

Job Class Profile: Manager of Policy and Program Research**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	5	1	4	6	6	5	4	2	
Points	280	83	6	19	180	130	103	86	21	908

JOB SUMMARY

The Manager of Policy and Program Research plans, coordinates, manages and implements various pilot programs at the regional level.

Key and Periodic Activities

- Reviews, analyzes and evaluates various systems information, processes and policies for the purposes of conducting a review of service delivery in Income Support.
- Co-ordinates the collection of relevant data required for the review of income support programs.
- Develops tools identified as needed in the evaluation process such as Pay Authorization Unit (PAU) and staff checklists to support policy and program integrity.
- Documents and evaluates current business processes for income support requests such as burials, vision care, medical transportation and dentures and works with managers to streamline these processes.
- Leads, monitors and evaluates the implementation and effectiveness of pilot programs identified in the service delivery review process.
- Works with the Income Support and Finance Divisions to review current Keep-In-View (KIV) system and identify and coordinate recommendations for change including policy and regulation changes.
- Works with and provides guidance to managers to plan, coordinate and implement service improvement initiatives.
- Provides consultation and requirements for report development and quality assurance.
- Identifies training needs for staff and managers.
- Develops service standards for regional and provincial units of work.
- Communicates/presents service delivery review findings, recommendations and updates to staff, managers and executive.
- Identifies areas requiring policy clarification or modification.
- Conducts job shadowing with staff to support data collection and review process.
- Supervises staff work assignments and provides general direction regarding duties, and guidelines and policy to staff.
- Works with provincial PAU manager to develop and pilot workflow process for the purpose of service delivery improvements.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Specific knowledge of conducting research projects and statistical and economic analysis. — Knowledge of departmental programs and initiatives. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Graduation from an approved college or university with a Masters Degree in Business Administration/Commerce or related discipline. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 3-5 years of experience in economic and statistical analysis. <p>Competencies:</p> <ul style="list-style-type: none"> — Strong research and analytical skills. — Strong writing skills to generate reports and correspondence. — Ability to coordinate a number of simultaneous research projects. — Ability to use various computer software programs (i.e. spreadsheet, word processing, database, and statistical).
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are used to perform activities such as listen; ask questions; gather information; provide information and direction to staff on work assignments; gain the cooperation of others; and make formal presentations. Interactions include acquiring information/data to complete tasks, preparing and delivering presentations, and regular discussions among professional agencies (i.e. statistics agencies, other jurisdictions, etc.). — Communication occurs with employees in the immediate work area, senior industry personnel, supervisors, managers, and Executive. — Most significant contacts are Executive, senior management, and co-workers.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands do not result in considerable fatigue requiring periods of rest. — Work provides the opportunity to occasionally stand and walk within the office environment. — Required to perform fine finger/precision work while entering and manipulating data in electronic documents and statistical applications using a computer mouse and keyboard. — There may be an occasional requirement to lift/move objects, such as files and records up to 10 lbs.
Concentration
<ul style="list-style-type: none"> — Visual concentration is constant while performing statistical research (i.e. data entry, proofing data, creation of formulas, formatting, analyzing, etc). — Auditory concentration includes listening to responses to clarify information requests and ensuring and understanding of staff and clients inquiries.

- Regularly impacted by **interruptions** and **multiple time pressures/deadlines with a lack of control over work pace**. Reporting deadlines can occur regularly and immediate requests for data occasionally.
- **Exact results and precision** are required when performing statistical calculations, preparing research, and providing written and verbal reports.

Complexity

- Work typically involves tasks that are quite different but require the application of similar knowledge and skills.
- Problems tend to have limited opportunity for standardized solutions and regularly have strategic or policy significance.
- Work includes conducting specialized labor market studies, analysis of highly complex research material, forecasting labor supply and demand, and assessing macro—economic and industry developments as they relate to the labor market.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed and controlled.
- Without formal approval decisions can be made when delegating certain tasks to support positions in the Division, development of research projects, and policy development.
- Supervisor's approval is required for purchases, distribution of information, and final policy changes.
- Discretion and independent judgment is exercised for work tasks involving the presentation of information at meetings or the releasing of confidential information.

Impact

- Impacts generally affect immediate work area, department, outside the organization, and the general public.
- Work activities impact finances, information, processes, systems, and corporate image.
- Inaccurate reporting could result in the release of inaccurate information to the public or inadequate policies or procedures.
- In the event of a mistake or error the consequence is directly felt on information resources.
- Co-workers, policies, procedures and guidelines exist to assist and address issues and challenges.

Development and Leadership of Others

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a small size work group of employees (1 to 4 employees).

WORKING CONDITIONS

Environmental Working Conditions

- Does not require that any special precautions or safety equipment be used.
- May occasionally be exposed to unusual/distracting noise, and glare from computer monitors.

