

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90000913
Position/Classification Title:	Maintenance Enforcement Program (MEP) Coordinator
Pay Grade:	EC 10
Add-On Eligibility:	False
Standardized:	No
Inactive	No
Date Last Evaluated:	6/15/2021

JOB INFORMATION

Job/Working Title:	Maintenance Enforcement Program (MEP) Coordinator
Department:	Justice
Division/Section:	Maintenance Enforcement Program
Reports To (Position Title):	
Exclusion Status:	Excluded

OVERALL PURPOSE

The Coordinator is accountable for the overall management of each area of operations (client service and enforcement) of the Maintenance Enforcement Program. The Coordinator is responsible for implementation of the program's audit and compliance functions, in overseeing a proactive approach to enforcement of child and spousal court-ordered support and for integrating new or modified client service approaches into an existing complex service delivery model, while maintaining the enforcement office's service level objectives and client satisfaction targets.

The incumbent is responsible to lead direct reports in making impartial and fair enforcement decisions, to take corrective action where necessary, address concerns of clients and to recommend solutions in complex files.

The incumbent is responsible to be a change agent, to work collaboratively under the supervision of the Senior Manager with the other Coordinators, and with the management team to achieve excellence in program delivery.

KEY RESPONSIBILITIES

Ensure consistent application of program policies and adherence to the Maintenance Enforcement Act and the Interjurisdictional Support Orders Act and other applicable provincial and federal legislation including the Parenting and Support Act the Divorce Act (Canada), the Family Orders and Agreements Enforcement Act (Canada), the Garnishment, Attachment and Pension Diversion Act (Canada) in fair and impartial enforcement decisions.

Is responsible for ensuring compliance with enforcement standards through regular structured audits and implementation of the program's compliance function.

Is responsible for achieving established client satisfaction objectives. The incumbent oversees the variety of client entry points (e.g., direct line; nsmep e-mail account; Correspondence Tool) to achieve established client satisfaction objectives. To accomplish this, the Coordinator must have an advanced understanding of the discipline of service delivery, including a strong understanding of the drivers of client satisfaction, (e.g., knowledgeable, accurate, expedient, fair, and impartial staff), as well as a strong ability to develop effective client service training.

Recommend new or modified client services to improve client satisfaction and organizational or procedural changes to enhance enforcement and client services.

Achieve positive and effective internal and external public relations by ensuring the consistent application of policies and procedures; providing expert advice and knowledge to stakeholders; ensuring the reciprocal exchange of information with stakeholders; collaborating with managers and staff in providing proactive response to client inquiries, and education and consultation the public, community groups and other stakeholders.

Support achievement of corporate goals as identified in the department's Business Plan, by maintaining current knowledge of annual priorities and strategic initiatives.
Maintains the effective operation of each Maintenance Enforcement program section by leading a qualified, well trained staff. Performs timely and effective performance management, attendance management, and recruitment and selection. Monitors compliance with operational requirements, employment contracts, collective agreements, and government policy and procedure.
Provide input and recommended approaches to the Senior Manager and other members of the MEP management team on policies, procedures, processes and protocols related to the delivery of proactive enforcement services and good client services.
Ensures the effective management of human and financial resources by setting and evaluating staff performance targets, promoting diversity and a healthy workplace, demonstrating leadership competencies, respecting corporate human resources practices, promoting teamwork and individual development, maintaining internal communications, monitoring expenditures while adhering to procurement guidelines.

May perform other related duties as assigned

In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

SCOPE

Contacts (Typical):	The incumbent has contact with the Director of Maintenance Enforcement and members of the provincial management team, the Manager of Policy and Compliance and Manager of Financial Services; staff at the Office of the Ombudsman; elected representatives at the federal and provincial levels; other sections within the department, including Court Administration, Sherriff Services, Public Safety Investigations, and Court Service Organizational Effectiveness Unit; other government departments (e.g., the Department of Community Services), by providing consultation on policy and procedural approaches and responses to high profile cases, and reciprocal jurisdictions in the enforcement of interjurisdictional cases. Contact with clients is required according to the program's complaint escalation procedure, to clarify decisions made and to explain policies and procedures.
Innovation:	Resolving operational and human resource issues to address the provision of enforcement and client services within an environment where human and fiscal resources need to be used efficiently to provide quality services. Examples include strategic planning, decision making, change management, recruitment and retention, succession planning, continuous quality improvement, innovative team leadership and training initiatives.
Decision Making:	<p>Decisions are made within the framework of legislation, collective agreements, professional knowledge and government policy. The incumbent uses own judgement and makes independent decisions on best practices for file resolution, while utilizing existing guidelines as well as providing impartial and fair administration of program accounts with a view to gaining compliance on chronic default files and to resolving highly complex/contentious issues or situations.</p> <p>Decisions may be extremely sensitive and involve complex financial and emotional stressors experienced by clients in the context of family breakdown.</p> <p>The incumbent is responsible for working in partnership with other sections within the department including Court Administration, Sherriff's Services, and Public Safety Investigations; with other Departments including the Department of Community Services; and with other jurisdictions within, and external to Canada, with whom the MEP has reciprocal relationships for enforcement.</p> <p>The incumbent is required to make recommendations with rationale to the Senior Manager for new and modified approaches to enhance compliance, in cases which are being considered for an application to the Court for a hearing, and when case decisions are recommended which are outside of policy norms.</p>
Impact of Results:	Results achieved affect the ability of the program to meet its mission and strategic goals. Results impact on the ability of staff to provide quality client service delivery to payors and recipients of court-ordered maintenance, and on the ability of reciprocal jurisdictions to deliver similar services to our mutual clients.

	Errors in judgment may have a detrimental impact on client confidence in the program, and on the financial and emotional well-being of recipients and payors. Errors may further result in negative media attention and influence public perception of the enforcement of court-ordered maintenance. Effective and consistent leadership is required to maintain positive staff/client relationships and high levels of staff morale in a challenging work environment.
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People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Additional Information (if required):	<p>This Job Reports to: The MEP Senior Manager, Enforcement Job Titles and number of incumbents reporting to this job: The complement of direct reports may vary but will remain comparable among three incumbents:</p> <p>Enforcement Officers – 24 Enforcement Assistants – 10 Enrolment Unit – 5 File Clerk – 1</p>	

LICENSES/CERTIFICATIONS

Data From Conversion:	<p>The incumbent must provide strong leadership for the efficient operation of enforcement services and proactive client service in an organization that is undergoing change.</p> <p>In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)</p>
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WORKING CONDITIONS

Physical Effort

Physical Environment

Sensory Attention

Psychological Pressures

Examples/ Additional Information:	
Data From Conversion:	<p>Examples:</p> <p>A - Physical Effort Sits in a comfortable position with opportunity for mobility. Occasional driving, sometimes in inclement weather; may include overnight stays.</p> <p>B - Physical Environment Located in a comfortable office environment.</p> <p>C - Sensory Attention Highly skilled in written and oral communication. The ability to interpret policy, analyze, and apply policy to case scenarios, is of vital importance. The incumbent prepares reports and letters on behalf of the Senior Manager and provides input on policy changes. The incumbent is required to focus staff, minimize interruptions, and establish a stable and productive office environment in the midst of regularly occurring interruptions due to the operational nature of the work. The incumbent must be sensitive to the emotional state of payors and recipients and determine appropriate action including crisis or suicide intervention, and response to threats of harm to staff and clients.</p> <p>D - Mental Pressures Required to meet operational requirements and constant deadlines. The incumbent is required to lead change, and to develop strategies to overcome resistance and a desire to maintain the status quo. The incumbent is required to maintain a positive community profile through dialogue with payors and recipients and community members when dissatisfied with systemic barriers, program direction or interaction with staff and supervisors and when frustrated or experiencing crises and looking for immediate answers. The incumbent works</p>

	<p>within an environment of constant interruptions, and works proactively to provide a healthy, safe and structured work environment, in a climate where threats are regularly received. These situations often arise due to overwhelming stressors being experienced by payors and recipients struggling with limited incomes, limited social supports, mental health issues, addictions and coping problems. The incumbent is required to successfully achieve identified performance targets while demonstrating excellent leadership competencies and leadership in promoting service excellence within the context of the described working conditions.</p>
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