

Job Class Profile: Employment Programs Supervisor**Pay Level: CG-39 Point Band: 882-915**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	2	4	6	6	5	2	2	
Points	280	100	13	19	180	130	103	43	21	889

JOB SUMMARY

The Employment Programs Supervisor performs development, design, delivery, investigative and administrative work in supervising and managing the provincial employment programs. Work involves responsibility for overall delivery work on employment programs to ensure that programs meet the needs of the labour market. Work includes dealing directly with a wide variety of public, business and government officials; reviewing program goals and objectives; recommending changes and managing audit and control measures which provide information and compliance with various employment projects.

Key and Periodic Activities:

- Designs and develops employment programs; modifies existing programs to meet the needs of specific segments of the labour force; ensures that the employment programs developed operate in conformity with Federal, Provincial and Municipal statutes.
- Supervises and ensures proper documentation for delivery of programs. Reviews audit reports, assesses performance, provides guidance and resolves sensitive issues regarding specific projects. Establishes and recommends effective guidelines to deliver program training component.
- Performs policy, planning and research analysis and design work by directing program assessment, monitoring and evaluation activities and implementing strategic planning processes. Evaluates and recommends appropriate programs.
- Consults with other Provincial, Federal Government Departments and Agencies to facilitate program implementation. Acts as provincial representative in regular meetings with other government officials discussing and coordinating program activities.
- Provides consultative professional services to Regional Program Supervisors/Managers, Regional Career Resource Information Officers, Career Development Specialists, Client Service Officers, community service providers and employer groups on career and employment programs, service approaches, policies and procedures.
- Develops policies, programs and professional resources and monitors Federal/Provincial agreements and community partnership arrangements.
- Develops and implements a training package for new employees involved in the delivery of employment programs. Develops reporting formats through automated and manual methods that will provide the Department with timely information on the status of programs. Represents the department at various seminars/workshops where program information is provided. Develops employment related programs for the Newfoundland and Labrador labour force.

Key and Periodic Activities:

- Directs, implements and controls the delivery of employment related programs.
- Leads the development of provincial and national career development products and reports through research and analysis.
- Provides expert advice on a variety of service areas including assessment, employment and career counseling, employability assistance for persons with disabilities, employment development services, employer services, community partnership arrangements as well as youth and older worker programs.
- Acts as secretary and advisor to an Interdepartmental Review Board which refers projects to Cabinet for approval. Develops audit procedures to facilitate compliance with contracts and ensure financial control to ensure proper recording and security of program funding, takes corrective action where necessary. Develops marketing and solicitation plans to respond to the needs of the labour market. Advises public of program content and capabilities through advertising, public meetings and personal contacts; seeks input from local and community groups in efforts to improve program activities.
- Initiates or recommends changes and direction for employment related programs; analyzes economic trends and employment levels to determine an equitable distribution of program funds. Recommends changes in policies, procedures and funding levels. Analyzes statistics to ensure target projects are met and/or modified.
- Facilitates the integration of policies and approaches across government departments and develops multidisciplinary approaches.

SKILL**Knowledge****General and Specific Knowledge:**

- Career and Employment Development theory, tools and practices
- Career, Employment and Labour Market program development, design and delivery
- Community partnership
- Client assessment and counseling
- Action Planning
- Strategic Planning

Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree in Commerce, Business Administration or Social Sciences with a focus on career development and/or adult education.

Years of Experience:

- Minimum: 3 years experience in management and supervision of employment programs.

Competencies:

- Computer skills
- Project Management skills
- Report writing skills
- Analytical skills

- Research skills
- Leadership skills
- Teamwork skills

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information from staff and community partners regarding the overall management of provincial employment programs; asking questions to assess and modify existing employment programs; providing routine and complex information, direction and expert advice as part of consultative services provided to regional managers and supervisors, staff and community groups associated with the provision of career and employment services; promoting career and employment services and gaining the cooperation of staff to complete work tasks, address issues and solve problems.
- Communication occurs with employees within the immediate work area, department, throughout Government; supervisors and managers; Municipal, Provincial and Federal Government representatives; departmental executives; professional advisors; community groups and the general public.
- The most significant contacts would be Regional Program Supervisors/Managers, Regional Career Resource Information Officers, Career Development Specialists, Client Services Officers, community service providers and staff of government departments, boards and employer groups.

EFFORT

Physical Effort

- Work demands typically do not result in fatigue, requiring periods of rest.
- Lifting and moving of presentation materials and related equipment occurs occasionally.
- Sitting at a computer for long periods of time is required to complete policy, planning and research analysis and design work related to provincial employment programs. Standing and walking are required for presentations and to lead staff training.
- Fine finger work is required to complete a variety of computer related tasks.

Concentration

- **Visual** concentration is required to review and analyze program goals and objectives; to ensure proper documentation for delivery of employment programs; to conduct research and perform administrative work related to the management of provincial employment programs.
- **Auditory** concentration is required to provide consultative services to a variety of professionals regarding career, employment and labour market issues and government employment programs.
- **Time pressures and deadlines** when organizing, coordinating and delivering training to staff.
- **Attentiveness** is required when performing policy, planning and research analysis and design work including evaluating and modifying employment programs to meet the needs of the provincial labour market.
- **Eye hand coordination** is required to operate a computer.
- **Exact results and precision** is required to analyze a variety of career, employment and labour market information to ensure that provincial employment programs meet the needs of the

provincial labour market.
Complexity
<ul style="list-style-type: none"> — Work involves a series of tasks and activities which are different/unrelated (i.e. consultation, policy planning, program development and evaluation, staff training) and requires a broad range of skills and a diversity of knowledge. — Typical challenges vary but focus on the development, design, delivery and the administrative work involved with managing the provincial employment programs. — References available to address typical challenges include any relevant Federal, Provincial or Municipal statutes to ensure employment programs are in compliance; departmental strategic plans, policies and regulations and the departmental mandate regarding the provision of employment programs and services.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work is performed independently and in compliance with overall program policies, regulations and procedures and is reviewed through conferences, review of reports and overall project results. — Independently responsible for the design and development of employment programs; modifying existing programs to meet the needs of the labour market and to ensure programs are in conformity with Provincial, Federal and Municipal statutes. Oversees the delivery of employment programs and training of staff involved with provincial employment programs. Recommends changes in policies, procedures and funding levels. — Supervisory approval is required for implementing major modifications to employment programs and for any revisions to policies, procedures and funding levels. — Independent discretion and judgment are exercised in the development, design, delivery and administrative work involved in supervising and managing provincial employment programs.
Impact
<ul style="list-style-type: none"> — Work is performed independently and in compliance with overall program policies, regulations and procedures and is reviewed through conferences, review of reports and overall project results. — Results of work tasks and activities are directly felt within the immediate work area, department and throughout government as well as on community service providers. — Results of work tasks and activities directly impact on the provincial employment programs offered in terms of information, processes and systems, finances, material and human resources as well as corporate image since successful employment programs have a positive impact on the provincial labour market. — Consequences of mistakes or errors are directly felt within the immediate work area, throughout the department as well as on participants (or eligible participants) for employment programs. Typical impacts of mistakes or errors may include inaccurate information being provided to front line staff working with clients of specific employment programs; processes involved with accessing employment programs; finances available; material and human resources as well as corporate image could be negatively impacted.

— Mistakes or errors are typically identified and resolved quickly.

Development and Leadership of Others

— There is no supervision of staff.

— Provides advice, guidance, direction and training to staff involved with provincial employment programs as part of the province wide consultation services provided.

WORKING CONDITIONS

Environmental Working Conditions

— No special precautions or safety equipment required.

— Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injuries resulting in partial or total disability.

— Exposure to computer glare and occasionally required to travel.