership development, issues management, communications initiatives, online information integration, and to contribute to various ministry working committees.
- **ADMs, Executive Directors, Other Senior Managers and Staff** – provides expert advice and consults on relationship and partnership development strategies; issues management, communications and information initiatives; on-line information integration; and contributes to various ministry working committees. Provides strategic advice related to the management of the Canada BC Immigration Agreement.
- **Intra-Ministry Committees** – participates to address program service issues and policy concerns, and makes recommendations for Executive approval.
- **Inter-Ministry Committees** – liaises to promote collaboration and information-sharing, participates to address strategic development/program service/policy issues and makes recommendations for Executive approval.
- **Public Affairs Bureau (PAB)** – consults with and ensures effective coordination of stakeholder relations and communications strategies. Liaises on issues management and coordination of public awareness activities and information.
- **MLAs, Local Politicians and Political Staff** – develops briefing materials on ELMSD services and responds to related enquiries.
- **Stakeholder Groups** – liaises to determine stakeholder needs and develop appropriate consultation strategies and materials, and to obtain input on the planning and implementation of ELMSD programs and services.
- **Advisory Committees** – participates on/chairs committees to engage both internal and external stakeholders. Provides strategic advice and guidance related to activities of the Multiculturalism Advisory Council.
- **Intergovernmental Relations Secretariat and Other Ministries (e.g., Ministry of Jobs, Tourism and Innovation, Ministry of Education, Ministry of Aboriginal Relations and Reconciliation)** – liaises to obtain assistance as required on intergovernmental issues, and collaborates on common stakeholder relations and engagement opportunities.
- **External Sector Stakeholder Associations and Organizations** – establishes strategic alliances to promote and enhance initiatives.
- **Federal Government (Department of Human Resources and Skills Development Canada) Counterparts** – liaises on communications regarding common client interests.
- **Divisions throughout the Ministry (Ministry's Stakeholder Engagement Branch, Corporate Planning and Operations Branch, Regional Services Division)** – liaises to promote collaboration and information-sharing, and provides advice on emerging issues to address stakeholder engagement initiatives and to ensure consistency in the application of various tools and protocols.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Provides strategic advice to Division Executive and initiates activities related to integration and partnership projects – including strategic support to ED on key Ministry integration programs (i.e. HIP and GNPI). Sets framework and objectives for integration program staff according to division and ministry objectives. Also provides strategic advice related to multiculturalism programs and the Multiculturalism Advisory Council.
2. Leads the development of external and internal stakeholder engagement policies and strategies to increase awareness, understanding and support for program development and service delivery initiatives. Sets key objectives and goals for plans and strategies to develop and build effective relations with stakeholders and the public to facilitate engagement with programs and increase labour market stakeholder understanding of integrated services.
3. Provides strategic advice to Division Executive and responsible for the development of strategic planning documents and strategies for division corporate services, (including issues management, external communications, stakeholder engagement, inter intra and extranet site management, project management, and media and tech development)
4. Provides leadership in ensuring that stakeholder relations and interactions are reflective of strategic and operational plans and priorities, Ensures appropriate coordination with Public Affairs Bureau and the Internal Communications Unit (e.g., conducting environmental scans to develop relationships), and provides the division's response in the effective management of communications and immediate media response requirements.
5. Leads the development and management of collaborative relationships and partnerships with internal and external stakeholders to ensure comprehensive understanding of program policies and streamlined program operations, and effective contracted service provider partnerships and transformation. Ensures conflicting interests that may have significant consequences for program development and delivery are appropriately considered.
6. Establishes processes and procedures for the development and delivery of corporate services, including the establishment of key service standards and quality assurance frameworks.
7. Collaborates with PAB on the development and implementation of a cross-government, cross-ministry communications campaigns to support the continuous development and implementation of programs and services. Manages the development of external presentations and workshop materials, internet architecture and content, and other materials (e.g., news releases, speeches, fact sheets, Qs and As, etc.).
8. Liaises cross-ministry and cross-sector and makes recommendations regarding new integration and partnership opportunities.
9. Represents ELMSD at forums, committees and at public meetings to advance, promote and enhance program development and service delivery. Chairs or participates in committees/working groups of staff, service providers or external stakeholders to identify key business requirements, partnership initiatives and issues management.
10. Manages consultations with ministry Executive to obtain advice on key aspects of services, including program development, contract and performance management systems, and performance measures. Participates on other internal and external advisory teams and committees to ensure the success and effectiveness of labour market development programs and services.
11. Leads projects and manages specific initiatives to support the development of transformation plans and strategies. Manages the development of project plans and activities. Provides direction for project processes (research, analysis, recommendations, implementation, and reporting standards related to projects) and resources to ensure the achievement of project objectives, milestones and deliverables.
12. Serves as primary communications, engagement and issues liaison between the division and the Deputy Minister's Office, Public Affairs Bureau and Engagement and Workforce Development Branch

FINANCIAL RESPONSIBILITY

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	5	
Supervises staff through subordinate supervisors	17	0

PROJECT / TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>	0	Provides formal training to other staff <input type="checkbox"/>	varies
Lead project teams x	5-20	Assigns, monitors & examines the work of staff x	5-20

SPECIAL REQUIREMENTS

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TOOLS / EQUIPMENT

<ul style="list-style-type: none">• Laptop or personal computer• Blackberry or cell phone• Standard office equipment (i.e., photocopier, fax)• Standard office software
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WORKING CONDITIONS

Office environment and travel are required for this position.

WORK EXAMPLES

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COMMENTS

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PREPARED BY

NAME:	DATE:	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that: <ol style="list-style-type: none">1. the accountabilities / deliverables were assigned to this position effective: (Date).2. the information in this position description reflects the actual work performed.3. a copy has / will be provided to the incumbent(s).		
NAME:	SIGNATURE:	DATE:

ORGANIZATION CHART

SELECTION CRITERIA

Education/Experience:

- Bachelor's degree; post graduate degree preferred in public administration or related discipline; or equivalent combination of education and experience (Master's degree preferred).
- Considerable experience developing a range of internal and external stakeholder relationships and engagement in the implementation of change initiatives.
- Experience developing and implementing a range of communications, and leading stakeholder issues management.
- Experience working in an environment of changing governance structures an asset.

Knowledge:

- Comprehensive knowledge of stakeholder relations development and issues management.
- Thorough knowledge of consultative processes to involve key government stakeholders in decision-making processes.
- Knowledge of stakeholder interests related to social program development.
- Knowledge of organizational development and training practices and tools.
- Knowledge of new media and technology an asset.

Skills/Abilities:

- Ability to respond to issues and inquiries in a quick and professional manner.
- Demonstrated leadership/influence management skills.
- Ability to develop and maintain effective working relationships and strategic partnerships with a variety of groups and individuals.
- Excellent consultation and project management skills.
- Excellent oral and written communication skills.
- Demonstrated organizational skills that have been proven in an environment of competing priorities and high demands.
- High degree of tact, diplomacy and ability to maintain confidentiality on sensitive issues.
- Excellent facilitation, presentation and interpersonal skills.

COMPETENCIES

In addition to the 3 Public Service Core Competencies (Service Orientation, Results Focus and Team Work and Cooperation) and the 5 Leadership Competencies (Leading Others, Strategic Orientation, Innovation and Change, Empowerment and Developing Others) the following competencies are requirements of the position to maximize the achievements of ministry Service Codes and Values, goals and objectives:

Building Partnerships with Stakeholders is the ability to build long-term or on-going relationships with stakeholders (e.g. someone who shares an interest in what you are doing). This type of relationship is often quite deliberate and is typically focused on the way the relationship is conducted. Implicit in this competency is demonstrating a respect for and stating positive expectations of the stakeholder.

Flexibility is the ability and willingness to adapt to and work effectively within a variety of diverse situations and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

Change Management is the ability to support a change initiative that has been mandated within the organization. It involves helping the organization's members understand what the change means to them and providing the ongoing guidance and support that will maintain enthusiasm and commitment to the change process. People with this competency willingly embrace and champion change. They take advantage of every opportunity to explain their vision of the future to others and gain their buy-in.

Initiative involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.

Conflict Management is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.

Relationship Building is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals and establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.

CREATE REQUISITION: REQUISITION

APPROVER(S) SELECTED:

Name	Date	Approved
Rani Amott	5/04/2011	Approved
Katharine Benning	5/05/2011	Approved
Marilyn Thornton	5/05/2011	Approved

Position Details

Req #:	4380
Position Number:	00094343
Ministry ADM:	Allison Bond
Hiring Manager:	Marilyn Thornton
Position Classification:	Business Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	Employment & Labour Market Services Division
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M2

Position Options & Status

Posting Title:	BUS LEAD - Director, Engagement and Integration
Job Profile:	Director Engagement and Integration.doc
Job Summary:	

Director, Engagement and Integration

An exciting opportunity for an innovative leader to join the ELMSD team

The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of a diverse array of federally and provincially funded services through the Employment Program for British Columbia. The Division is also supports key integration initiatives focused on building, maintaining, championing and implementing connections across sectors and program areas.

As the Director of Engagement and Integration, you are accountable for developing and implementing a range of strategic approaches to engage stakeholders in support of the development and delivery of effective, integrated, employment services and labour market programs. Providing strategic advice and guidance, you demonstrate your subject matter expertise on the development and implementation of policies, frameworks, processes and protocols related to employment and labour market service priorities. A skilled and confident project manager, you provide direction to a variety of programs such as the Multiculturalism Program, the Multiculturalism Advisory Council, the Homelessness Intervention Project and the Government Non-Profit Initiative. If you are an independent and cutting edge leader who strives to develop successful programs to support and benefit the branch and other projects, then this is the challenge for you.

For complete details on this opportunity, please review the attached job profile. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. A criminal record check will be required.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

Job Qualifications:

To be considered for this position your resume must clearly demonstrate that you have the following:

- Bachelor's degree in public administration or related discipline (Master's degree preferred).
- Considerable experience developing a range of internal and external stakeholder relationships and engagement in the implementation of change initiatives.
- Experience developing and implementing a range of communications, and leading stakeholder issues management

- Recent experience leading/managing a large team
- Experience working in an environment of changing governance structures an asset.

Comments (Internal use only):

We have posted this as above internal to the division with no success. We now want to post across the Public Service. RECRUITMENT PLAN: Timeline & Deliverables: Job advertisement to go live: Wednesday, May 11, 2011 Posting will close: Monday, May 23, 2011 Deliverables: - Hiring Manager has declined the use of a questionnaire and will do their own screening. - Applicants will be converted to prospects throughout the competition - The Hiring Manager will create their own shortlist Assessment/Interviews: Written Assessment: There will be no written assessment select date Oral Interviews are tentatively scheduled to be held during the week of: select date The Hiring Manager will schedule interviews The Hiring Manager is responsible for selecting the members of the Hiring Panel, conducting Past Work Performance checks as well as submitting the Criminal Record Check form to PSSG. Candidate Selection and Confirmation: Once a successful candidate has been selected, the Hiring Centre will prepare the offer and regret notifications. The offer notification will be sent to you for approval prior to being sent to the successful candidate. The Hiring Centre will monitor the 5 day review period. Once the review period has been successfully completed, we will confirm the offer to your successful candidate. Anticipated offer confirmation date: Monday, June 27, 2011 NOTE: After the close of the competition, one of our team will be contacting you to obtain the files that the Hiring Centre is required to retain as a part of our competition files. I have attached a copy of the Competition File Checklist for your reference.

Job Status: Open - Internal Only

Category: Leadership and Management

Post Date: 2011-05-11

Close Date: 2011-05-23

Planned Referral Date: 2011-05-24

Planned Offer Date: 2011-06-27

of Openings: 0

Recruitment Team: Corporate services and management

Recruiter Assigned: Rani Amott

Job Seeker can view Recruiter info?	Yes
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

POSITION DESCRIPTION

Ministry of Social Development

POSITION TITLE:	Finance Manager	POSITION NUMBER(S):	94337 - BLR
DIVISION: (e.g., Division, Region, Department)	Employment and Labour Market Services Division (ELMSD)		
UNIT: (e.g., Branch, Area, District)	Engagement, Planning, GNPI, and Multiculturalism	LOCATION:	Victoria
SUPERVISOR'S TITLE:	Director, Finance and Business Planning		89315
SUPERVISOR'S CLASSIFICATION:	Business Leadership	PHONE NUMBER:	
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PROGRAM

The Ministry of Social Development provides a continuum of employment programs and services designed to assist clients to find and sustain employment. The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of a diverse array of federally and provincially funded services through the Employment Program for British Columbia.

The Engagement, Planning, GNPI and Multiculturalism Branch:

- Supports integration initiatives focused on building, maintaining, championing connections, and implementing initiatives across sectors and program areas.
- Provides support, project services and leadership of high-profile and multi-partner projects and provides corporate project management support, tools and resources to the division as requested.
- Provides quality corporate supports and resources; including communications, financial and business planning and management, employee engagement, and stakeholder relationship development at the divisional level. These activities are intended to support the work of the division across all branches.
- Oversees corporate/division organizational development, wellness and engagement activities and ensures these are aligned with Ministry and Government strategic direction.
- Responsible for the delivery of programs provides under EmbraceBC to promote multiculturalism and anti-racism
- Leads collaboration across various levels of government to promote multiculturalism and support building inclusive communities across BC
- Responsible for providing secretariat support to LMDA Management Committee, LMDA/LMA Joint management Committee , External Advisory Council on Social Innovation and GNPI, and the Multiculturalism Advisory Council.

Assists other branches with other corporate and secretariat functions as required.

PURPOSE OF POSITION

The Finance Manager directly supports Executive decision-making for the employment and labour market program in BC. The Manager operates within the parameters of the *Financial Administration Act*, the *Budget Transparency and Accountability Act*, Generally Accepted Accounting Principles (GAAP), ministry guidelines and directives from the Office of the Comptroller General, Treasury Board and the Ministry of Finance, as well as federal policies pertaining to contracts. The position works within a complex environment managing multiple sources of funding, complex allocation and accountability principles, and various tracking and reporting mechanisms. The Manager consults and collaborates with the Ministry Financial and Administrative Services Branch in the development of strategies and programs to ensure consistency with Ministry corporate policies, programs and initiatives. The Manager must adhere to federal policies and also ensures that Federal government funding arrangements are met in a timely manner to meet division program commitments. Consequences of not meeting these requirements would seriously affect program delivery.

NATURE OF WORK AND POSITION LINKS

The Employment and Labour Market Services Division consists of three branches:

Program Management: responsible for the overall program and service quality through planning, policy, governance, and quality assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

Operations: ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

Engagement, Planning, GNPI and Multiculturalism: responsible for the development and implementation of quality corporate services, including financial and business planning, engagement and communications, project management and organizational development. The Branch oversees the development and implementation key integration initiatives, programs and policy. The Branch is also responsible for EmbraceBC, Multicultural Advisory Council, and initiatives aimed at promoting multiculturalism, inclusiveness, and anti-racism. Position Links:

- **Division ADMs, Executive Directors, Directors and Other Senior Staff** - provides expert advice and consults with service delivery, program development and management initiatives and/or emerging issues including recommendations for key financial and resource management decisions and next steps.
- **Federal Government (Department of Human Resources and Skills Development Canada) senior staff** – liaises on transfer contracts and funding arrangements and ensures adherence to agreements.
- **Other divisions throughout the Ministry** – incorporates their perspectives and interests into program development processes and provides financial advice to respond to emerging issues and addresses required policy and program changes.
- **Central government agencies and shared service providers** (e.g., Office of the Comptroller General, Office of the Auditor General, and Treasury Board staff) – liaises to ensure policies are integrated into financial systems and practices. Provides information, resolves issues and obtains clarification on legislation and policy requirements.
- **Contracted service providers** – oversees the development of contracts for financial systems; clarifies accounts payable and accounts receivable discrepancies and conducts value-for-money audits.
- **Corporate Accounting Services (CAS)** – manages procurement and expense processes and coordinates technical training provided through CAS.
- **Ministry and Inter-Ministry Committees** – represents division interests in the development of budget allocation policies and procedures, program financial and performance evaluations, and service delivery agreements.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Provides leadership in providing financial management planning and direction and acts as liaison/consults with other ministry finance staff, government ministries and outside agencies as required. Leads the design and implementation

of the division's financial management framework. Reviews government financial policies and develops division financial/accounting policies and procedures to support services for internal and external clients.

2. Leads the development and preparation of budgets, budget issue papers, briefing notes and business cases and provides regular and ad hoc financial statements, reports, forecasts, detailed analyses and estimates. Develops and maintains effective financial operations and performance planning processes for the development of required three-year service plan and annual financial plans, records and program reviews.
3. Participates in the development of briefing materials, Cabinet and Treasury Board submissions to ensure financial information and projections are appropriate, and makes strategic allocation recommendations to address financial-related program issues and to assist in Executive decision-making.
4. Oversees the development of accounts payable and accounts receivable transactions and the verification and maintenance of related records. Leads the development of training for staff.
5. Coordinates funding transfers from the federal government and ensures that agreed to amounts and required timeframes are met. Establishes procedures and processes to monitor balances.
6. Manages performance and financial reports and analysis on planned operational activities for internal and external agencies. Manages and coordinates year-end financial controls, the integrated chart of accounts, the monthly expenditure accounts, FTE planning and control, payroll reviews and budget calendarization. Identifies financial issues and leads discussions to resolve such issues. Ensures all activities are conducted in accordance with related legislation and applicable central agency policies, ministry policies and federal policies related to transfer contracts. Recommends and implements policies, procedures and controls to improve the effectiveness and efficiency of operations.
7. Develops and manages operational and capital budgets and provides financial expertise, advice, guidance and budget status and reports for the Executive, service delivery managers and other senior managers. Establishes monitoring and control methods and systems. Conducts reviews, analyzes and reports on expenditures of various contracts, and provides advice to address arising issues.
8. Provides financial expertise in various financial reviews, audits and cost accounting methodologies in support of program effectiveness and efficiency and compliance with financial policies. Provides advice and assistance on financial risk management and business continuation planning. Provides guidance in risk assessment and risk control measures.
9. Develops division budgets and works to align allocation of program and administration budgets with operational needs and the broader strategic direction. Prepares financial management reports required by the Executive and ministry or central agencies and assists with the development of estimates and Treasury Board and other central agency requests (e.g., briefing notes, position papers and correspondence) as required to support the management of the division. Coordinates division financial audit activities and recommends and implements corrective actions in response to audit findings.
10. Identifies potential capital and operational concerns and recommends and facilitates issues resolution in support of strategic planning. Acts as an integral part of the management structure in developing business continuity and resource allocation (including staffing) plans.
11. Develops and monitors projects and special initiatives and ensures timelines and project goals are achieved within established parameters. Leads data analysis and develops business cases to identify the financial implications of program initiatives and projects (e.g., identifying the financial requirements for a new case management system; building a forecast tool for Labour Market Development Agreement Programs).

Manages division risk reporting and recommendations

FINANCIAL RESPONSIBILITY

- Exercises expenditure authority for division responsibility centres (\$400 million annually).

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	3	0

Supervises staff through subordinate supervisors	1	0
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PROJECT / TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>	0	Provides formal training to other staff x	4-25
Lead project teams x	2 - 5	Assigns, monitors & examines the work of staff x	4

SPECIAL REQUIREMENTS

TOOLS / EQUIPMENT

- Laptop or personal computer
- Blackberry or cell phone
- Standard office equipment (i.e., photocopier, fax)
- Standard office software

WORKING CONDITIONS

Office environment, some travel required.

COMMENTS

PREPARED BY

NAME:	DATE:	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that:

- the accountabilities / deliverables were assigned to this position effective: (Date).
- the information in this position description reflects the actual work performed.
- a copy has / will be provided to the incumbent(s).

NAME:	SIGNATURE:	DATE:
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ORGANIZATION CHART

SELECTION CRITERIA

Education/Experience:

- Completion of a professional accounting designation (CA, CGA, CMA) or related post secondary degree supplemented by formal accounting courses and a minimum three years current and progressively advanced experience in a senior financial management position with a large corporation or government organization progressively more responsible senior administrative management experience.
- Experience developing and implementing financial policies and procedures for the effective management of financial

systems and controls.

- Experience in financial review and auditing of financial statements and reports.

Knowledge:

- Comprehensive knowledge of provincial government financial procedures.
- Knowledge of government accounting and financial policies, practices and procedures and related Acts.
- Knowledge of internal agency reporting requirements.
- Knowledge of ministry financial policies preferred.

Skills/Abilities:

- Ability to work independently and establish priorities.
- Demonstrated supervisory skills (able to manage, motivate and develop staff).
- Demonstrated organizational skills, interpersonal and communication skills, both oral and written.
- Demonstrated ability to produce accurate work of a detailed nature.
- Proven problem-solving abilities.
- Ability to work well under pressure in a demanding office environment.
- Excellent conflict resolution skills.
- Project management skills.
- Ability to research, compile and analyze data from various sources necessary for complex reports and recommendations.
- Ability to interpret and apply collective agreements.
- Ability to develop and deliver presentations to senior staff and stakeholders.
- Demonstrated ability in PC software applications, including MS Word, Excel, PowerPoint, Access and Outlook.

COMPETENCIES

Values: Exhibits values of Integrity, Curiosity, Teamwork, Accountability, Passion, Service and Courage.

Public Service Competencies

In addition to the Public Service Core Competencies (Service Orientation, Results Orientation and Teamwork and Cooperation) and Leadership Competencies (Leadership, Strategic Orientation, Innovation, Change Leadership, Promoting Empowerment and Developing People) the following competencies are requirements of the position to maximize the achievements of ministry Service Codes and Values, goals and objectives:

Flexibility is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

Initiative involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.

Analytical Thinking is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

Problem Solving/Judgement is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Rani Amott	5/17/2011	Approved
Katharine Benning	5/18/2011	Approved
Marilyn Thornton	5/18/2011	Approved

Position Details

Req #:	4598
Position Number:	00094337
Ministry ADM:	Allison Bond
Hiring Manager:	Tiffany Ma
Position Classification:	Business Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M2

Position Options & Status

Posting Title:	BUS LEAD - Finance Manager
Job Profile:	Finance Manager.docx
Job Summary:	
Finance Manager This posting is restricted to Ministry of Social Development employees in the Employment and Labour Market Services Division. A high profile financial opportunity for a dynamic leader The Ministry of Social Development provides a continuum of employment programs and services designed to assist clients to find and sustain employment. The	

Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of a diverse array of federally and provincially funded services through the Employment Program for British Columbia.

As the Finance Manager, you directly support Executive decision-making for the employment and labour market program in British Columbia. Working in a complex financial environment, you manage multiple sources of funding, complex allocation and accountability principles and various tracking and reporting mechanisms. Your understanding of the Financial Administration Act, the Budget Transparency and Accountability Act and Generally Accepted Accounting Principles (GAAP) aids you in the development of strategies and programs to ensure consistency with Ministry corporate policies, programs and initiatives. Adhering to strict federal policies and ensuring that Federal government funding arrangements are met in a timely manner, you are responsible for the overall program and service quality through planning, policy, governance, and quality assurance. If you are a designated accounting professional with progressive experience managing diverse responsibilities, then we look forward to your application.

For complete details on this opportunity, please review the attached job description. A criminal record check will be required.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position, your resume must clearly demonstrate the following:

- Completion of a professional accounting designation (CA, CGA, CMA) or related post secondary degree supplemented by formal accounting courses and a minimum three years current and progressively advanced experience in a senior financial management position with a large corporation or government organization progressively more responsible senior administrative management experience.
- Experience developing and implementing financial policies and procedures for the effective management of financial systems and controls.
- Experience in financial review and auditing of financial statements and reports.

Applicants who move forward in the process may be assessed on the following:

Knowledge:

- Comprehensive knowledge of provincial government financial procedures.
- Knowledge of government accounting and financial policies, practices and procedures and related Acts.
- Knowledge of internal agency reporting requirements.
- Knowledge of ministry financial policies preferred.

Skills/Abilities:

- Demonstrated supervisory skills (able to manage, motivate and develop staff).
- Demonstrated organizational skills, interpersonal and communication skills, both oral and written.
- Demonstrated ability to produce accurate work of a detailed nature

- Proven problem-solving abilities.
- Excellent conflict resolution skills.
- Project management skills.
- Ability to research, compile and analyze data from various sources necessary for complex reports and recommendations.
- Ability to develop and deliver presentations to senior staff and stakeholders.
- Demonstrated ability in PC software applications, including MS Word, Excel, PowerPoint, Access and Outlook.

Competencies:

Service Orientation
Results Orientation
Teamwork and Cooperation
Leadership
Strategic Orientation
Innovation
Change Leadership
Promoting Empowerment
Developing People
Flexibility
Initiative
Analytical Thinking
Problem Solving/Judgement

Comments
(Internal use only): This job is to be posted RESTRICTED TO REGULAR ELMSD employees ONLY Recruitment Plan – Here are the dates and services we have negotiated: Posting Live: Wednesday, May 18, 2011 Posting Closed: Wednesday, June 1, 2011 Screening List: Thursday, June 2, 2011 Offer: Monday, July 4, 2011 Services – Here are the services the Hiring Centre will provide: • Hiring Manager has declined the use of a questionnaire and will do their own screening. • Applicants will be converted to prospects every two days throughout the competition • The Hiring Manager will create their own shortlist • The Hiring Centre will send regrets and provide feedback to all screened out applicants • The Hiring Manager will prepare their own interview material Written Assessment: • The Hiring Centre will invite applicants to a written assessment by: TBA • The Hiring Centre will send regret notifications to applicants who do not pass the assessment. Oral Interviews are tentatively scheduled to be held during the week of: TBA • Who will schedule interviews? TBA • Interview Support? TBA

Job Status:	Open - Internal Only
Category:	Leadership and Management
Post Date:	2011-05-18
Close Date:	2011-06-08
Planned Referral Date:	2011-06-09
Planned Offer Date:	2011-07-11
# of Openings:	1
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Rani Amott
Job Seeker can	Yes

view Recruiter info?	
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

POSITION DESCRIPTION

Ministry of Social Development

POSITION TITLE:	Finance Manager	POSITION NUMBER(S):	94337 - BLR
DIVISION: (e.g., Division, Region, Department)	Employment and Labour Market Services Division (ELMSD)		
UNIT: (e.g., Branch, Area, District)	Engagement, Planning, GNPI, and Multiculturalism	LOCATION:	Victoria
SUPERVISOR'S TITLE:	Director, Finance and Business Planning		89315
SUPERVISOR'S CLASSIFICATION:	Business Leadership	PHONE NUMBER:	
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PROGRAM

The Ministry of Social Development provides a continuum of employment programs and services designed to assist clients to find and sustain employment. The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of a diverse array of federally and provincially funded services through the Employment Program for British Columbia.

The Engagement, Planning, GNPI and Multiculturalism Branch:

- Supports integration initiatives focused on building, maintaining, championing connections, and implementing initiatives across sectors and program areas.
- Provides support, project services and leadership of high-profile and multi-partner projects and provides corporate project management support, tools and resources to the division as requested.
- Provides quality corporate supports and resources; including communications, financial and business planning and management, employee engagement, and stakeholder relationship development at the divisional level. These activities are intended to support the work of the division across all branches.
- Oversees corporate/division organizational development, wellness and engagement activities and ensures these are aligned with Ministry and Government strategic direction.
- Responsible for the delivery of programs provides under EmbraceBC to promote multiculturalism and anti-racism
- Leads collaboration across various levels of government to promote multiculturalism and support building inclusive communities across BC
- Responsible for providing secretariat support to LMDA Management Committee, LMDA/LMA Joint management Committee , External Advisory Council on Social Innovation and GNPI, and the Multiculturalism Advisory Council.

Assists other branches with other corporate and secretariat functions as required.

PURPOSE OF POSITION

The Finance Manager directly supports Executive decision-making for the employment and labour market program in BC. The Manager operates within the parameters of the *Financial Administration Act*, the *Budget Transparency and Accountability Act*, Generally Accepted Accounting Principles (GAAP), ministry guidelines and directives from the Office of the Comptroller General, Treasury Board and the Ministry of Finance, as well as federal policies pertaining to contracts. The position works within a complex environment managing multiple sources of funding, complex allocation and accountability principles, and various tracking and reporting mechanisms. The Manager consults and collaborates with the Ministry Financial and Administrative Services Branch in the development of strategies and programs to ensure consistency with Ministry corporate policies, programs and initiatives. The Manager must adhere to federal policies and also ensures that Federal government funding arrangements are met in a timely manner to meet division program commitments. Consequences of not meeting these requirements would seriously affect program delivery.

NATURE OF WORK AND POSITION LINKS

The Employment and Labour Market Services Division consists of three branches:

Program Management: responsible for the overall program and service quality through planning, policy, governance, and quality assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

Operations: ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

Engagement, Planning, GNPI and Multiculturalism: responsible for the development and implementation of quality corporate services, including financial and business planning, engagement and communications, project management and organizational development. The Branch oversees the development and implementation key integration initiatives, programs and policy. The Branch is also responsible for EmbraceBC, Multicultural Advisory Council, and initiatives aimed at promoting multiculturalism, inclusiveness, and anti-racism. Position Links:

- **Division ADMs, Executive Directors, Directors and Other Senior Staff** - provides expert advice and consults with service delivery, program development and management initiatives and/or emerging issues including recommendations for key financial and resource management decisions and next steps.
- **Federal Government (Department of Human Resources and Skills Development Canada) senior staff** – liaises on transfer contracts and funding arrangements and ensures adherence to agreements.
- **Other divisions throughout the Ministry** – incorporates their perspectives and interests into program development processes and provides financial advice to respond to emerging issues and addresses required policy and program changes.
- **Central government agencies and shared service providers** (e.g., Office of the Comptroller General, Office of the Auditor General, and Treasury Board staff) – liaises to ensure policies are integrated into financial systems and practices. Provides information, resolves issues and obtains clarification on legislation and policy requirements.
- **Contracted service providers** – oversees the development of contracts for financial systems; clarifies accounts payable and accounts receivable discrepancies and conducts value-for-money audits.
- **Corporate Accounting Services (CAS)** – manages procurement and expense processes and coordinates technical training provided through CAS.
- **Ministry and Inter-Ministry Committees** – represents division interests in the development of budget allocation policies and procedures, program financial and performance evaluations, and service delivery agreements.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Provides leadership in providing financial management planning and direction and acts as liaison/consults with other ministry finance staff, government ministries and outside agencies as required. Leads the design and implementation

of the division's financial management framework. Reviews government financial policies and develops division financial/accounting policies and procedures to support services for internal and external clients.

2. Leads the development and preparation of budgets, budget issue papers, briefing notes and business cases and provides regular and ad hoc financial statements, reports, forecasts, detailed analyses and estimates. Develops and maintains effective financial operations and performance planning processes for the development of required three-year service plan and annual financial plans, records and program reviews.
3. Participates in the development of briefing materials, Cabinet and Treasury Board submissions to ensure financial information and projections are appropriate, and makes strategic allocation recommendations to address financial-related program issues and to assist in Executive decision-making.
4. Oversees the development of accounts payable and accounts receivable transactions and the verification and maintenance of related records. Leads the development of training for staff.
5. Coordinates funding transfers from the federal government and ensures that agreed to amounts and required timeframes are met. Establishes procedures and processes to monitor balances.
6. Manages performance and financial reports and analysis on planned operational activities for internal and external agencies. Manages and coordinates year-end financial controls, the integrated chart of accounts, the monthly expenditure accounts, FTE planning and control, payroll reviews and budget calendarization. Identifies financial issues and leads discussions to resolve such issues. Ensures all activities are conducted in accordance with related legislation and applicable central agency policies, ministry policies and federal policies related to transfer contracts. Recommends and implements policies, procedures and controls to improve the effectiveness and efficiency of operations.
7. Develops and manages operational and capital budgets and provides financial expertise, advice, guidance and budget status and reports for the Executive, service delivery managers and other senior managers. Establishes monitoring and control methods and systems. Conducts reviews, analyzes and reports on expenditures of various contracts, and provides advice to address arising issues.
8. Provides financial expertise in various financial reviews, audits and cost accounting methodologies in support of program effectiveness and efficiency and compliance with financial policies. Provides advice and assistance on financial risk management and business continuation planning. Provides guidance in risk assessment and risk control measures.
9. Develops division budgets and works to align allocation of program and administration budgets with operational needs and the broader strategic direction. Prepares financial management reports required by the Executive and ministry or central agencies and assists with the development of estimates and Treasury Board and other central agency requests (e.g., briefing notes, position papers and correspondence) as required to support the management of the division. Coordinates division financial audit activities and recommends and implements corrective actions in response to audit findings.
10. Identifies potential capital and operational concerns and recommends and facilitates issues resolution in support of strategic planning. Acts as an integral part of the management structure in developing business continuity and resource allocation (including staffing) plans.
11. Develops and monitors projects and special initiatives and ensures timelines and project goals are achieved within established parameters. Leads data analysis and develops business cases to identify the financial implications of program initiatives and projects (e.g., identifying the financial requirements for a new case management system; building a forecast tool for Labour Market Development Agreement Programs).

Manages division risk reporting and recommendations

FINANCIAL RESPONSIBILITY

- Exercises expenditure authority for division responsibility centres (\$400 million annually).

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	3	0

Supervises staff through subordinate supervisors	1	0
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PROJECT / TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>	0	Provides formal training to other staff x	4-25
Lead project teams x	2 - 5	Assigns, monitors & examines the work of staff x	4

SPECIAL REQUIREMENTS

TOOLS / EQUIPMENT

- Laptop or personal computer
- Blackberry or cell phone
- Standard office equipment (i.e., photocopier, fax)
- Standard office software

WORKING CONDITIONS

Office environment, some travel required.

COMMENTS

PREPARED BY

NAME:	DATE:	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that:

- the accountabilities / deliverables were assigned to this position effective: (Date).
- the information in this position description reflects the actual work performed.
- a copy has / will be provided to the incumbent(s).

NAME:	SIGNATURE:	DATE:
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ORGANIZATION CHART

SELECTION CRITERIA

Education/Experience:

- Completion of a professional accounting designation (CA, CGA, CMA) or related post secondary degree supplemented by formal accounting courses and a minimum three years current and progressively advanced experience in a senior financial management position with a large corporation or government organization progressively more responsible senior administrative management experience.
- Experience developing and implementing financial policies and procedures for the effective management of financial

systems and controls.

- Experience in financial review and auditing of financial statements and reports.

Knowledge:

- Comprehensive knowledge of provincial government financial procedures.
- Knowledge of government accounting and financial policies, practices and procedures and related Acts.
- Knowledge of internal agency reporting requirements.
- Knowledge of ministry financial policies preferred.

Skills/Abilities:

- Ability to work independently and establish priorities.
- Demonstrated supervisory skills (able to manage, motivate and develop staff).
- Demonstrated organizational skills, interpersonal and communication skills, both oral and written.
- Demonstrated ability to produce accurate work of a detailed nature.
- Proven problem-solving abilities.
- Ability to work well under pressure in a demanding office environment.
- Excellent conflict resolution skills.
- Project management skills.
- Ability to research, compile and analyze data from various sources necessary for complex reports and recommendations.
- Ability to interpret and apply collective agreements.
- Ability to develop and deliver presentations to senior staff and stakeholders.
- Demonstrated ability in PC software applications, including MS Word, Excel, PowerPoint, Access and Outlook.

COMPETENCIES

Values: Exhibits values of Integrity, Curiosity, Teamwork, Accountability, Passion, Service and Courage.

Public Service Competencies

In addition to the Public Service Core Competencies (Service Orientation, Results Orientation and Teamwork and Cooperation) and Leadership Competencies (Leadership, Strategic Orientation, Innovation, Change Leadership, Promoting Empowerment and Developing People) the following competencies are requirements of the position to maximize the achievements of ministry Service Codes and Values, goals and objectives:

Flexibility is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

Initiative involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency.

Analytical Thinking is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

Problem Solving/Judgement is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

CREATE REQUISITION: REQUISITION

Position Details

Req #:	5251
Position Number:	00094337
Ministry ADM:	Allison Bond
Hiring Manager:	Tiffany Ma
Position Classification:	Business Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M2

Position Options & Status

Posting Title:	BUS LEAD - Finance Manager
Job Profile:	Finance Manager JD.docx
Job Summary:	
Finance Manager Business Leadership	
A high profile financial opportunity for a dynamic leader	
The Ministry of Social Development provides a continuum of employment programs and services designed to assist clients to find and sustain employment. The Employment and Labour Market Services Division (ELMSD) is responsible for the development, management, and evaluation of a diverse array of federally and provincially funded services	

through the Employment Program for British Columbia.

As the Finance Manager, you directly support Executive decision-making for the employment and labour market program in British Columbia. Working in a complex financial environment, you manage multiple sources of funding, complex allocation and accountability principles and various tracking and reporting mechanisms. Your understanding of the Financial Administration Act, the Budget Transparency and Accountability Act and Generally Accepted Accounting Principles (GAAP) aids you in the development of strategies and programs to ensure consistency with Ministry corporate policies, programs and initiatives. Adhering to strict federal policies and ensuring that Federal government funding arrangements are met in a timely manner, you are responsible for the overall program and service quality through planning, policy, governance, and quality assurance. If you are a designated accounting professional with progressive experience managing diverse responsibilities, then we look forward to your application.

For complete details on this opportunity, please review the attached job description. A criminal record check will be required.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume and cover letter. If you experience difficulties with the questionnaire, please contact the recruiter listed in the job posting for assistance.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position, your resume must clearly demonstrate the following:

- Completion of a professional accounting designation (CA, CGA, CMA) or related post secondary degree supplemented by formal accounting courses and a minimum three years current and progressively advanced experience in a senior financial management position with a large corporation or government organization.
- Experience developing and implementing financial policies and procedures for the effective management of financial systems and controls.
- Experience in financial review and auditing of financial statements and reports

Applicants who move forward in the process may be assessed on the following:

Knowledge:

- Comprehensive knowledge of provincial government financial procedures.
- Knowledge of government accounting and financial policies, practices and procedures and related Acts.
- Knowledge of internal agency reporting requirements.
- Knowledge of ministry financial policies preferred.

Skills/Abilities:

- Demonstrated supervisory skills (able to manage, motivate and develop staff).
- Demonstrated organizational skills, interpersonal and communication skills, both oral and written.
- Demonstrated ability to produce accurate work of a detailed nature.
- Proven problem-solving abilities.
- Excellent conflict resolution skills.
- Project management skills.
- Ability to research, compile and analyze data from various sources necessary for complex reports and recommendations.
- Ability to develop and deliver presentations to senior staff and stakeholders.
- Demonstrated ability in PC software applications, including MS Word, Excel, PowerPoint, Access and Outlook.

Competencies:

Service Orientation
Results Orientation
Change Leadership
Promoting Empowerment
Developing People

Comments (Internal use only):	Re-posted from Req#4598 which was restricted to ELMSD employees only. Same posting, same services only this posting will be open to all internal applicants. See original recruitment plan below: This job is to be posted RESTRICTED TO REGULAR ELMSD employees ONLY Recruitment Plan – Here are the dates and services we have negotiated: Posting Live: Wednesday, May 18, 2011 Posting Closed: Wednesday, June 1, 2011 Screening List: Thursday, June 2, 2011 Offer: Monday, July 4, 2011 Services – Here are the services the Hiring Centre will provide: • Hiring Manager has declined the use of a questionnaire and will do their own screening. • Applicants will be converted to prospects every two days throughout the competition • The Hiring Manager will create their own shortlist • The Hiring Centre will send regrets and provide feedback to all screened out applicants • The Hiring Manger will prepare their own interview material Written Assessment: • The Hiring
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	Centre will invite applicants to a written assessment by: TBA • The Hiring Centre will send regret notifications to applicants who do not pass the assessment. Oral Interviews are tentatively scheduled to be held during the week of: TBA • Who will schedule interviews? TBA • Interview Support? TBA
Job Status:	Open - Internal Only
Category:	Finance Leadership and Management
Post Date:	2011-06-22
Close Date:	2011-07-03
Planned Referral Date:	2011-07-04
Planned Offer Date:	2011-08-02
# of Openings:	0
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Rani Amott
Job Seeker can view Recruiter info?	Yes
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your	

recruiter of any discrepancy.	
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TITLE: MANAGER, OPERATIONS**CLASSIFICATION: APPLIED LEADERSHIP****CONTEXT**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Operations Branch ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

The Manager, Operations, reporting to the Director of Regional Operations, focuses on managing the delivery of 3rd party contracted employment services within the region. This position has a minimum of 5 bargaining unit subordinates.

JOB OVERVIEW

The Manager leads a team of employees who support and monitor the delivery of 3rd party contracted employment services to clients in the assigned regional area. The Operation Manager is responsible for ensuring the regional operations for people, contracts and business processes are delivered effectively within a given responsibility area.

ACCOUNTABILITIES

- Manages and coordinates assigned work and/or projects of subordinate employees to ensure the delivery of contracted services. Provides direction to staff to ensure that contractors meet agreed upon terms and conditions.
- Ensures contract best practises are followed to ensure the delivery and governance of the contracted employment service occurs and measures results.
- Analyses performance measures, outcomes and trends. Ensures performance standards and service levels are maintained within the contracted service delivery.
- Provides professional or technical expertise to service providers regarding options/activities related to the contracted service. Conducts ongoing communications and negotiations with local stakeholders to ensure an understanding of ministry programs and resolution of issues related to operations.
- Oversees the implementation of the Operation Branches goals and objectives as related to the team.
- Advocates for client needs and services by building strong relationships and providing input on strategic and client focused plans by working directly with contractors to resolve service, quality assurance and related performance issues.
- Seeks advice from experts within or external to Government on issues related to the product or service.

- Participates in the development and implementation of new business processes and contributes to the development and implements operational plans consistent with regional objectives.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), identifies training needs, approval of leave, response to grievances and initiation of discipline processes. The Manager has delegated authority to discipline staff up to and including recommendation for dismissal.
- Participates in special projects or assignments.
- Manages the financial, human and contracted resources and budget effectively and economically in accordance with ministry and government requirements. Is responsible for the Local Office agreements and facilities. Acts as the expense authority for all within the regional portfolio.
- Prepares and/or negotiates contracts, monitors performance and authorizes payment.
- Responsible for Occupational Health and Wellness in their office.

POSITION SPECIFIC LINKAGES

- Regional Operations Director
- Relationship and Partnership Managers
- ELMSD Program Management and Engagement and Planning Managers
- Regional Business Support Analyst and Issues Analyst
- Team and Contract Lead(s)
- RSD Managers and Supervisors
- Service Canada Managers

JOB REQUIREMENTS

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or contracted services).
- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

- Engaging External Partners

? CREATE REQUISITION: REQUISITION

APPROVER(S) SELECTED:

Name	Date	Approved
Kara Insley	8/04/2011	Approved
Kathy Kuroyama	8/08/2011	Approved
Melanie Friebe	8/17/2011	Approved
Dawn Souter	8/17/2011	Approved

Position Details

Req #:	6018
Position Number:	00102803
Ministry ADM:	Allison Bond
Hiring Manager:	Jennifer Gough
Position Classification:	Applied Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD, Operations
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M1

Position Options & Status

Posting Title:	APPL LEAD - Manager, Operations
Job Profile:	Manager_Operations.doc
Job Summary:	

Manager, Operations

Applied Leadership (UNDER REVIEW FOR EXCLUSION) - salary to a maximum of \$ annually

This position is RESTRICTED TO REGULAR ELMSD EMPLOYEES WITHIN THE REGION 2 of the Ministry of Social Development.

(The posting is restricted to Regular EMLSD employees within the Region the position is located in and the successful applicant will remain in the location they are currently located.)

(We are preparing a questionnaire as part of the requisition posting)

A Criminal record check is required for this position.
Applications may be considered for other current and future vacancies, including permanent and/or temporary positions in various locations. This competition is geographically restricted to ELMS employees only within the Region. Position will be located at the ELMS office of the successful applicant - no relocation will be provided
For complete details on this opportunity, please review the attached job profile.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. If you experience difficulties with the questionnaire, please contact the recruiter listed in the job posting for assistance.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position, applicants must clearly indicate in their resume how they specifically meet the qualifications of this position.

The qualifications are:

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or contracted services).
- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

To be successful in this position, applicants may need to demonstrate, through the recruitment process, their knowledge, skills and abilities in the following areas:

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

Comments
(Internal use only):

Recruitment Plan: Placement & Retention Strategy and Timelines Discussed; Applicant Management Mechanisms Explored; RC to conduct Pre-screening by providing an On-line Questionnaire; HM to conduct final Screening; HM will conduct pre-assessment; HM to conduct assessments; RC will assist HM with assessment tools preparation, if required; Hiring Centre will produce the employment offer letter; Hiring Centre will produce regret notifications; RC & HM to monitor to review period, if applicable; HM will provide security screening requirement, if applicable; HM to advise RC confirmation of appointment; Hiring Centre will initiate on-boarding documentation; Hiring Centre will produce the confirmation letter; Hiring Centre will send documentation to BCPSA for CHIPS/PeopleSoft Data Entry and processing. We will be posting 7 jobs. One permanent job for each of 5 regions and then 2 temp positions in 2 of the 5 regions. Each posting should be identical, therefore I will coordinate although the Regional Directors will be the contact for the postings once they go live. These positions are RESTRICTED TO REGULAR ELMSD EMPLOYEES WITHIN THE REGION and are UNDER REVIEW FOR EXCLUSION. Also, we do not have a specific geographical location. the successful

	employee will remain in their current location and work out of the local ELMSD office. This position is in Region 2.
Job Status:	Pending
Category:	Leadership and Management
Post Date:	2011-08-11
Close Date:	2011-08-25
Planned Referral Date:	2011-08-26
Planned Offer Date:	2011-10-10
# of Openings:	1
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Daren Jarvis
Job Seeker can view Recruiter info?	Yes
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

TITLE: MANAGER, OPERATIONS**CLASSIFICATION: APPLIED LEADERSHIP****CONTEXT**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Operations Branch ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

The Manager, Operations, reporting to the Director of Regional Operations, focuses on managing the delivery of 3rd party contracted employment services within the region. This position has a minimum of 5 bargaining unit subordinates.

JOB OVERVIEW

The Manager leads a team of employees who support and monitor the delivery of 3rd party contracted employment services to clients in the assigned regional area. The Operation Manager is responsible for ensuring the regional operations for people, contracts and business processes are delivered effectively within a given responsibility area.

ACCOUNTABILITIES

- Manages and coordinates assigned work and/or projects of subordinate employees to ensure the delivery of contracted services. Provides direction to staff to ensure that contractors meet agreed upon terms and conditions.
- Ensures contract best practises are followed to ensure the delivery and governance of the contracted employment service occurs and measures results.
- Analyses performance measures, outcomes and trends. Ensures performance standards and service levels are maintained within the contracted service delivery.
- Provides professional or technical expertise to service providers regarding options/activities related to the contracted service. Conducts ongoing communications and negotiations with local stakeholders to ensure an understanding of ministry programs and resolution of issues related to operations.
- Oversees the implementation of the Operation Branches goals and objectives as related to the team.
- Advocates for client needs and services by building strong relationships and providing input on strategic and client focused plans by working directly with contractors to resolve service, quality assurance and related performance issues.
- Seeks advice from experts within or external to Government on issues related to the product or service.

- Participates in the development and implementation of new business processes and contributes to the development and implements operational plans consistent with regional objectives.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), identifies training needs, approval of leave, response to grievances and initiation of discipline processes. The Manager has delegated authority to discipline staff up to and including recommendation for dismissal.
- Participates in special projects or assignments.
- Manages the financial, human and contracted resources and budget effectively and economically in accordance with ministry and government requirements. Is responsible for the Local Office agreements and facilities. Acts as the expense authority for all within the regional portfolio.
- Prepares and/or negotiates contracts, monitors performance and authorizes payment.
- Responsible for Occupational Health and Wellness in their office.

POSITION SPECIFIC LINKAGES

- Regional Operations Director
- Relationship and Partnership Managers
- ELMSD Program Management and Engagement and Planning Managers
- Regional Business Support Analyst and Issues Analyst
- Team and Contract Lead(s)
- RSD Managers and Supervisors
- Service Canada Managers

JOB REQUIREMENTS

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or contracted services).
- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

- Engaging External Partners

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Kara Insley	8/04/2011	Approved
Kathy Kuroyama	8/08/2011	Approved
Melanie Friebe	8/17/2011	Approved
Dawn Souter	8/17/2011	Approved

Position Details

Req #:	6019
Position Number:	00102804
Ministry ADM:	Allison Bond
Hiring Manager:	Jerenia Adolph
Position Classification:	Applied Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD, Operations
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M1

Position Options & Status

Posting Title:	APPL LEAD - Manager, Operations
Job Profile:	Manager Operations.doc
Job Summary:	
Manager, Operations	
Applied Leadership (UNDER REVIEW FOR EXCLUSION) - salary to a maximum of \$ annually	
This positions is RESTRICTED TO REGULAR ELMSD EMPLOYEES WITHIN REGION 5 of the Ministry of Social Services.	

(The posting is restricted to Regular EMLSD employees within the Region the position is located in and the successful applicant will remain in the location they are currently located.)

(We are preparing a questionnaire as part of the requisition posting)

A Criminal record check is required for this position.

Applications may be considered for other current and future vacancies, including permanent and/or temporary positions in various locations.

This competition is geographically restricted to ELMS employees only within the Region. Position will be located at the ELMS office of the successful applicant - no relocation will be provided

For complete details on this opportunity, please review the attached job profile.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. If you experience difficulties with the questionnaire, please contact the recruiter listed in the job posting for assistance.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position, applicants must clearly indicate in their resume how they specifically meet the qualifications of this position. The qualifications are:

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or contracted services).
- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

To be successful in this position, applicants may need to demonstrate, through the recruitment process, their knowledge, skills and abilities in the following areas:

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

Comments (Internal use only):	Recruitment Plan: Placement & Retention Strategy and Timelines Discussed; Applicant Management Mechanisms Explored; RC to conduct Pre-screening by providing an On-line Questionnaire; HM to conduct final Screening; HM will conduct pre-assessment; HM to conduct assessments; RC will assist HM with assessment tools preparation, if required; Hiring Centre will produce the employment offer letter; Hiring Centre will produce regret notifications; RC & HM to monitor to review period, if applicable; HM will provide security screening requirement, if applicable; HM to advise RC confirmation of appointment; Hiring Centre will initiate on-boarding documentation; Hiring Centre will produce the confirmation letter; Hiring Centre will send documentation to BCPSA for CHIPS/PeopleSoft Data Entry and processing. Please see requisition just created. This posting is RESTRICTED TO REGULAR ELMSD EMPLOYEES IN REGION 5. POSITION IS UNDER REVIEW FOR EXCLUSION.
Job Status:	Pending
Category:	Leadership and Management
Post Date:	2011-08-11
Close Date:	2011-08-25
Planned Referral Date:	2011-08-26
Planned Offer Date:	2011-10-10
# of Openings:	1
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Daren Jarvis
Job Seeker can view Recruiter info?	Yes
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

TITLE: MANAGER, OPERATIONS**CLASSIFICATION: APPLIED LEADERSHIP****CONTEXT**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Operations Branch ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

The Manager, Operations, reporting to the Director of Regional Operations, focuses on managing the delivery of 3rd party contracted employment services within the region. This position has a minimum of 5 bargaining unit subordinates.

JOB OVERVIEW

The Manager leads a team of employees who support and monitor the delivery of 3rd party contracted employment services to clients in the assigned regional area. The Operation Manager is responsible for ensuring the regional operations for people, contracts and business processes are delivered effectively within a given responsibility area.

ACCOUNTABILITIES

- Manages and coordinates assigned work and/or projects of subordinate employees to ensure the delivery of contracted services. Provides direction to staff to ensure that contractors meet agreed upon terms and conditions.
- Ensures contract best practises are followed to ensure the delivery and governance of the contracted employment service occurs and measures results.
- Analyses performance measures, outcomes and trends. Ensures performance standards and service levels are maintained within the contracted service delivery.
- Provides professional or technical expertise to service providers regarding options/activities related to the contracted service. Conducts ongoing communications and negotiations with local stakeholders to ensure an understanding of ministry programs and resolution of issues related to operations.
- Oversees the implementation of the Operation Branches goals and objectives as related to the team.
- Advocates for client needs and services by building strong relationships and providing input on strategic and client focused plans by working directly with contractors to resolve service, quality assurance and related performance issues.
- Seeks advice from experts within or external to Government on issues related to the product or service.

- Participates in the development and implementation of new business processes and contributes to the development and implements operational plans consistent with regional objectives.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), identifies training needs, approval of leave, response to grievances and initiation of discipline processes. The Manager has delegated authority to discipline staff up to and including recommendation for dismissal.
- Participates in special projects or assignments.
- Manages the financial, human and contracted resources and budget effectively and economically in accordance with ministry and government requirements. Is responsible for the Local Office agreements and facilities. Acts as the expense authority for all within the regional portfolio.
- Prepares and/or negotiates contracts, monitors performance and authorizes payment.
- Responsible for Occupational Health and Wellness in their office.

POSITION SPECIFIC LINKAGES

- Regional Operations Director
- Relationship and Partnership Managers
- ELMSD Program Management and Engagement and Planning Managers
- Regional Business Support Analyst and Issues Analyst
- Team and Contract Lead(s)
- RSD Managers and Supervisors
- Service Canada Managers

JOB REQUIREMENTS

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or contracted services).
- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

- Engaging External Partners

CREATE REQUISITION: REQUISITION

APPROVER(S) SELECTED:

Name	Date	Approved
Kara Insley	8/04/2011	Approved
Kathy Kuroyama	8/08/2011	Approved
Melanie Friebe	8/17/2011	Approved
Dawn Souter	8/17/2011	Approved

Position Details

Req #:	6020
Position Number:	00102805
Ministry ADM:	Allison Bond
Hiring Manager:	Ted Crouch
Position Classification:	Applied Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD, Operations
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M1

Position Options & Status

Posting Title:	APPL LEAD - Manager, Operations
Job Profile:	Manager_Operations.doc
Job Summary:	

Manager, Operations

Applied Leadership (UNDER REVIEW FOR EXCLUSION) - salary to a maximum of \$ annually

This position is RESTRICTED TO REGULAR ELMSD EMPLOYEES WITHIN REGION 1 of the Ministry of Social Development.

(The posting is restricted to Regular EMLSD employees within the Region the position is located in and the successful applicant will remain in the location they are currently located.)

(We are preparing a questionnaire as part of the requisition posting)

A Criminal record check is required for this position.

Applications may be considered for other current and future vacancies, including permanent and/or temporary positions in various locations.

This competition is geographically restricted to ELMS employees only within the Region. Position will be located at the ELMS office of the successful applicant - no relocation will be provided

For complete details on this opportunity, please review the attached job profile.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. If you experience difficulties with the questionnaire, please contact the recruiter listed in the job posting for assistance.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position, applicants must clearly indicate in their resume how they specifically meet the qualifications of this position. The qualifications are:

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or contracted services)

- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

To be successful in this position, applicants may need to demonstrate, through the recruitment process, their knowledge, skills and abilities in the following areas:

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

Comments (Internal use only):	Recruitment Plan: Placement & Retention Strategy and Timelines Discussed; Applicant Management Mechanisms Explored; RC to conduct Pre-screening by providing an On-line Questionnaire; HM to conduct final Screening; HM will conduct pre-assessment; HM to conduct assessments; RC will assist HM with assessment tools preparation, if required; Hiring Centre will produce the employment offer letter; Hiring Centre will produce regret notifications; RC & HM to monitor to review period, if applicable; HM will provide security screening requirement, if applicable; HM to advise RC confirmation of appointment; Hiring Centre will initiate on-boarding documentation; Hiring Centre will produce the confirmation letter; Hiring Centre will send documentation to BCPSA for CHIPS/PeopleSoft Data Entry and processing. Please see additional requisitions just created. This posting is RESTRICTED TO REGULAR ELMSD EMPLOYEES IN REGION 1 POSITION IS UNDER REVIEW FOR EXCLUSION
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Job Status:	Pending
Category:	Leadership and Management
Post Date:	2011-08-11
Close Date:	2011-08-25
Planned Referral Date:	2011-08-26
Planned Offer Date:	2011-10-10
# of Openings:	0
Recruitment Team:	Corporate services and management

Recruiter Assigned:	Daren Jarvis
Job Seeker can view Recruiter info?	Yes
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

TITLE: MANAGER, OPERATIONS**CLASSIFICATION: APPLIED LEADERSHIP****CONTEXT**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Operations Branch ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

The Manager, Operations, reporting to the Director of Regional Operations, focuses on managing the delivery of 3rd party contracted employment services within the region. This position has a minimum of 5 bargaining unit subordinates.

JOB OVERVIEW

The Manager leads a team of employees who support and monitor the delivery of 3rd party contracted employment services to clients in the assigned regional area. The Operation Manager is responsible for ensuring the regional operations for people, contracts and business processes are delivered effectively within a given responsibility area.

ACCOUNTABILITIES

- Manages and coordinates assigned work and/or projects of subordinate employees to ensure the delivery of contracted services. Provides direction to staff to ensure that contractors meet agreed upon terms and conditions.
- Ensures contract best practises are followed to ensure the delivery and governance of the contracted employment service occurs and measures results.
- Analyses performance measures, outcomes and trends. Ensures performance standards and service levels are maintained within the contracted service delivery.
- Provides professional or technical expertise to service providers regarding options/activities related to the contracted service. Conducts ongoing communications and negotiations with local stakeholders to ensure an understanding of ministry programs and resolution of issues related to operations.
- Oversees the implementation of the Operation Branches goals and objectives as related to the team.
- Advocates for client needs and services by building strong relationships and providing input on strategic and client focused plans by working directly with contractors to resolve service, quality assurance and related performance issues.
- Seeks advice from experts within or external to Government on issues related to the product or service.

- Participates in the development and implementation of new business processes and contributes to the development and implements operational plans consistent with regional objectives.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), identifies training needs, approval of leave, response to grievances and initiation of discipline processes. The Manager has delegated authority to discipline staff up to and including recommendation for dismissal.
- Participates in special projects or assignments.
- Manages the financial, human and contracted resources and budget effectively and economically in accordance with ministry and government requirements. Is responsible for the Local Office agreements and facilities. Acts as the expense authority for all within the regional portfolio.
- Prepares and/or negotiates contracts, monitors performance and authorizes payment.
- Responsible for Occupational Health and Wellness in their office.

POSITION SPECIFIC LINKAGES

- Regional Operations Director
- Relationship and Partnership Managers
- ELMSD Program Management and Engagement and Planning Managers
- Regional Business Support Analyst and Issues Analyst
- Team and Contract Lead(s)
- RSD Managers and Supervisors
- Service Canada Managers

JOB REQUIREMENTS

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or contracted services).
- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

- Engaging External Partners

CREATE REQUISITION: REQUISITION

APPROVER(S) SELECTED:

Name	Date	Approved
Kara Insley	8/04/2011	Approved
Kathy Kuroyama	8/08/2011	Approved
Melanie Friebe	8/17/2011	Approved
Dawn Souter	8/17/2011	Approved

Position Details

Req #:	6021
Position Number:	00102806
Ministry ADM:	Allison Bond
Hiring Manager:	Pamela McGrandle
Position Classification:	Applied Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD, Operations
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M1

Position Options & Status

Posting Title:	APPL LEAD - Manager, Operations
Job Profile:	Manager_Operations.doc
Job Summary:	

Manager, Operations

Applied Leadership (UNDER REVIEW FOR EXCLUSION) - salary to a maximum of \$ annually

These positions are RESTRICTED TO REGULAR ELMSD EMPLOYEES WITHIN REGION 3 of the Ministry of Social Development.

(There will be one permanent position and one 12month TA from this posting. The posting is restricted to Regular EMLSD employees within the Region the positions are located in and the successful applicants will remain in the location they are currently located.)

(We are preparing a questionnaire as part of the requisition posting)

A Criminal record check is required for this position.

Applications may be considered for other current and future vacancies, including permanent and/or temporary positions in various locations.

This competition is geographically restricted to ELMS employees only within the Region. Position will be located at the ELMS office of the successful applicant - no relocation will be provided

For complete details on this opportunity, please review the attached job profile.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. If you experience difficulties with the questionnaire, please contact the recruiter listed in the job posting for assistance.

Regular employees must have their supervisor's approval prior to applying on the temporary assignment.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position, applicants must clearly indicate in their resume how they specifically meet the qualifications of this position. The qualifications are:

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or

contracted services).

- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

To be successful in this position, applicants may need to demonstrate, through the recruitment process, their knowledge, skills and abilities in the following areas:

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

Comments (Internal use only):	Recruitment Plan: Placement & Retention Strategy and Timelines Discussed; Applicant Management Mechanisms Explored; RC to conduct Pre-screening by providing an On-line Questionnaire; HM to conduct final Screening; HM will conduct pre-assessment; HM to conduct assessments; RC will assist HM with assessment tools preparation, if required; Hiring Centre will produce the employment offer letter; Hiring Centre will produce regret notifications; RC & HM to monitor to review period, if applicable; HM will provide security screening requirement, if applicable; HM to advise RC confirmation of appointment; Hiring Centre will initiate on-boarding documentation; Hiring Centre will produce the confirmation letter; Hiring Centre will send documentation to BCPSA for CHIPS/PeopleSoft Data Entry and processing. There will be two people hired on this competition. One permanent and one 12 month TA. Posting is RESTRICTED TO REGULAR EMPLOYEES OF ELSMD IN REGION 3 POSTING IS UNDER REVIEW FOR EXCLUSION
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Job Status:	Pending
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Category:	Leadership and Management
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Post Date:	2011-08-11
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Close Date:	2011-08-25
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Planned Referral Date:	2011-08-26
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Planned Offer Date:	2011-10-10
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# of Openings:	1
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Recruitment Team:	Corporate services and management
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Recruiter Assigned:	Daren Jarvis
Job Seeker can view Recruiter info?	Yes
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

TITLE: MANAGER, OPERATIONS

CLASSIFICATION: APPLIED LEADERSHIP

CONTEXT

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Operations Branch ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

The Manager, Operations, reporting to the Director of Regional Operations, focuses on managing the delivery of 3rd party contracted employment services within the region. This position has a minimum of 5 bargaining unit subordinates.

JOB OVERVIEW

The Manager leads a team of employees who support and monitor the delivery of 3rd party contracted employment services to clients in the assigned regional area. The Operation Manager is responsible for ensuring the regional operations for people, contracts and business processes are delivered effectively within a given responsibility area.

ACCOUNTABILITIES

- Manages and coordinates assigned work and/or projects of subordinate employees to ensure the delivery of contracted services. Provides direction to staff to ensure that contractors meet agreed upon terms and conditions.
- Ensures contract best practises are followed to ensure the delivery and governance of the contracted employment service occurs and measures results.
- Analyses performance measures, outcomes and trends. Ensures performance standards and service levels are maintained within the contracted service delivery.
- Provides professional or technical expertise to service providers regarding options/activities related to the contracted service. Conducts ongoing communications and negotiations with local stakeholders to ensure an understanding of ministry programs and resolution of issues related to operations.
- Oversees the implementation of the Operation Branches goals and objectives as related to the team.
- Advocates for client needs and services by building strong relationships and providing input on strategic and client focused plans by working directly with contractors to resolve service, quality assurance and related performance issues.
- Seeks advice from experts within or external to Government on issues related to the product or service.

- Participates in the development and implementation of new business processes and contributes to the development and implements operational plans consistent with regional objectives.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), identifies training needs, approval of leave, response to grievances and initiation of discipline processes. The Manager has delegated authority to discipline staff up to and including recommendation for dismissal.
- Participates in special projects or assignments.
- Manages the financial, human and contracted resources and budget effectively and economically in accordance with ministry and government requirements. Is responsible for the Local Office agreements and facilities. Acts as the expense authority for all within the regional portfolio.
- Prepares and/or negotiates contracts, monitors performance and authorizes payment.
- Responsible for Occupational Health and Wellness in their office.

POSITION SPECIFIC LINKAGES

- Regional Operations Director
- Relationship and Partnership Managers
- ELMSD Program Management and Engagement and Planning Managers
- Regional Business Support Analyst and Issues Analyst
- Team and Contract Lead(s)
- RSD Managers and Supervisors
- Service Canada Managers

JOB REQUIREMENTS

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or contracted services).
- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

- Engaging External Partners

CREATE REQUISITION: REQUISITION

APPROVER(S) SELECTED:

Name	Date	Approved
Kara Insley	8/04/2011	Approved
Kathy Kuroyama	8/08/2011	Approved
Melanie Friebe	8/17/2011	Approved
Dawn Souter	8/17/2011	Approved

Position Details

Req #:	6022
Position Number:	00102807
Ministry ADM:	Allison Bond
Hiring Manager:	Kathy Aldus
Position Classification:	Applied Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD, Operations
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M1

Position Options & Status

Posting Title:	APPL LEAD - Manager, Operations
Job Profile:	Manager_Operations.doc
Job Summary:	

Manager, Operations

Applied Leadership (UNDER REVIEW FOR EXCLUSION) - salary to a maximum of \$ annually

These positions are RESTRICTED TO REGULAR ELMSD EMPLOYEES WITHIN REGION 4 of the Ministry of Social Development.

(There will be one permanent position and one 12month TA from this posting. The posting is restricted to Regular EMLSD employees within the Region the positions are located in and the successful applicants will remain in the location they are currently located.)

(We are preparing a questionnaire as part of the requisition posting)

A Criminal record check is required for this position.

Applications may be considered for other current and future vacancies, including permanent and/or temporary positions in various locations.

This competition is geographically restricted to ELMS employees only within the Region. Position will be located at the ELMS office of the successful applicant - no relocation will be provided

For complete details on this opportunity, please review the attached job profile.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. If you experience difficulties with the questionnaire, please contact the recruiter listed in the job posting for assistance.

Regular employees must have their supervisor's approval prior to applying on the temporary assignment.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position, applicants must clearly indicate in their resume how they specifically meet the qualifications of this position. The qualifications are:

- A degree, diploma, designation or certification in business or public administration, finance or a social science related field or an equivalent combination of education and experience (Grade 12 or GED and 5 years progressively more responsible roles in employment programming or

contracted services).

- Experience negotiating, developing and building relationships with contracting service providers.
- Experience resolving client issues.
- Experience in office management, budget development and administration.
- Experience in contract administration/management.
- Experience in supervision and resolving staff issues.

To be successful in this position, applicants may need to demonstrate, through the recruitment process, their knowledge, skills and abilities in the following areas:

Competencies

- Planning, Organizing and Coordinating
- Developing Others
- Results Orientation

Comments (Internal use only):	Recruitment Plan: Placement & Retention Strategy and Timelines Discussed; Applicant Management Mechanisms Explored; RC to conduct Pre-screening by providing an On-line Questionnaire; HM to conduct final Screening; HM will conduct pre-assessment; HM to conduct assessments; RC will assist HM with assessment tools preparation, if required; Hiring Centre will produce the employment offer letter; Hiring Centre will produce regret notifications; RC & HM to monitor to review period, if applicable; HM will provide security screening requirement, if applicable; HM to advise RC confirmation of appointment; Hiring Centre will initiate on-boarding documentation; Hiring Centre will produce the confirmation letter; Hiring Centre will send documentation to BCPSA for CHIPS/PeopleSoft Data Entry and processing. Please see other requisitions created at this time. There will be two job offers from this posting - one permanent and one temporary for one year. Posting is RESTRICTED TO REGULAR ELMSD EMPLOYEES IN REGION 4 POSTING IS UNDER REVIEW FOR EXCLUSION.
Job Status:	Pending
Category:	Leadership and Management
Post Date:	2011-08-11
Close Date:	2011-08-25
Planned Referral Date:	2011-08-26
Planned Offer Date:	2011-10-10
# of Openings:	1
Recruitment Team:	Corporate services and management
Recruiter	Daren Jarvis

Assigned:	
Job Seeker can view Recruiter info?	Yes
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

TITLE: MANAGER OF CONTRACT AND POLICY**CLASSIFICATION:** BUSINESS LEADERSHIP**CONTEXT**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Program Management Branch is responsible for the overall program and service quality through planning, policy, governance, and quality assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

The work is focused on managing and creating contract integrity and development and interpretation of policy in contract which deliver provincial employment services.

JOB OVERVIEW

To lead a team to ensure contract and policy creation and/or implications are beneficial to provincial employment programming and service delivery.

ACCOUNTABILITIES

- Develops, amends and manages proactive employment program policy through a team of professional level policy development staff for the Division.
- Provides structure, support and guidance to operations staff to assist them to understand and administer policy with contracted service providers.
- Develops and manages the Employment Program content of online policy resources and/or other media sources to ensure high quality current, consistent, accurate and accessible policy information
- Develops policy frameworks for the translation of Government's strategic priorities into viable policy and program changes.
- Plans long-term policy and strategies that align with the government and ministry goals and objectives.
- Ensures policies are comprehensive, accurate and effective by developing partnerships and networks within the Division, other divisions in the Ministry and partners across the provincial and federal governments.
- Ensures policies are based on solid research and thorough understanding of the legislative and regulatory environment, caseload trends, and other factors.
- Plans, develops and manages the overall contract structure and contract change management.
- Ensures the development and maintenance of variety of employment program contract templates that meet all legal, policy and legislative requirements.
- Reviews and recommends proposals for partnerships and other forms of alternative service delivery to ensure that they are in the interest of the ministry, government and the public
- Advises on and recommends legislative, policy and program changes to senior management, executive and officials.

- Analyzes and identifies social, economic, legal and political issues associated with program objectives, assesses competing and/or conflicting priorities, identifies risks and issues, and recommends strategic policy alternatives or significant changes to program operations or service delivery.
- Manages and coordinates assigned work and/or projects of subordinate employees to ensure the delivery of services.
- Develops team and section goals, objectives and work plans based on Ministry/Division Service Plan and the Program Management's goals and objectives.
- Recommends the overall Division strategic direction by providing expert advice on matters related to program policy, contract structure, and procurement.
- Determines and leads the development and implementation of new policy and contracting processes.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), approval of leave, response to grievances and initiation of discipline processes. The position has full delegated authority to discipline staff, up to and including recommending dismissal.
- Conducts issues management by identifying emerging policy and program issues of major significance preparing recommendations for response.

JOB REQUIREMENTS

- Degree in Public Administration, Social Science, Business Administration or equivalent
- 3 years experience in social policy with preference given to candidates with experience in employment and labour market program policy
- Experience applying provincial government procurement and contracting regulations and policy
- Experience effectively managing a team of professions in a supervisory or project lead capacity
- Excellent writing skills

COMPETENCIES

- Change Management
- Empowerment
- Analytical Thinking
- Building Partnerships with Stakeholders
- Listening, Understanding and Responding

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Julie Busenius	9/02/2011	Approved
Katharine Benning	9/06/2011	Approved
Sergei Bouslov	9/06/2011	Approved

Position Details

Req #:	6429
Position Number:	00094335
Ministry ADM:	Allison Bond
Hiring Manager:	Anne Hill
Position Classification:	Business Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD - Program Management
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M2

Position Options & Status

Posting Title:	BUS LEAD - Manager of Contract and Policy
Job Profile:	Manager of Contract and Policy.doc
Job Summary:	

Manager, Contract and Policy**Business Leadership**

This posting is restricted to regular employees in Employment and Labour Market Services Division only.

An opportunity to lead change through dynamic employment policy initiatives

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Program Management Branch is responsible for the overall program and service quality through planning, policy, governance, and quality assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

As the Manager, Contract and Policy, you manage contract development and the interpretation of policy in contracts which deliver provincial employment services. Leading the implementation of employment policy for a new initiatives, you integrate existing provincial and federal programs to create a one-stop-shop for unemployed individuals. A knowledgeable expert on labour market policy, you manage 73 service delivery contract providers to balance the approach between policy and the needs of the labour market. Working with a wide variety of stakeholders, you build professional relationships, across ministries and social services domain, with a cross divisional component. If you are a change management professional who enjoys building a dynamic team in a fast-paced, constantly changing environment, then we look forward to your application.

For complete details on this opportunity, please review the attached job description. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. A criminal record check will be required.

If you are interested in this position and you plan on applying, please visit [Our Hiring Process](#) page and click on the Frequently Asked Questions page link for tips on creating or updating your profile, searching for job opportunities and applying to postings. If you have technical issues with your application, please forward an email to techHelpRecruitment@gov.b.c.ca, provide detailed information and we will respond to your inquiry.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position your resume must clearly demonstrate that you have the following:

Degree in Public Administration, Social Science, Business Administration or equivalent

3 years experience in social policy with preference given to candidates with experience in employment and labour market program policy

Experience applying provincial government procurement and contracting regulations and policy

Experience effectively managing a team of professionals in a supervisory or project lead capacity

Excellent writing skills

Comments (Internal use only):	<p>Posting is restricted to Regular ELMSD employees only. No questionnaire as they expect only 3 - 4 applicants. Actual Hire Date is January 2, 2012.</p> <p>Recruitment Plan – Here are the dates and services we have negotiated: Posting Live: Wednesday, September 7, 2011 Posting Closed: Wednesday, September 21, 2011 Screening List: Monday, September 26, 2011 Offer: Monday, October 7, 2011</p> <p>Services – Here are the services the Hiring Centre will provide:</p> <ul style="list-style-type: none"> • Hiring Manager will do their own screening • Applicants will be converted to prospects every two days throughout the competition • The Hiring Manager will create their own shortlist • The Hiring Manager has requested not to send pre-screen regrets <p>Oral Interviews are tentatively scheduled to be held during the week of: Thursday, September 29, 2011</p> <ul style="list-style-type: none"> • The Hiring Manager will schedule interviews • The Hiring Manager will use and prepare their own marking guides <p>Here are your responsibilities:</p> <ul style="list-style-type: none"> • Obtain your ministry internal approvals • Approval of posting (if applicable) • Final shortlisting of applicants • Conducting assessments, including the interview • Completing Past Work Performance checks • Final selection of applicant • Providing verbal offer • Completing Criminal Record Check (CRC) document and sending documentation to BCPSAHRTechnicalOperations@gov.bc.ca. • Providing applicant feedback • Approving offer notification • Sending your competition file to the Hiring Centre
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Job Status:	Cancelled
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Category:	Leadership and Management
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Post Date:	2011-09-07
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Close Date:	2011-09-21
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Planned Referral Date:	2011-09-26
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Planned Offer Date:	2011-10-07
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# of Openings:	1
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Julie Busenius
Job Seeker can view Recruiter info?	Yes
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect, please proceed with the requisition submission and inform your recruiter of any discrepancy.	

TITLE: MANAGER OF CONTRACT AND POLICY**CLASSIFICATION:** BUSINESS LEADERSHIP**CONTEXT**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Program Management Branch is responsible for the overall program and service quality through planning, policy, governance, and quality assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

The work is focused on managing and creating contract integrity and development and interpretation of policy in contract which deliver provincial employment services.

JOB OVERVIEW

To lead a team to ensure contract and policy creation and/or implications are beneficial to provincial employment programming and service delivery.

ACCOUNTABILITIES

- Develops, amends and manages proactive employment program policy through a team of professional level policy development staff for the Division.
- Provides structure, support and guidance to operations staff to assist them to understand and administer policy with contracted service providers.
- Develops and manages the Employment Program content of online policy resources and/or other media sources to ensure high quality current, consistent, accurate and accessible policy information
- Develops policy frameworks for the translation of Government's strategic priorities into viable policy and program changes.
- Plans long-term policy and strategies that align with the government and ministry goals and objectives.
- Ensures policies are comprehensive, accurate and effective by developing partnerships and networks within the Division, other divisions in the Ministry and partners across the provincial and federal governments.
- Ensures policies are based on solid research and thorough understanding of the legislative and regulatory environment, caseload trends, and other factors.
- Plans, develops and manages the overall contract structure and contract change management.
- Ensures the development and maintenance of variety of employment program contract templates that meet all legal, policy and legislative requirements.
- Reviews and recommends proposals for partnerships and other forms of alternative service delivery to ensure that they are in the interest of the ministry, government and the public
- Advises on and recommends legislative, policy and program changes to senior management, executive and officials.

- Analyzes and identifies social, economic, legal and political issues associated with program objectives, assesses competing and/or conflicting priorities, identifies risks and issues, and recommends strategic policy alternatives or significant changes to program operations or service delivery.
- Manages and coordinates assigned work and/or projects of subordinate employees to ensure the delivery of services.
- Develops team and section goals, objectives and work plans based on Ministry/Division Service Plan and the Program Management's goals and objectives.
- Recommends the overall Division strategic direction by providing expert advice on matters related to program policy, contract structure, and procurement.
- Determines and leads the development and implementation of new policy and contracting processes.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), approval of leave, response to grievances and initiation of discipline processes. The position has full delegated authority to discipline staff, up to and including recommending dismissal.
- Conducts issues management by identifying emerging policy and program issues of major significance preparing recommendations for response.

JOB REQUIREMENTS

- Degree in Public Administration, Social Science, Business Administration or equivalent
- 3 years experience in social policy with preference given to candidates with experience in employment and labour market program policy
- Experience applying provincial government procurement and contracting regulations and policy
- Experience effectively managing a team of professions in a supervisory or project lead capacity
- Excellent writing skills

COMPETENCIES

- Change Management
- Empowerment
- Analytical Thinking
- Building Partnerships with Stakeholders
- Listening, Understanding and Responding

CREATE REQUISITION: NON-INTEGRATED REQUISITION (RECRUITER USE ONLY)

Position Details

Req #:	6557
Position Number:	00094335
Ministry ADM:	Allison Bond
Hiring Manager:	Anne Hill
Position Classification:	Business Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD - Program Management
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	* MULTIPLE LOCATIONS
Multiple Locations:	Vancouver, Victoria
Salary Plan:	MGT
Job Grade:	M2

Position Options & Status

Posting Title:	BUS LEAD - Manager of Contract and Policy
Job Profile:	Manager of Contract and Policy 1 .doc
Job Summary:	
Manager, Contract and Policy Business Leadership This posting is restricted to regular employees in Employment and Labour Market Services Division only. An opportunity to lead change through dynamic employment policy initiatives The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Program Management Branch is responsible for the overall program and service quality through planning, policy, governance and quality	

assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

As the Manager, Contract and Policy, you manage contract development and the interpretation of policy in contracts which deliver provincial employment services. Leading the implementation of employment policy for a new initiatives, you integrate existing provincial and federal programs to create a one-stop-shop for unemployed individuals. A knowledgeable expert on labour market policy, you manage 73 service delivery contract providers to balance the approach between policy and the needs of the labour market. Working with a wide variety of stakeholders, you build professional relationships, across ministries and social services domain, with a cross divisional component. If you are a change management professional who enjoys building a dynamic team in a fast-paced, constantly changing environment, then we look forward to your application.

For complete details on this opportunity, please review the attached job description. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. A criminal record check will be required.

If you are interested in this position and you plan on applying, please visit Our Hiring Process page and click on the Frequently Asked Questions page link for tips on creating or updating your profile, searching for job opportunities and applying to postings. If you have technical issues with your application, please forward an email to techHelpRecruitment@gov.bc.ca, provide detailed information and we will respond to your inquiry.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position your resume must clearly demonstrate that you have the following:

Degree in Public Administration, Social Science, Business Administration or equivalent

3 years experience in social policy with preference given to candidates

with experience in employment and labour market program policy

Experience applying provincial government procurement and contracting regulations and policy

Experience effectively managing a team of professionals in a supervisory or project lead capacity

Excellent writing skills

Comments
(Internal use

Posting is restricted to Regular ELMSD employees only.
No questionnaire as they expect only 3 - 4 applicants

only):	Actual Hire Date is January 2, 2012. Recruitment Plan – Here are the dates and services we have negotiated: Posting Live: Wednesday, September 7, 2011 Posting Closed: Wednesday, September 21, 2011 Screening List: Monday, September 26, 2011 Offer: Monday, October 7, 2011 Services – Here are the services the Hiring Centre will provide: • Hiring Manager will do their own screening • Applicants will be converted to prospects every two days throughout the competition • The Hiring Manager will create their own shortlist • The Hiring Manager has requested not to send pre-screen regrets Oral Interviews are tentatively scheduled to be held during the week of: Thursday, September 29, 2011 • The Hiring Manager will schedule interviews • The Hiring Manager will use and prepare their own marking guides Here are your responsibilities: • Obtain your ministry internal approvals • Approval of posting (if applicable) • Final shortlisting of applicants • Conducting assessments, including the interview • Completing Past Work Performance checks • Final selection of applicant • Providing verbal offer • Completing Criminal Record Check (CRC) document and sending documentation to BCPSAHRTechnicalOperations@gov.bc.ca. • Providing applicant feedback • Approving offer notification • Sending your competition file to the Hiring Centre
Job Status:	Open - Internal Only
Category:	Leadership and Management
Post Date:	2011-09-07
Close Date:	2011-09-21
Planned Referral Date:	2011-09-26
Planned Offer Date:	2011-10-07
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Julie Busenius
Job Seeker can view Recruiter info?	No
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No

Criminal Record Check Required?	Yes
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TITLE: MANAGER OF SPECIALIZED POPULATIONS**CLASSIFICATION:** BUSINESS LEADERSHIP**CONTEXT**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Program Management Branch is responsible for the overall program and service quality through planning, policy, governance, and quality assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

The Manager of Specialized Populations reports to the Director of Specialized Populations and Program Governance and focuses on ensuring that the needs of the specialized populations continue to be met through the program design. This position has a minimum of 4 bargaining unit subordinates. The Employment Program of BC defines specialized populations as Aboriginal People, Francophone, immigrants, people with a disability, rural and remote populations, multi-barriered individuals, survivors of violence and or abuse, and youth.

JOB OVERVIEW

The Manager leads a team to analyse and monitor services delivered to specialized populations in provincial employment programming. The Manager is the ministry employment programming expert for specialized populations and other key priority client groups.

ACCOUNTABILITIES

- Develops the program and the contract measures for employment programming services to specialized populations for the Division.
- Ensures full access to services for specialized populations by monitoring data and quality assurance findings, and resolving any issues.
- Continuously looks for issues and opportunities to strengthen services and outcomes for specialized populations and develops recommendations for improvement.
- As Ministry subject-matter expert on issues impacting job seekers from specialized populations, represents ELMSD and provides leadership on internal and external working groups which may be highly sensitive.
- Examines and evaluates emerging trends and best practices for serving specialized populations and makes recommendations for changes to ELMSD programs.
- Provides input and approval of the development and refinement of policies that relate to specialized populations.
- Develops and fosters a wide network of partnerships ensuring positive relationships and contributions from government agencies to non-profits.

- Makes policy recommendations on major issues impacting the program, including preparing briefing material and communications as required.
- Evaluates employment program effectiveness in meeting the needs of services to specialized needs clients and provides improvement recommendations.
- Develops and manages mutually respectful and positive working relationships with key specialized population stakeholder groups which can be highly sensitive and politically charged.
- Liaises and consults with Regional Operations of ELMSD and managers of employment and community programming in other Ministries where programming may intersect to ensure understanding of roles and problem identification and resolution.
- Leads a network of managers within the division to support objectives for specialized populations.
- Supervises staff including recruitment, assignment of work, development and evaluation of performance plans (EPDP's), approval of leave, response to grievances and initiation of discipline processes. The Manager has delegated authority to discipline staff up to and including recommendation for dismissal.
- Determines and identifies staffing resources, succession planning, and training needs for the team.
- Develops team and section goals, objectives and work plans based on Ministry/Division Service Plan and the Program Management's goals and objectives.
- Manages and coordinates assigned work and/or projects of subordinate employees to ensure the delivery of services.
- Seeks advice from experts within or external to Government on issues related to the product or service.
- Represents the ministry on Specialized Population advisory committees with other ministries and government organizations.
- Has spending authority for the administrative budget for the unit, including salaries, travel and other expenses, has signing authority for Time on Line.

JOB REQUIREMENTS

- Degree in public administration or a social science or equivalent and 5 years related experience or a diploma in public administration or a social science or equivalent and 7 years related experience.
- 3 years experience in the development and implementation of employment and labour market program policy for client groups with distinct employment needs.
- Experience developing recommendations for policy and program changes in a social ministry.
- Experience consulting with internal and external stakeholder groups that includes the development and implementation of employment programming
- Experience effectively managing a team of professionals in a supervisory or project lead capacity.
- Excellent writing skills.

COMPETENCIES

- Change Management
- Empowerment

- Analytical Thinking
- Building Partnerships with Stakeholders
- Listening, Understanding and Responding

CREATE REQUISITION: NON-INTEGRATED REQUISITION (RECRUITER USE ONLY)

Position Details

Req #:	6971
Position Number:	00053504
Ministry ADM:	Allison Bond
Hiring Manager:	Sandy Rodgers
Position Classification:	Business Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD/Program Management
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	* MULTIPLE LOCATIONS
Multiple Locations:	Vancouver, Victoria
Salary Plan:	MGT
Job Grade:	M2

Position Options & Status

Posting Title:	BUS LEAD - Manager, Specialized Populations
Job Profile:	6855 8405 Manager of Specialized Populations 1 .doc
Job Summary:	
Manager, Specialized Populations Business Leadership Restricted to regular employees of Ministry of Social Development, ELMSD	
Position located in either Victoria or Vancouver.	
Consider this opportunity to utilize your leadership skills and labour market expertise in an influential senior role	
The Employment and Labour Market Services Division delivers	

employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Program Management Branch is responsible for the overall program and service quality through planning, policy, governance, and quality assurance.

The Manager of Specialized Populations leads a professional team dedicated to ensuring that the needs of specialized populations are met by analysing and monitoring provincial program services. The Manager acts as Ministry subject-matter expert on issues impacting job seekers from specialized populations and provides expertise on the development and refinement of critical employment policies. An effective communicator with a collaborative approach, you develop and maintain a wide network of productive and respectful working relationships with key specialized population stakeholders groups and liaise and consult with managers of employment programming in other ministries. Highly motivated, you thrive under pressure and successfully lead, coordinate and manage multiple projects to ensure effective delivery of services. Analytical and results oriented, you look for issues and opportunities to strengthen services and outcomes and develop key recommendations for continual improvement. If you are an experienced business professional with employment and labour market program expertise and the change management abilities required for this high profile role, we look forward to your application.

A cover letter is not required for this competition. Please ensure your resume has all the information applicable to this competition.

For complete details on this opportunity, please review the attached job profile. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. A criminal record check will be required.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume.

If you are interested in this position and you plan on applying, please visit the [Frequently Asked Questions](#) page for tips on creating or updating your profile, searching for job opportunities and applying to postings.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position your resume must clearly demonstrate that you have the following:

Education and Experience:

- Degree in public administration or a social science or equivalent and 5 years related experience; or
- Diploma in public administration or a social science or equivalent and 7 years related experience
- Three (3) years experience in the development and implementation of employment and labour market program policy for client groups with distinct employment needs
- Experience developing recommendations for policy and program changes in a social ministry
- Experience consulting with internal and external stakeholder groups that includes the development and implementation of employment programming
- Experience effectively managing a team of professionals in a supervisory or project lead capacity

Applicants selected to move forward in the hiring process may be assessed on the following:

- Excellent writing skills

Competencies:

- Change Management
- Empowerment
- Analytical Thinking
- Building Partnerships with Stakeholders
- Listening, Understanding and Responding

Comments (Internal use only):	2 week posting, Restricted to Regular employees of ELMSD Req established to post Req. #6855 to show location as Victoria or Vancouver. Recruitment Plan: Post Tuesday, Oct. 4, 2011. Close Tuesday, Oct. 18, 2011. HM will do their own screening with the use of a questionnaire. Applicants will be moved to "prospect" status every two days throughout the competition. HM will prepare their own assessment/interview materials and will manage their own scheduling. HC will do offer, regrets and confirmation notifications, monitor the 5 day review period and maintain the electronic file.
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Job Status:	Open - Internal Only
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Category:	Leadership and Management
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Post Date:	2011-10-04
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Close Date:	2011-10-18
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Planned Referral Date:	2011-10-19
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Planned Offer	
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Date:	
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Karen Lockhart
Job Seeker can view Recruiter info?	No
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Criminal Record Check Required?	Yes

TITLE: MANAGER OF PROGRAM GOVERNANCE**CLASSIFICATION:** BUSINESS LEADERSHIP**CONTEXT**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Program Management Branch is responsible for the overall program and service quality through planning, policy, governance, and quality assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

The Manager of Program Governance, reporting to the Director of Specialized Populations and Program Governance is responsible for the overall program governance framework at the corporate level for the Employment and Labour Market Services Employment programming. The governance structure is designed to support the program and ensure awareness, service quality, consistent client experience, and ongoing focus on the needs of specialized populations. The governance model includes Program Advisory Committee, Program Steering Committee, External Advisory Panel on Specialized Populations, External Advisory Panel, as well as Contract management Committees for each individual contract.

JOB OVERVIEW

The Manager of Program Governance's specific area of expertise is to lead a team who coordinate, provide advice, and ensure governance of provincial employment contracts are consistently practised and maintained throughout all contracted services. The Manager of Program Governance is responsible for a minimum of 4 bargaining unit subordinates.

ACCOUNTABILITIES

- Responsible for implementation and effective functioning of the program governance framework.
- Leads and manages Governance committee and advisory panel composition and succession, develops terms of reference, determines decision making processes, monitors the implementation of follow up actions and ensures effective communications across all levels of governance.
- Ensures adequate research, administrative and secretarial support to the corporate governance committees and panels such as Program Advisory Committee, the Steering Committee, and the Expert Advisory Panels.
- Develops and amends governance program policy and decisions ensuring consultation with the various governance committees and panels.
- Identifies opportunities for improvement of the governance model and makes recommendations to address gaps.
- Ensures that identified issues, trends and relevant topics are discussed with stakeholders, governance committees and panels and resolutions are implemented.

- Ensures current, accurate, and up-to date content is available on the Extranet, which is accessible by governance parties.
- Ensures contractor awareness of roles and responsibilities by developing training, guidelines, and operational manuals.
- Identifies and analyses financial, policy and risk implications of proposed governance changes and provides recommendations to Executive, Directors and other managers.
- Communicates decisions and recommendations from the Governance panels and committees and monitors implementation of action items.
- Participates in the development and implementation of new business processes and leads discussions related to governance.
- Develops and ensures strong partnership and successful working relationship with Operations Branch staff involved in local governance and manages relationships with other key stakeholders: Contractors, Regional Services and Operations, Social Policy Branch, Managers of Employment and Community programming in other Ministries where programming may intersect.
- Develops and implements strategies to identify, collect, and share best practices between providers and the Ministry.
- Develops team and section goals, objectives and work plans based on Ministry/Division Service Plan and the Program Management's goals and objectives.
- Manages and coordinates assigned work and/or projects of subordinate employees to ensure program governance is adhered to throughout all contracted services.
- Supervises staff including recruitment, assignment of work, development and evaluation of performance plans (EPDP's), approval of leave, response to grievances and initiation of discipline processes. Position has full delegated authority to discipline staff up to and including recommendation for dismissal.
- Determines and identifies staffing resources, succession planning, and training needs for the team
- Has spending authority for the administrative budget for the unit, including salaries, travel and other expenses, has signing authority for Time on Line.

JOB REQUIREMENTS

- Degree in public administration or a social science or equivalent and 5 years related experience; or a diploma in public administration or a social science or equivalent and 7 years related experience.
- 3 years experience in a social policy environment with preference given to candidates with experience in an employment and labour market program policy environment for client groups with distinct employment needs.
- Experience consulting with internal and external stakeholder groups that includes the development and implementation of employment programming.

- Experience developing, monitoring and building strong, effective partnerships and consensus in a complex governance model designed to bring together multiple stakeholders to work towards a common goal.
- Experience effectively managing a team of professionals in a supervisory or project lead capacity.
- Excellent writing skills.

COMPETENCIES

- Change Management
- Empowerment
- Analytical Thinking
- Building Partnerships with Stakeholders
- Listening, Understanding and Responding

CREATE REQUISITION: NON-INTEGRATED REQUISITION (RECRUITER USE ONLY)

Position Details

Req #:	6972
Position Number:	00073275
Ministry ADM:	Allison Bond
Hiring Manager:	Sandy Rodgers
Position Classification:	Business Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD/Program Management
Full/Part Time:	Full-time
Employee Class (not posted):	Regular Full Time
Job Type (displayed on posting):	Regular Full Time
Temporary End Date:	
FTE:	1
Location:	* MULTIPLE LOCATIONS
Multiple Locations:	Vancouver, Victoria
Salary Plan:	MGT
Job Grade:	M2

Position Options & Status

Posting Title:	BUS LEAD - Manager Program Governance
Job Profile:	6854_8404_Manager_of_Program_Governance_1_.doc
Job Summary:	
Manager, Program Governance Business Leadership Restricted to the regular employees of the Ministry of Social Development, ELMSD Division	
Position located either in Victoria or Vancouver.	
Lead and manage program governance framework on a corporate level.	
The Employment and Labour Market Services Division delivers	

employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service delivery organizations. The Program Management Branch is responsible for the overall program and service quality through planning, policy, governance, and quality assurance. The Branch supports ongoing program improvement through analysis, performance measurement, and evaluation.

As Manager of Program Governance, you are responsible for the overall program governance framework at the corporate level for the Employment and Labour Market Services Employment programming. A proficient leader, you lead a team who coordinate, provide advice and ensure governance of provincial employment contracts are consistently practised and maintained throughout all contracted services. An analytical thinker you identify opportunities for improvement of the governance model and make recommendations to address gaps. You identify and analyze financial, policy and risk implications of proposed governance changes and provide recommendations to Executive, Directors and other managers. An effective communicator with strong interpersonal skills, you participate in the development and implementation of new business processes and lead discussions related to governance. If you excel in change management and implementing effective framework plans, we encourage you to apply.

A cover letter is not required for this competition. Please ensure your resume has all the information applicable to this competition.

For complete details on this opportunity, please review the attached job description. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. A criminal record check is required.

As part of the application process you will be prompted to fill out a questionnaire which must be completed in order for your application to be considered. You will not be able to go back at a later time to complete the questionnaire so please allot up to 20 minutes to fill it out after submitting your resume and cover letter.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

If you are interested in this position and you plan on applying, please visit the [Frequently Asked Questions](#) page for tips on creating or updating your profile, searching for job opportunities and applying to postings.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect, may eliminate me from further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position your resume must clearly

demonstrate that you have the following:

Degree in public administration or a social science or equivalent and 5 years related experience; OR

Diploma in public administration or a social science or equivalent and 7 years related experience.

Three years experience in the development and implementation of employment and labour market program policy for client groups with distinct employment needs.

Experience developing recommendations for policy and program changes in a social ministry.

Experience consulting with internal and external stakeholder groups that includes the development and implementation of employment programming.

Experience effectively managing a team of professional in a supervisory or project lead capacity.

Applicants who move forward in the process may be assessed on the following criteria:

Excellent writing skills

Competencies:

Change Management

Empowerment

Analytical Thinking

Building Partnerships with Stakeholders

Listening, Understanding and Responding

Comments (Internal use only):	2 week posting restricted to Regular ELMSD employees Req established to post Req. #6854 to show locations as Victoria or Vancouver. Recruitment Plan: Post Tuesday, October 4th. Close Tuesday, October 18th. HM will do their own screening with the use of a questionnaire. Summary forwarded to HM by October 19th. HM will do their own screening. Applicants to be moved to "prospect" status every two days throughout the competition. HM will develop their own assessment/interview material and will manage the scheduling. HC will prepare all offer, regrets and conformation notifications, monitor the 5 day review period and maintain the electronic file.
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Job Status:	Open - Internal Only
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Category:	Leadership and Management
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Post Date:	2011-10-04
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Close Date:	2011-10-18
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Planned Referral Date:	2011-10-19
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Planned Offer Date:	
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Karen Lockhart
Job Seeker can view Recruiter info?	No
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Criminal Record Check Required?	Yes

TITLE: IMPLEMENTATION MANAGER**CLASSIFICATION: APPLIED LEADERSHIP****CONTEXT**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service deliver organizations. The Operations Branch ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

This job works within the Operations Branch and reports to the Director of Operations. This position has a minimum of 2 bargaining unit subordinates. The work is focused on ensuring the consistent implementation of program changes and corporate strategies across all regions.

JOB OVERVIEW

The Implementation Manager is responsible for identifying, championing and implementing corporate strategies in Regional Operations related to the delivery of employment services by contracted agencies.

ACCOUNTABILITIES

- Oversees and ensures that the implementation of the Operations Branch goals and objectives as related to the regions across the province.
- Manages and coordinates assigned work and/or projects of subordinate employees to ensure the development and implementation of corporate strategies are delivered throughout Operations programming.
- Designs specific strategies and actions to meet emerging client needs; ensures appropriate delivery occurs; measures results and determines next steps for sustainability.
- Supports client needs and services by building strong relationships and providing input on strategic and client focused plans.
- Seeks advice from experts within or external to Government on issues related to the area of specialty.
- Leads or participates in the implementation of new and strategic business processes.
- Networks with colleagues in all locations to gain information on trends and opportunities.
- Participates in the development and implementation of new business processes and contributes to the development and implementation of operational plans.
- Analyses performance measures, outcomes and trends of corporate services implemented.
- Supervises staff including assignment of work, development and evaluation of performance plans (EPDP's), identifies training needs, approval of leave, response to grievances and initiation of discipline

processes. The Manager has delegated authority to discipline staff up to and including recommendation for dismissal.

- Participates and/or leads special projects or assignments.
- Responsible for Occupational Health and Wellness in the regions.

JOB REQUIREMENTS

- Degree in Public Administration, Business Administration, a social science or related; or Diploma/post secondary course work in Public Administration, Business Administration, a social science or related and 3 years related experience.
- Experience managing a project team to implement multi-faceted initiatives and deliverables that involve multiple stakeholders.
- Experience developing and maintaining productive working relationships across division/branch/regions.
- Strong writing skills
- Ability to manage complex projects
- Strong presentation skills (prefer experience presenting to executive level)
- Competencies:
 - Change Management
 - Planning, Organizing and Coordinating
 - Results Orientation
 - Partners with Stakeholders
 - Developing Others

CREATE REQUISITION: REQUISITION**APPROVER(S) SELECTED:**

Name	Date	Approved
Rani Amott	10/20/2011	Approved
Katharine Benning	10/21/2011	Approved
Bernard Achampong	10/21/2011	Approved

Position Details

Req #:	7239
Position Number:	00102814
Ministry ADM:	Allison Bond
Hiring Manager:	Bernard Achampong
Position Classification:	Applied Leadership
Ministry / Organization:	BC031 - Social Development
Ministry Branch / Division:	ELMSD/Operations
Ministry approval to hire:	Yes
Full/Part Time:	Full-time
Employee Class (not posted):	Temporary Assignment (TA)
Job Type (displayed on posting):	Temporary Assignment (TA)
Temporary End Date:	2012-10-31
FTE:	1
Location:	Victoria
Salary Plan:	MGT
Job Grade:	M1

Position Options & Status

Posting Title:	APPL LEAD - Implementation Manager
Job Profile:	Manager_Implementation.doc
Job Summary:	

Implementation Manager**Salary: Up to \$76,743 annually****This is a temporary assignment until October 31, 2012 (may become permanent)****This competition is restricted to current regular employees of the Employment and Labour Market Service Division, Ministry of Social Development****Geographically restricted to Victoria****Champion corporate strategies in this dynamic leadership role**

The Employment and Labour Market Services Division delivers employment services to unemployed individuals who are eligible to work in British Columbia through contracts with service deliver organizations. The Operations Branch ensures quality contract management, planning and budget/financial activities at the regional and local level, along with activities that support the development of strong and productive relationships with service providers and community partners.

As the Implementation Manager, you oversee the Operations Branch goals and objectives as related to the regions across the province. Working in a fast-paced environment with quick turnarounds, you ensure that appropriate service delivery occurs as client needs evolve and require strategic attention. A strong leader with exceptional interpersonal skills, you have the ability to manage complex projects and the implementation of new business processes. If you are a forward thinking manager who enjoys measuring results and determining the next steps for sustainability of corporate strategies across the province, then we look forward to your application.

A cover letter is required as part of your application. Your cover letter and resume should be submitted as one document in your profile when applying for this position.

For complete details on this opportunity, please review the attached job profile. Applications may be considered for other similar current and future vacancies, including permanent and/or temporary positions in various locations. Regular employees must have their supervisor's approval prior to applying on the temporary assignment. A criminal record check will be required.

If you are interested in this position and you plan on applying, please visit the [Frequently Asked Questions](#) page for tips on creating or updating your profile, searching for job opportunities and applying to postings.

Only applications submitted using the BC Public Service Recruitment System on this website will be accepted.

I certify that all information submitted is true, complete and correct. I understand that any information provided by me in my application, any assessment documents or processes and/or an interview that is found to be false or misrepresented in any respect may eliminate me from

further consideration for employment or may result in my dismissal.

Job Qualifications:

To be considered for this position your resume must clearly demonstrate that you have the following:

Degree in Public Administration, Business Administration or a social science; or Diploma/post secondary course work in Public Administration, Business Administration or a social science and 3 years related experience.

Experience managing a project team to implement multi-faceted initiatives and deliverables that involve multiple stakeholders

Experience developing and maintaining productive working relationships across division/branch/regions.

Applicants who move forward in the process may be assessed on the following criteria:

Strong writing skills

Ability to manage complex projects

Strong presentation skills (prefer experience presenting to executive level)

Competencies:

Change Management

Planning, Organizing and Coordinating

Results Orientation

Partners with Stakeholders

Developing Others

Comments
(Internal use
only):

This TA is for one year. The position is permanent, full-time but the Union has only okayed the exclusion for one year.

S13

S13

S13 The posting is restricted to VICTORIA.

The Posting is open only to REGULAR employees of ELMSD Recruitment Plan – Here are the dates and services we have negotiated: Posting Live: Friday, October 21, 2011 Posting Closed: Friday, November 4, 2011 Screening List: Monday, November 7, 2011 Offer: Friday, November 25, 2011 Services – Here are the services that the Hiring Centre will provide: • Hiring Manager has declined the use of a questionnaire and will do their own screening. • Applicants will be converted to prospects once midway throughout the competition • The Hiring Manager will create their own shortlist • The Hiring Centre may send regrets to all screened out applicants depending on the number of applicants • Preparing and sending all notifications (offer, regrets and confirmation) •

	Maintain electronic competition files Here are your responsibilities: • Obtain your ministry internal approvals • Approval of posting (if applicable) • Final shortlisting of applicants • Conducting assessments, including the interview • Completing Past Work Performance checks • Final selection of applicant • Providing verbal offer • Completing Criminal Record Check (CRC) document and sending documentation to BCPSAHRTechnicalOperations@gov.bc.ca • Providing applicant feedback • Approving offer notification • Sending your competition file to the Hiring Centre
Job Status:	Open - Internal Only
Category:	Leadership and Management
Post Date:	2011-10-21
Close Date:	2011-11-04
Planned Referral Date:	2011-11-07
Planned Offer Date:	2011-11-25
# of Openings:	1
Recruitment Team:	Corporate services and management
Recruiter Assigned:	Rani Amott
Job Seeker can view Recruiter info?	No
Bypass Requisition Approval?	
Isolation Allowance:	No
Temporary Market Adjustment (TMA):	No
Security Screening Required?	Yes
Security Requirement Type: Should the security screening information be incomplete or incorrect please	

proceed with the requisition submission and inform your recruiter of any discrepancy.	
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POSITION DESCRIPTION

Ministry of Employment and Income Assistance

POSITION TITLE:	Director, BC Employment Program	POSITION NUMBER(S):	89450
DIVISION: (e.g., Division, Region, Department)	Employment Division		
UNIT: (e.g., Branch, Area, District)	Employment Programs Management Branch	LOCATION:	Victoria
SUPERVISOR'S TITLE:	Executive Director	POSITION NUMBER:	22266
SUPERVISOR'S CLASSIFICATION:	SLR	PHONE NUMBER:	356-8128
FOR AGENCY USE ONLY		NOC CODE:	
APPROVED CLASSIFICATION:		CLASS CODE:	
ENTERED BY:		PHONE NUMBER:	

PROGRAM

The Ministry of Employment and Income Assistance provides a continuum of employment programs and services designed to assist clients to find and sustain employment. A revised suite of programs for clients who are expected to work, those with persistent multiple barriers, and those with disabilities are currently being implemented. This revised suite is intended to replace existing programs to address changing client needs and further improve results by implementing a different approach to programming and changes to program operations/administration. As in the past, these employment programs will be delivered through performance-based, external service provider contracts.

The Employment Programs Management Branch is responsible for designing and guiding the implementation of initiatives to achieve the ministry's goals to assist ministry clients to achieve independence through sustained employment and to support self-reliance. The branch also designs program support for persons with disabilities to enhance their participation in working or volunteering.

PURPOSE OF POSITION

The Director, British Columbia Employment Program (BCEP) provides leadership, direction and expert advice on the ministry's strategy, policy, framework and implementation of diverse programs and services for improving employment outcomes for persons with employment obligations. The position provides expertise and in-depth knowledge of community-based employment services and provides advice at the executive level on the design and implementation of province-wide programs. The Director operates in a complex environment of provincial and community relationships. The Director is required to balance these relationships with the efficient and cost-effective use of resources to complement the inter-ministry programming and initiatives in alignment with other ministries, agencies and community-based organizations.

NATURE OF WORK AND POSITION LINKS

Over the past few years, the nature of the program caseload has changed significantly. While the overall caseload is declining, a smaller portion of those who remain on assistance are expected to work, and a greater number are classified as either Persons with Persistent Multiple Barriers or Persons with Disabilities. In light of these caseload changes, a significant redesign to employment programming and other adjustments were made to meet the needs of ministry clients.

Program implementation is complex, and affects a large and diverse group of providers and the clients they serve. Issues are often politically sensitive and there are significant challenges related to contract management, risk management and performance levels. The Director, BCEP uses considerable specialist knowledge and judgment in directing the development of employment policies and programs, and ensuring strategic objectives and performance targets and

service level agreements are met. The Director has considerable expertise and latitude to lead and initiate innovative approaches to employment programming.

The position operates in a complex environment of community relationships and uses considerable innovation and discretion to resolve field delivery issues throughout the province resulting from the complexity of service provider agreements. The Director leads the interpretation of policies and procedures, and is the ministry senior management representative for program clients. The position manages significant internal/external relationships and leads joint problem-solving to ensure consistency in program delivery across the province.

Position Links:

- Ministry Executive and Senior Managers – provides expert advice and status updates on employment initiatives and/or emerging issues, including recommendations for key decisions and next steps.
- Staff – provides technical guidance to direct reports and others on the preparation and delivery of analyses. Also fosters staff development and growth.
- Other branches in the ministry, including the Corporate Planning and Operations Division, Regional Services Division (which has almost 1500 staff located in offices across the province) and the Policy and Research Division – incorporates their perspectives and interests into the initiative development/implementation process; collaborates so programs respond to emerging issues and external policy and program changes.
- Subject-Matter Experts – ensures close linkages with, and engages where applicable, internal and external subject-matter experts to ensure compliance with ministry/government standards and policies and best practices in areas such as procurement, contracting, FOIPP, audit, evaluation and accountability measures practices.
- Prime Contractors – ensures that service agreement levels and performance standards are maintained.
- Other ministries (e.g., Ministry of Children and Family Development, Ministry of Community Services, Ministry of Education) and the federal government – chairs or participates on committees to align and coordinate efforts for client groups.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Develops strategic plans and provides direction for the effective design, development, implementation and management of Employment Programs services and support. Provides expertise in identifying and achieving division service plan goals and objectives and performance measures.
2. Leads quality assurance, program and service evaluation initiatives to ensure optimal service efficiency and effectiveness. Leads program risk management and business continuity planning.
3. Participates in establishing governance frameworks and provides direction in accordance with statutes and regulations, central agency directives and ministry policies and priorities to ensure an integrated, effective and consistent service to ministry clients. Directs program activities to meet program targets and objectives.
4. Leads and directs the development and administration of contracted services provider agreements. Initiates effective consultation and communication with internal and external stakeholders. Leads governance meetings with contractors and field staff to ensure program parameters and service delivery frameworks are met. Directs joint problem-solving to ensure effective program delivery throughout the province.
5. As a lead provincial authority on BC Employment programs, provides expert advice, guidance and recommendations to ministry executive, internal and external government agencies/organizations and private and public stakeholders on policies and procedures, matters related to employment strategies, programs, services and supports. Provides expertise, best practice guidelines and training to the ministry and other agency staff in order to establish, maintain or improve employment programming.
6. Ensures effective community consultation on issues that affect services to clients and stakeholders. Represents the ministry on external committees, in dealing with contracted agencies and at public meetings. Improves linkages between stakeholders, identifies skills shortages and provides strategic advice on the redesign/development of programs to continuously improve services to clients.
7. Develops and maintains effective working relationships with counterparts in other ministries, governments, agencies, professional associations and advocacy groups. Leads the promotion of activities to encourage and support self-reliance among clients, and promotes inter-provincial discussions, initiatives and policy development regarding employment programs.

8. Leads the development, implementation and monitoring of program business models, costing models, data tracking systems and evaluation plans (at both provincial and regional levels).
9. Ensures proper stewardship of ministry assets in accordance with central agency and ministry policy directives.
10. Supervises managers who supervise union staff and who are designated for step 2 responses to grievances. Ensures the development of staff training plans consistent with the identified needs of staff and activities.
11. Directs the development of briefing materials, Treasury Board and Cabinet submissions, policy documents, position papers and data analysis for the Executive Director, Assistant Deputy Minister, Deputy Minister and Minister to provide accurate advice and information to assist in executive decision-making.

FINANCIAL RESPONSIBILITY

- Directs the management of multi-million dollar contracts.
- Develops and oversees RFP/RFQ procurement processes.

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff	2	
Supervises staff through subordinate supervisors	5-10	

PROJECT / TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff x	varies
Lead project teams x	4-10	Assigns, monitors and examines the work of staff x	4-10

SPECIAL REQUIREMENTS

TOOLS / EQUIPMENT

Computer, Blackberry, cell phone, standard office equipment, standard office software.

WORKING CONDITIONS

Office environment, some travel required.

WORK EXAMPLES

COMMENTS

PREPARED BY

NAME:	DATE:	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that: <ol style="list-style-type: none">1. the accountabilities / deliverables were assigned to this position effective: (Date).2. the information in this position description reflects the actual work performed.3. a copy has / will be provided to the incumbent(s).		
NAME:	SIGNATURE:	DATE:

ORGANIZATION CHART

Executive Director, Employment Programs Management (ML8)
Director, BC Employment Program (ML6)
Manager, BC Employment Programs Service Clusters (ML5)
Manager, BC Employment Programs Service Clusters (ML5)

SELECTION CRITERIA**Education/Experience:**

- Degree in public administration, social policy, labour market development and a minimum of 3 years progressively responsible management experience; OR
- Diploma in public administration, social policy, labour market development and a minimum of 5 years progressively responsible management experience; or an equivalent combination of education and experience.
- Experience developing and implementing government programs, services and supports (employment programming experience is not required but would be an asset).
- Experience leading, planning, co-ordinating and managing complex projects and work assignments.
- Experience leading negotiations and the development of strategic partnerships.
- Experience working with senior level intergovernmental officials and external partners/stakeholders.
- Experience successfully managing and leading a diverse staff complement.
- Experience developing and managing a budget.

Knowledge:

- Knowledge of legislation, policies and procedures related to employment programs, services and supports.
- Knowledge of BC employment programs, services and supports.

Skills/Abilities:

- Ability to plan, develop and deliver effective responses, strategies and/or recommendations to senior level staff.
- Ability to establish and maintain positive and effective working relationships with a variety of individuals within and outside government.
- Ability to resolve problems, negotiate, persuade and influence outcomes.
- Strong communication, interpersonal, presentation, consultation and facilitation skills.
- Ability to prepare and deliver clear and concise communications, both orally and in writing, appropriate to the audience, including all levels of government and external partners (i.e., business cases, briefing notes, Cabinet and Treasury Board Submissions).
- Ability to develop innovative ideas and plans to achieve program goals.
- Ability to supervise, lead, motivate and conduct performance evaluations on staff.

COMPETENCIES

In addition to the 3 Public Service Core Competencies (Service Orientation, Results Focus and Team Work and Cooperation) and the 5 Leadership Competencies (Leading Others, Strategic Orientation, Innovation and Change, Empowerment and Developing Others) the following competencies are requirements of the position to maximize the achievements of ministry Service Codes and Values, goals and objectives:

- **Partnerships with Stakeholders** is the desire and ability to work co-operatively with all stakeholders who may include clients, contractors, co-workers, and counterparts in other departments or organizations.
- **Relationship Building** is working to build or maintain ethical and effective business relationships with stakeholders and includes the acumen to use the power of relationships to influence necessary action.
- **Conflict Management** involves seeking and achieving win-win solutions through strong two-way communication, mutual respect and creative problem-solving with stakeholders. Handling conflict in a proactive and positive manner can lead to important and necessary business change.
- **Change Leadership and Management** involves taking the lead in adopting and controlling necessary business change, starting with any new vision for the organization, and taking the required actions to maximize stakeholder buy-in and contribution.
- **Managing Organizational Resources** is the ability to understand and effectively manage people, materials, assets, and budgets according to business constraints, changing risks, new opportunities and competing priorities.

Elliot, Nathan SSBC:EX

From: Singh, Donna PSA:EX
Sent: Tuesday, May 11, 2010 11:09 AM
To: BCPSA CS Mailbox VICS Postings PSA:EX
Subject: RE: Action: Posting for Internal site

Categories: Orange Category

Looks good...thank you.

From: BCPSA CS Mailbox VICS Postings PSA:EX
Sent: Tuesday, May 11, 2010 10:01 AM
To: Singh, Donna PSA:EX
Subject: RE: Action: Posting for Internal site

Hi Donna,

Here is a preview to your posting. Please let me know if you need any changes.

Cheers,
Ronda

Director, BC Employment Program, Full-Time

Business Leadership / Victoria

[Apply for this Job](#)

<< OLE Object: Picture (Device Independent Bitmap) >>

Spearhead changes to better serve citizens facing employment barriers

Ministry of Housing and Social Development

Our Ministry has housed a continuum of employment programs over the years. Now, the caseload has changed. The numbers may be smaller but our clients face more challenges than ever in their search for meaningful and productive work. New directions are needed and programs must be altered to meet this evolving dynamic. And that's where you come in.

In this complex multi-stakeholder environment, your task will be to lead, direct and provide the advice necessary to design and implement province-wide programs that ensure ministry clients achieve independence and self-reliance through sustained employment. You'll be the primary provincial authority on BC Employment programs, policies, procedures and service delivery. You'll work with other ministries, agencies, professional associations and advocacy groups. And you'll be the person who makes sure service agreements and performance standards are maintained-and exceeded.

A sound knowledge of the labour market as well as legislation, policies and procedures related to job programs is necessary, as is strong business acumen. You bring a degree in public

administration, social policy or labour market development and three to five years' progressively responsible management experience. You've developed budgets, you're equally comfortable communicating with small or large groups and you're innovative with plenty of ideas and the kind of energy that gets people motivated.

For complete details on this role, please carefully review the attached job description.

The professional values of the BC Public Service define the approach we take to meet our obligations to the people of British Columbia with the highest level of integrity. When applying for a job in the BC Public Service, you may be asked to give examples of how you've demonstrated these values in your previous employment or other areas of your life.

Please Note: The contact listed below is available to answer any questions you may have about this opportunity or about our on-line application process. It is important to note however, that applications cannot be forwarded directly to the contact. Only applications received through our on-line application process will be considered.

<< OLE

Object:

Picture

(Device [Job Description](#)

Independent

Bitmap) >>

Competition: EA2010:00605

Closing Date: 2010-05-26

Apply to: BC Public Service Agency,

Contact: Donna Singh

Phone: 250/387-0451

From: Singh, Donna PSA:EX

Sent: Monday, May 10, 2010 12:46 PM

To: BCPSA CS Mailbox VICS Postings PSA:EX

Subject: Action: Posting for Internal site

<< File: JD_Director, Employment and Labour Market Programming.pdf >>

<< File: Director Employment Program HSD Victoria.doc >>

Work Order 1191

Position: Director, BC Employment Program

Classification: Business leadership

Position number: 00089450

Ministry: Housing and Social Development

Donna Singh, Recruiting Consultant



Where ideas work