

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90001035
Position/Classification Title:	Manager Operations and Projects (Family)
Pay Grade:	EC 08
Add-On Eligibility:	False
Standardized:	No
Inactive	No
Date Last Evaluated:	6/15/2018

JOB INFORMATION

Job/Working Title:	Manager Operations and Projects (Family)
Department:	Justice
Division/Section:	Court Services
Reports To (Position Title):	Director, Court Services, NS Department of Justice
Exclusion Status:	Excluded

OVERALL PURPOSE

Responsible for providing project and program planning, evaluating, directing, analyzing and coordinating multiple family justice projects. Is accountable for policy and program formulation, development, implementation, compliance monitoring; and the development and implementation of strategic and business planning processes. Accountable for the operations of Court Services in respect to finance, administration, operational compliance with the NS Government policies and procedures, legislation and the mandate of the Court Services Division of the NS Department of Justice as it relates to family justice services and programs.

KEY RESPONSIBILITIES

- Manage multiple projects within the scope and mandate of the division, particularly those focused on family justice services and programs such as the Parent Information Program, the Supervised Access and Exchange Program, Intake, Triage and Conciliation services and the Family Law Information program.
- Responsibilities include, but are not limited to: preparation and submission of progress reports; liaison with the community; establish policies and procedures pertaining to the management of projects; promotion of project accomplishments, activities and services; communication with community and internal to government; gather and generate project financial costs and projections, coordination of project activities related to scope, schedules, financial, quality, and risk management.
- Provides leadership to Court Services in policy and program development, implementation and monitoring by pro-actively identifying policy and program requirements, formulating and implementing policy and program change and continuously updating policy and procedure manuals; and through compliance monitoring and ongoing staff training to ensure that policies and procedures are in accordance with legislation and are consistently applied. Oversees the uniform application of programs, policies, procedures and operational standards through subject-matter expertise and interpretation of same and by providing guidance in the absence of documented procedures or in ambiguous situations to members of the Court Services Management Team and other divisional staff.
- Responsible for managing the operational expenditures: ensure procurement and budgetary guidelines/policies are adhered to; monitor and adjust forecasts accordingly; allocate expenditures based on internal statistical orders which allow for divisional reporting (negotiations, policy, legal, and intergovernmental relations, communications, etc.); provide reporting to the Deputy Minister, Executive Director, Minister and Directors; support briefing material for Estimates and Public Accounts; liaise with representatives from the Financial Services Division.
- Responsible for supporting the coordination of community meetings across the province working in collaboration with members of the Court Services Family Justice team and external service providers.
- Management Designate for all record holdings as outlined in the Government Records Act and the Public Archives Act. Ensure all records are: maintained in accordance with the Office's Standard for Operational Records (STOR) as approved by the Government's Records Committee; maintained in an operational forum for all staff; and

analyzed for possible archival retention.

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):	Within Government Regular contact with all levels of Court Services staff as well as with other senior provincial divisional representatives. Frequent contact with provincial officials and counterparts in other jurisdictions. Outside Government Frequent contact with the judiciary in relation to family justice service and programs and the application of court rules and policies. Frequent contact family justice officials and organizations both provincially and nationally. The incumbent also works directly with private sector supply and service vendors.
Innovation:	Working within the policies and practices of the NS Government, and assisting with the development of new policies and procedures, the incumbent is regularly required to provide solutions to problems that require creative thinking, such as making recommendations on the re-allocation of funds to meet the changing priorities of the Department of Justice both provincial and federally in relation to the administration of family justice services and programs Often, when working with families experiencing separate and divorce there is a need to problem solve and think of new and creative ways to engage all parties for a cooperative approach to dealing with issues that cross jurisdictional, socio-economic and cultural boundaries.
Decision Making:	The usual types of decisions made in this job and the types of problems or decisions that must be referred to a supervisor include: The incumbent has authority for decision making within the scope of the position up to \$5,000. The incumbent has authority for forecast revisions and budget adjustments where required. The incumbent makes decisions on the delivery of programs and the interpretation of policies and procedures which impact on staff workload and client service. The incumbent makes/implements decisions where information is incomplete/ambiguous. The incumbent makes recommendations on whether an office's performance is compliant with program standards.
Impact of Results:	Accurate budget planning and forecasting. Compliance with operational policies, procedures and mandates (i.e. policy and procedures for a variety of family justice programs and services). Compliance with legislative requirements (i.e. Divorce Act, Parenting and Support Act, Maintenance Enforcement Act, Child Support Guidelines, Civil Procedure Rules, Family Court Rules). Retention of operational, and quite possibly historical, records.

People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Additional Information (if required):	Although there are no direct reports, Family Court Officers across the province will report indirectly to this position in relation to the delivery of Family Justice services and programs.	

LICENSES/CERTIFICATIONS

WORKING CONDITIONS

Physical Effort

Work activities involve rotating positions of light physical activities, requiring little physical effort and/or easy muscle movements. Majority of time is spent in a comfortable office setting, with some site visits as required, and frequent opportunity to move about and/or change positions.

Physical Environment

Works in an environment with exposure to acceptable working conditions. Occasional exposure to mild unpleasant or disagreeable conditions (e.g., dust, dirt, noise, etc.) and possibility of accident or health hazards is minimal.

Sensory Attention

Work activities involve a need to concentrate on a variety of sensory inputs for short durations, several times a day, requiring attention to detail. If interrupted, some lost time is experienced to backtrack and continue activities. The need for detailed or precise work and/or repetitive tasks is moderate.

Psychological Pressures

Work activities are performed in an environment with occasional exposure to one or more psychological pressures (e.g., deadlines, repetitive work, moderate unpleasant public/client situations, etc.). Has the ability to largely control the pace of work with few interruptions. The degree of psychological stress is not noticeably disruptive to the work, and the unpleasant reaction is not too strong/persistent. Disruption to personal life due to work, work schedules or travel is moderate.

Examples/ Additional Information:	
Data From Conversion:	<div><div>A Physical Environment</div><div>Minimal</div><div>The incumbent is usually located in an office environment. However, this role does involve attending community meetings, meeting with community members, etc. Locations and conditions may vary.</div><div><div>• Physical Effort</div><div>Minimal/Moderate</div><div>The majority of the incumbent's work time is spent sitting (reading, keyboarding) and there is frequent opportunity to move around. On rare occasions, the incumbent is required to lift/move record storage containers.</div></div><div><div>• Sensory Attention</div><div>Moderate</div><div>There is a regular need to concentrate (i.e. financial planning, research and review of legislation).</div></div><div><div>• Mental Pressures</div><div>Moderate</div><div>The incumbent has various deadlines, from federal reporting requirements to provincial financial/budgetary requirements. Additionally, this position is the first point of contact for the community service providers and Family Court Officers. This may create pressure and stress.</div></div></div>