

## Update

Ministry

Municipal Affairs

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Municipal Collaboration Advisor

Current Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

MSD/MCS/Municipal Advisory & Capacity

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Capacity Services

Supervisor's Current Class

Manager (Zone 2)

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Duties remain the same; some terminology updated and some repetitious content removed

Responsibilities Removed:

## Job Purpose and Organizational Context

Why the job exists:

The Municipal Collaboration Advisor provides professional advisory and analytical services to meet Municipal Affairs' goal of ensuring effective, responsive, collaborative, and well-managed local governments. The primary focus is on matters of collaboration for inter and intra-municipal dispute resolution; collaborative governance; providing education and training to build municipal capacity in conflict resolution; and intermunicipal and regional service delivery.

The Advisor facilitates discussion, convenes meetings, coordinates grant support, and provides advisory support on appropriate dispute resolution methods and processes in order to determine if mediation, mediation-arbitration, arbitration and/or tribunal process would be a viable option to resolve intermunicipal and internal disputes.

The position also builds the capacity of municipal staff and elected officials to manage and resolve conflict and enhance relationships by developing and delivering education sessions, training, and information resources.

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

### Responsibilities:

1. Facilitates the ministry's dispute resolution services to intermunicipal and internal council/staff disputes and collaborations by:

- conducting research and analysis of various forms of alternative dispute resolution, collaborative methods and tribunal/arbitration processes that can be used by municipalities, regional service commissions (RSCs), municipally controlled corporations (MCCs), and municipal stakeholder organizations to cooperate and resolve disputes related to land use planning, development, annexation, intermunicipal development, intermunicipal services, and internal council/staff relationships
- advising, assessing, convening, coaching, and facilitating discussions for developing, reviewing, and adhering to legislated dispute resolution processes for mandated Intermunicipal Collaboration Frameworks (ICFs)
- assisting municipalities in accessing resources and supports to develop, design and implement effective dispute resolution and collaborative policies, protocols and practices in governance and delivery of municipal services in order to effectively and proactively collaborate and resolve conflict within or between municipalities
- maintaining rosters of private sector mediators, med-arbitrators/arb-mediators, and arbitrators, in addition to designing and delivering necessary training for roster members
- advising municipalities on grant funding supports relating to mediation and collaboration, reviewing and evaluating grant applications, and making recommendations to the Minister regarding funding requests

2. Delivery of negotiation, collaboration and workplace conflict training in order to build awareness, knowledge, capacity and skills of municipal staff and elected officials to effectively collaborate and productively manage conflict within and between municipalities. This work includes:

- assisting in the design, development, promotion and delivery of negotiation, collaboration and workplace conflict training, and capacity building activities for municipal stakeholders,
- working with a stakeholder advisory committee to identify training needs and recommendations for municipal staff and elected officials in the areas of negotiation, collaboration, and workplace conflict,
- working with other Ministries and government units in the design and delivery of educational resources and activities with widespread application and benefit.

3) Engaging in inter-departmental and unit collaboration special initiatives by:

- helping to design, support and/or facilitate contentious provincial policy issue stakeholder engagements and consultations
- representing the Ministry on various committees and working groups in identifying options and solutions regarding municipal issues
- identifying concerns and sensitivities, and helping coordinate efforts or resources in order to resolve an issue that involves a municipality, regional services commission or municipally controlled corporation. Examples include issues where there is a dispute or collaboration with another provincial department and/or municipal/provincial stakeholder
- providing technical input and advice to provincial staff working on the drafting of amendments to legislation, regulations affecting the practice of intermunicipal and internal municipal dispute resolution, mediation, collaboration, arbitration, tribunal processes and Ministerial Orders

4) Provide expertise in policy development and recommend intermunicipal and internal municipal collaboration and dispute resolution to senior management, municipal officials, municipal associations, and stakeholder groups by:

- researching, assessing, analyzing best practices for intermunicipal and internal municipal collaborations, disputes or dispute resolution that demonstrates an understanding of highly politically sensitive issues and the overall impact of recommendations,
- preparing correspondence and briefing notes for senior management and/or the Minister in response to a request for information from the Minister's office, and
- preparing speaking notes for presentations to municipal officials and/or other stakeholder group representatives when required.

5) Provide Regional Service Delivery advisory support by:

- advising municipalities on options for intermunicipal and/or regional services delivery, including program support of regional services commissions (RSCs) and municipally controlled corporations (MCCs) with a primary focus on processing requests for creation, amendment or disestablishment of RSCs.
- drafting the necessary supporting documentation and provide advice for drafting instructions for the required legislation or ministerial orders to formalize MCCs and RSCs.

## Problem Solving

### Typical problems solved:

The incumbent works with diverse stakeholders to make recommendations on how to effectively manage intermunicipal and internal council conflicts and mediations which is typically over provincially sensitive issues that are high contentious and politically sensitive. Influencing others to agree to compromises or changes in such situations as shared service delivery amongst municipalities requires a high level of problem solving and the position is constantly re-evaluating the situation and circumstances. The position requires the ability, skills and experience to tackle challenging problems and issues through the partnership of qualified professions internally and externally to understand the intermunicipal dynamics and aspects of each unique circumstance. This is used to assess and mitigate risks on an on-going basis to provide for diverse responses.

### Types of guidance available for problem solving:

Legislative guidance is provided in the Municipal Government Act, Arbitration Act, Interpretation Act, Municipal Controlled Corporation Regulation, and other legislation. Grant guidelines and regulations and decisions on grant administration must comply with government Regulations. Guidance is also provided on the legislative and non-legislative dispute resolution options.

There is the ability to enlist, on very short notice, the support of divisional staff for necessary action and research on legislation, regulations, policies, government priorities. Reference is available to legislative documents including the *Municipal Government Act*, as well as consultations with legal counsel.

The position requires a solid understanding the interrelated goals, strategies and programs of Municipal Affairs and the Government of Alberta. This is vital to ensure ongoing municipal issues and relationships are managed effectively and align with the strategic direction of the ministry and province. A high degree of professionalism and sensitivity is required as the position deals with confidential negotiations and matters.

The position liaises directly with the public, representatives of municipalities, municipal associations, professional associations, academic institutions and faculty; as such, superior skills are required in building and maintaining positive working relationships with external stakeholders.

The position demands a high level of creativity, originality and innovation to determine the best course of action to produce optimal solutions as well as independent research and the ability to define issues, identify implications and develop creative and appropriate solutions.

## Key Relationships

### Major stakeholders and purpose of interactions:

The Advisor interacts primarily with municipal administrations, municipal association/stakeholder group representatives, and provincial government personnel.

### Internal

Minister, Deputy Minister and Assistant Deputy Minister - Monthly - To advise on emerging issues and critical issues that may require immediate attention of senior management, and to receive direction in order to move forward or complete projects, and to mitigate critical issues. To clarify issues as they arise, or when requested by senior management or the Minister (e.g. meeting directly with a municipal officials at an annual association conference). Leading and supporting special initiatives when directed by the ministry, in the design, delivery and/or facilitation of contentious stakeholder provincial policy issues and consultations or interventions.

Executive Director - Weekly - To obtain senior management direction and fulfill information requests to address questions or supplement action request packages and program recommendations.

Director and Manager - Daily - To obtain background information, direction and timelines related to the departmental business plan, issues, action requests, and other duties. Also to advise on upcoming issues, the status of dispute resolution and other related projects, and other matters that may require management input.

Municipal Services Division Staff - Daily - To provide opportunities for training in, and updating, dispute resolution skills, tracking of municipal disputes, and to provide advice on dispute resolution options and to obtain subject matter expertise when developing education resources and professional development sessions.

Legal Services Staff - Quarterly - To obtain legal advice relative to action requests on issues related to local governance, legislation, case law and materials relating to arbitration and administrative tribunal procedures and legislation questions.

Other Ministry or Government Staff - Daily or Monthly - Strategic discussions, responding to information requests, provide support or facilitation when and as needed.

### External:

Private Consultants - Occasionally - when a contract is active - Provide advice and procedural information when requested. Obtain contracted expertise on projects where required and direct and work with consultants on projects when required.

Municipal Interns and Alumni Interns - Occasionally - Respond to information requests or provide guidance and coaching as needed and to collaborate for the delivery of professional development sessions.

Federal and other provincial governments- Occasionally Provide timely advice and information regarding ID governance and management. Consult and collaborate on projects within respective jurisdiction and attend meetings to address issues.

Professional and municipal associations - Quarterly - meeting attendance, facilitated discussions, participation in engagement sessions

Arms-length Dispute Resolution Boards and Tribunals - Bimonthly - Advice on departmental programs, consultation regarding their program impacts on local governments, and coordination of program delivery to municipal clients. This includes the ongoing liaison with specific boards in order to assess new program initiatives to determine their compatibility with departmental initiatives. Advise on dispute resolution best practices. To explore areas to provide joint training to staff and roster mediators and arbitrators.

Municipal elected and appointed officials - Daily - Consult with municipal officials regarding internal and intermunicipal conflicts. Determine the level of support required to address the conflicts. Obtain a detailed assessment of the individuals' particular interests as they relate to the dispute. Also for promoting and coordinating programs.

General Public - Ongoing - Information on programs and municipal governance through website resources, phone calls and email responses.

#### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Arts	Public Administration	

If other, specify:

Focus/Major - Humanities, Social Sciences, Business (human resources, conflict resolution)

Job-specific experience, technical competencies, certification and/or training:

1. Undergraduate degree (with minimum of four years progressively responsible experience), or Masters Degree (with minimum of two years progressively responsible experience) in arts, public administration, humanities, human resources, conflict resolution, or a related discipline.
2. Certification and/or training in conflict management, facilitation, mediation, and/or dispute resolution.

#### Desired Skills:

- Advanced oral and written communication
- Advanced facilitation, presentation, and workshop/professional development session design (virtual and in-person)
- Design and creation of training and education resources
- Exceptional interpersonal skills with the ability to build relationships with internal and external stakeholders and appropriately deal with sensitive and confidential issues.
- Conflict management (assessment/ coaching/ design)
- Large group facilitation (assessment / coaching / design)
- Ability to function effectively under pressure and use tact, diplomacy and good judgment.
- Ability to anticipate issues and take initiative to address them, and to act independently where appropriate.

#### Assets:

- Certification in facilitation, adult education, and/or session/workshop design.
- \* Experience in negotiation, mediation and/or arbitration.
- Experience in municipal government.
- Membership in the ADR Institute of Alberta (ADRIA) and/or Alternative Dispute Resolution Institute of Canada (ADRIC)

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	Need to proactively establish and maintain relationships with municipal administrators and staff, municipal associations, elected officials, and governmental agencies, boards and commissions to effectively assess, design, recommend and support dispute resolution and collaboration options to stakeholders.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	Need to understand what the various stakeholders are wanting to achieve and dispute resolution and collaboration methods in order to appropriately support municipalities to resolve inter and intra municipal conflict and development of intermunicipal collaboration frameworks.
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	In the politically sensitive and at times emotionally charged dispute resolution situations, remain attuned to actions and reactions, inter-relationships and situational circumstances while working towards, ideally, a mutually agreed upon resolution. Consider broad interests of the division, ministry and GOA in providing advisory services and policy recommendations to external and intern stakeholders
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks:	Political dynamics and needs change quickly and requires the ability to

		<ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	adapt to the situation in order to best meet the needs of stakeholders, divisional colleagues, senior management, and the Minister.
Creative Problem Solving	○ ○ ● ○ ○	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	Effectively supporting conflict resolution and successful collaboration between municipalities demands the ability to constantly solve problems in a creative manner in order to meet the ever-changing needs of the stakeholders and the environment in which they operate in.

## Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Housing Advisor, Human Services (024PS06)

Education Program Coordinator, Environment and Parks (024PS67)

4-H Marketing and Communications Specialist, Agriculture and Forestry (024PS08)

## Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

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Employee Name

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Date yyyy-mm-dd

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Employee Signature

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Supervisor / Manager Name

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Date yyyy-mm-dd

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Supervisor / Manager Signature

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Director / Executive Director Name

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Date yyyy-mm-dd

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Director / Executive Director Signature

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ADM Name

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Date yyyy-mm-dd

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ADM Signature

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DM Name

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Date yyyy-mm-dd

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DM Signature