New

Ministry

Municipal Affairs

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Program and Policy Advisor

Supervisory Level

Employee

Employee Name (or Vacant)

VACANT

Organizational Structure

Division, Branch/Unit

Technical and Corporate Services/ADMO

☑ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Technical and Corporate Services (TCS) undertakes administration of the *Safety Codes Act*, which provides Alberta with a province wide safety codes system. TCS also administers the *New Home Buyer Protection Act*, which provides consumer protection for new home buyers. In addition, TCS provides corporate support services to the department and undertakes support for fire services, including accreditation and grant programs, and houses the Office of the Fire Commissioner.

Reporting to the Issues Manager, the Program and Policy Advisor is responsible for project management and provides strategic advice on divisional and corporate programs and policies associated with their review, evaluation, and/or implementation. This position provides support to the Issues Manager in the development, implementation, and interpretation of strategic directions for the division through the assessment of emerging issues and subsequent development of strategic responses.

This position also provides leadership for the division's contribution to ministry priorities and initiatives. The Program and Policy Advisor represents the division in activities such as corporate planning processes and enterprise risk management. This position also leads critical activities to foster staff engagement, workplace wellness and strategic organizational development.

This position requires a solid understanding of the interrelated goals, strategies, and programs of the Technical and

Corporate Services Division. This understanding is vital to ensuring that issues are identified and resolved in an effective and timely manner, and to understanding the requirements of the branches.

The Program and Policy Advisor requires a high degree of professionalism and sensitivity as this position deals with senior positions on a frequent basis on confidential matters. This 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.

Projects involved are usually diverse, dealing with strategically sensitive, technical, and complex issues, working with internal and external stakeholders, and are closely related to goals and strategies set out in the ministry business plan.

The Program and Policy Advisor works both independently and as part of a team.

Responsibilities

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

1. Issues Management

Issues that impact the division are addressed with policies that are responsive to the division's needs and are considered flexible, forward thinking, and compatible with current government and ministry policies. The division's interests and priorities are effectively represented in Government of Alberta cross- ministry priorities and in interdepartmental initiatives. Day-to-day inquiries and process issues are addressed in a timely and efficient manner.

This outcome is achieved by:
• supporting the Manager in responding to day-to-day issues and inquiries, and liaising with divisional or other ministry staff as required to resolve issues;
• working with the Manager to resolve issues where possible before they require ADM intervention, or to resolve issues in consultation with the acting ADM if necessary when the ADM is not available;
• assisting in ensuring the ADM is prepared for meetings with stakeholders by providing briefings or background documents;
• creating issues management tools to support effective resolution of issues requiring ADM attention;
• using problem-solving skills to resolve inquiries as appropriate;
• working with branch areas in the identification and evaluation of complex and sensitive issues that impact stakeholders, industry, non-governmental organizations, other government departments and interest groups; and
• developing proposals to respond to specific issues/challenges or undertaking projects as assigned by the Manager. This work may involve:
   o monitoring, identifying, researching and analyzing trends and information to determine emerging issues and requesting or preparing briefings that clearly articulate activities or trends, identify related issues and implications, and recommend options for action and response;
   o consulting with clients and stakeholders, both internal to government and external;
• Review of internal or external reports, Minister's Reports, Cabinet packages, presentation materials for senior management, other documents as required, and the development of correspondence in response to action requests originating from MLAs, interest groups, industry, municipalities, stakeholders and the public;
• working with the policy areas, legislative staff, and Communications and Public Engagement, contributing to and reviewing legislative proposals and strategic communications plans; and
• evaluating outcomes of new or existing policies.

2. Strategic Communications Processes

The division provides timely, accurate, concise, and complete responses to action and information requests from the Minister, Deputy Minister, and Assistant Deputy Minister.

This outcome is achieved by:
• liaising with program contacts to assist in the completion of action and information requests;
• providing content and strategic analysis to complete action requests on a timely basis, where appropriate;
• assisting with the development of templates and identifying areas for process enhancements;
• monitoring the completion of responses to information requests or high priority action requests;

- reviewing and editing responses for stakeholder sensitivity, tone, and content as required;
- identifying issues requiring attention by key program contacts, the Manager, or the Assistant Deputy Minister and working to ensure the issues are addressed or mitigated;
- following up to address questions or concerns raised by the Manager or the Assistant Deputy Minister; and
- supporting strategic communications processes for internal and external stakeholders.

3. Policy Coordination

The division leads development and implementation of policy initiatives, and in specific instances leads the coordination of input from internal and external stakeholders. This input is used to inform policy decisions in the ministry and to ensure programs are effective in meeting broader government policy objectives.

This outcome is achieved by:
- assisting on project teams, interdepartmental committees, or stakeholder groups as required;
- taking a lead policy role and representing the department's views on issues or projects, while at the same time providing input and information to meet committee objectives;
- support the division's participation on interdepartmental committees by preparing presentations, agendas and other items as necessary
- contributing to the development, implementation, review, and evaluation of policies and programs within the framework of the department's business plan objectives;
- establishing working committees as necessary to address new policy initiatives or emerging issues; and
- providing status updates for the Deputy Minister's Office, Executive Council or Treasury Board and Finance on priority initiatives and ensuring these initiatives align with broader government policy objectives.
- Leading information gathering and submission of the divisions quarterly operational plan.

4. Workplace Environment and Organizational Development

The division maintains an environment in which staff are and perceive themselves to be valued, engaged, and supported in providing a high level of service and exploring innovative ideas and approaches.

This outcome is achieved by:
- providing assistance and advice to the Assistant Deputy Minister regarding organizational development activities, organizational structure changes, divisional communication and meetings, and human resources planning;
- supporting the ADM in ensuring that staff are informed and where possible consulted regarding changes that affect them;
- coordinating and leadership for divisional events. In regard to divisional events, this may involve;
  - working with staff to develop a retreat theme, and seeking creative staff-inspired solutions to challenges identified through the annual employee satisfaction survey;
  - seeking approval for the retreat agenda and budget from the Assistant Deputy Minister and senior management team;
  - leadership, planning and project management activities to prepare for the retreat and manage all event logistics;
  - serving as contract manager for external facilitators and speakers;
  - evaluation of the event and follow-up, including writing and developing a report of outcomes from the retreat with actionable items and proposal for the ADM's consideration, and
- coordinating the development of orientation activities to engage new staff in the division and build organizational awareness. This may involve project management activity and leadership of an advisory.

Problem Solving

Typical problems solved:

The Program and Policy Advisor works within a broad framework of legislation, programs, and systems to achieve results. This position is expected to collaborate with program areas across the division and representatives from other divisions to identify and respond to issues in a manner that reflects the perspective of the division and priorities of partners and clients. Solutions may involve all aspects of province wide systems, including, policy frameworks, program processes, IT components, communications, and education.
Examples of challenging situations typically handled or resolved by this position include:
- Working with program areas to respond to priority issues and advance key initiatives. This requires strong

relationship building, collaboration and political acumen to influence organizational practices.
- Ensuring divisional perspectives and requirements are reflected in the ministry's strategic policies, priorities and responses. This includes ongoing consultation with across the division to develop goals, strategies and policy recommendations and that reflect new strategic directions and priorities.
- Remaining focused at the strategic level while solving problems and making decisions relating to the team's involvement in specific strategic initiatives and projects. This includes coordinating activities within a complex environment.
- Ensuring divisional priorities are successful through collaboration, discussions and negotiations with other divisions and government departments.
- Developing capacity, enhancing performance, and coordinating knowledge transfer. This includes developing, implementing, and continually enhancing divisional communication and engagement activities.

Types of guidance available for problem solving:

For many aspects of the position, problem solving is often done with consideration of multiple policies and considerations. Situations faced by the Program and Policy Advisor are often urgent and approaches to solving problems are not determined, with this position expected to remain focused at the strategic level when coordinating the development and implementation of divisional initiatives and responses. The Program and Policy Advisor brings a broad perspective to the resolution of complex divisional issues. This incumbent is required to play a coordinating role in developing solutions to problems encompassing short to long term issue management.

Direct or indirect impacts of decisions:

If deadlines are missed, or key initiatives missed, it can have operational or reputational impacts on government programs and services. This position is responsible to ensure divisional responses, contributions, commitments, and priority initiatives are completed on time, accurately, and with collaborative input across the department. If information is inaccurate, late, or missing there are impacts to the reputation and perception of the department and executive management.

Key Relationships

Major stakeholders and purpose of interactions:

- Direct report to the Issues Manager.
- Frequent contact with the Assistant Deputy Minister to obtain background information, direction, and timelines related to projects, issues, action requests, and other initiatives, as well as to provide updates on project status and other matters.
- Frequent contact with division branch leadership (WCP, CTS, CSS) to facilitate information flow; represent the ADMs directions; provide support for ADMO initiatives; raise awareness to emerging issues; respond to queries.
- Frequent contact with the Executive Correspondence Unit, Communications and Public Engagement, and the departmental Policy Coordination Unit to ensure timely and quality completion of ARs and development of key messages.
- Liaison with branch program contacts to effectively identify and resolve issues and to communicate on corporate planning processes.
- Liaison with other program contacts across the ministry and in other departments.

Required Education, Experience and Technical Competencies

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

If other, specify:

University graduation in related field +4 years progressively responsible related experience; or equivalent.

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

- Post-secondary education (or comparable progressively related experience) and the ability to analyze issues critically when performing necessary research/preparing briefing material.
- Solid interpersonal and communication skills - particularly written as well as oral presentation skills tailored to a variety of audiences. Demonstrated ability to deal appropriately with sensitive and confidential issues.
- Knowledge of the department's structures as required for appropriate routing of requests and to identify areas with which the division may need to collaborate or seek services/support.
- Attention to detail and computer proficiency, such as capabilities in word processing, spreadsheet, and presentation software, including the Microsoft Suite of programs and the Action Request Tracking System (ARTS).
- In-depth knowledge of government business plans and planning guidelines.

- Knowledge of the *Safety Codes Act* and its associated regulations, the *New Home Buyer Protection Act and*
- the Freedom of the Access to Information Act (ATIA) and the Protection of Privacy Act (POPA).
- In-depth knowledge of divisional issues and programs.
- Knowledge of the policy cycle and ability to interpret policy, related legislation and internal regulations.
- Knowledge and experience in project management.
- High level of competence, motivation, creativity and initiative.
- Excellent organizational and time management skills.
- Ability to work in a high-pressure environment, with a demonstrated ability to organize and coordinate a variety of projects simultaneously, function under pressure and meet deadlines within a multiple deadline driven environment.
- Ability to negotiate and obtain commitment of others.
- Vision and foresight, political sensitivity, awareness of issues and risk management practices, and excellent decision-making and judgment skills.
- Ability to work as part of a team and take a team approach to issues resolution.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Develop Networks	○ ◉ ○ ○ ○	Works on maintaining close relations with all stakeholders: • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques	Proactively building networks, connecting and building trust in relationships with different stakeholders. Behaviours: • Identifies stakeholders • Builds relationships • Focuses on client • Communicates purposefully
Build Collaborative Environments	○ ◉ ○ ○ ○	Facilitates open communication and leverages team skill: • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	Leads and contributes to the conditions and environments that allow people to work collaboratively and productively to achieve outcomes. Behaviours: • Brings people together • Facilitates communication • Addresses conflict • Empowers others • Encourages diversity
Drive for Results	○ ◉ ○ ○ ○	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience	Knowing what outcomes are important and maximizing resources to achieve results that are aligned with the goals of

		• Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	the organization, while maintaining accountability to each other and external stakeholders. Behaviours: • Plans for results • Takes accountability • Takes risks • Focuses on outcomes
Systems Thinking	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	The work done in the APS is part of a larger integrated and interrelated environment. It is important to know that work done in one part of the APS impacts a variety of other groups/ projects inside and outside the APS. Systems Thinking allows us to keep broader impacts and connections in mind. Behaviours: • Looks beyond the immediate • Considers impacts • Understands connections • Provides clarity.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

024PS10, Seniors & Housing, Policy Advisor
024PS22, Energy, Business Analyst, Forecasting

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.

Employee Name	Date yyyy-mm-dd	Employee Signature
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
ADM Name	Date yyyy-mm-dd	ADM Signature
DM Name	Date yyyy-mm-dd	DM Signature