

New

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Policy, Evaluation, Issues, and Project Analysts

Requested 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)

Organizational Structure

Division, Branch/Unit

Preventive Community Services, SPPT



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Job Purpose and Organizational Context

The Preventive Community Services Division designs, develops and implements initiatives that support the needs of Albertans experiencing homelessness and works with civil society organizations, municipalities and Metis Settlements to prevent and address social issues. The division develops and implements policy frameworks, funding strategies, and practices ensuring comprehensive services to support individual, family and community well-being using cross-ministry and multi-stakeholder partnerships. As part of the Preventive Community Services Division, the Strategic Projects and Program Transformation Branch works with all orders of government and agencies, and individuals across the province to deliver a continuum of preventive, community-based supports and services for the safety and well-being of Albertans. **The Branch leads** service delivery, grant administration and stakeholder engagement functions to support programs including Family and Community Support Services, Service Dogs, and other priority initiatives.

Position Summary

The Senior Program and Process Analyst is responsible for activities that advance the outcomes related to the business plan and priority initiatives:

The position:

- Develops and leads activities to review and improve operational and program policy and processes including the definition, documentation, and validation of processes, policies, and business requirements.
- Analyzes existing processes and provides recommendations on the most suitable approach to be used in the

improvement of delivery of programs and services to ensure objectives are achieved in alignment with Ministry priorities.

- Conducts comprehensive research and analysis of programs (including legislation and regulation, program and operational policies, business processes, and workflows) to develop and implement recommendations for improvement
- Reviews, supports, and acts as product owner of new and existing IT systems to enable and enhance program delivery, record storage, and data management needs of branch programs and services.
- Designs and implements SharePoint workflows and Power BI reports to support branch activities.

The role will be responsible to undertake projects within the branch that seek to review, clarify and document and improve internal and external policies and procedures in accordance with respective program logic models with the intention of ensuring transparency and accountability to Albertans, and to be able to clearly articulate the purpose and role of government in the delivery of these programs. This position may be required to support a broad range of subject areas associated with delivery of preventative social programs and addressing homelessness.

This position operates within the framework provided by the branch and ministry operational and business plans and priorities; the Government of Alberta's established policy and legislative development processes; established consultation, communications, and research processes; and direction from branch leadership.

Responsibilities

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

1. Proactively develop and lead activities to review and improve operational and program policy and processes that support and align with department, division and branch business programs and outcomes.

- Document processes and procedures through active engagement with subject matter experts for programs and services to identify gaps, recommend opportunities for improvement and implement approved approaches.
- Develop and implement change management recommendations to manage and mitigate risks to ensure seamless transition while ensuring that program operations are not impacted.
- Ensure that those impacted by policy, operational and technology changes are involved and fully understand the process by conducting review meetings for new and affected business processes.

2. Conduct comprehensive research and analysis of existing legislation, program and operational policies, processes and workflows and provide recommendations on the most suitable approach to be used in the improvement of delivery of programs and services to ensure business objectives are achieved in line with Ministry priorities. The analyst requires competence in a broad spectrum of skills necessary for policy analysis and will need to possess the ability to analyze programs with a focus on larger systems and priorities.

- Interact with colleagues and subject matter experts to obtain details and information to form a comprehensive picture of program objectives, processes and impacts.
- Identify, research and consider applicable governing legislations and regulations to enhance processes within these frameworks with a focus on maximizing benefits to Albertans.
- Design and document procedures to enable and instruct users on the completion of business processes.
- Provide regular briefings to management regarding status, progress and next steps in project execution, and contribute to the preparation of government decision documents for levels of executive leadership.
- Articulate intended program outcomes and review existing operational and program policies and processes to align services with impacts.
- Conduct cross jurisdictional scans and comparisons to stay informed about applicable developments, and identify

opportunities for collaboration and adoption of different innovations.

3. Manage all aspects of projects to ensure comprehensive analysis of programs, development of recommendations, and implementation of solutions (including legislation and regulation, program and operational policies, business processes and workflows, contract and grant development).

- Identify tasks that require research, statistical and financial analysis, discovery and broader communication, and prioritize activities by identifying dependencies, relationships and complementary processes to streamline progress.
- Create and maintain project plans to track progress and results for management reporting.
- Design and execute project plans with intention and purpose related tasks.
- Develop supporting documentation in the form of reports, procedures and communications materials.
- Identify and provide recommendations to mitigate risk and reputational damage to the government.
- Leverage the extensive capabilities of M365 applications to support efficient project management activities and workflow management including but not limited to Project, Sharepoint, Excel, Visio, and Powerpoint.

4. Review, support and act as product owner of new and existing IT systems to enable and enhance program delivery, records storage and data management needs of branch programs.

- Understand system structure and linkages between different systems and purpose of integration points to support automated workflows.
- Design, develop, and implement workflow solutions by leveraging the extensive capabilities of M365 SharePoint.
- Use statistical and data analysis methodologies to enhance the effectiveness of data collection and management.
- Collaborate and support IT stakeholders through effective communication to establish shared understandings of business needs and systems support.
- Ensure that program delivery and business operations are not compromised during development, testing and implementation of system enhancements.
- Create comprehensive documentation that includes technical explanations of systems for operational continuity and efficient future improvements.

Problem Solving

Typical problems solved:

This position leads projects within the branch to the Homeless Supports and Housing Stability and Civil Society and Community Initiatives Branches on a diverse range of programs.

- Determine how to best extract, consolidate and share information gained through multiple sources with the intention of analyzing, making recommendations and implementing solutions for improvement and providing a clear understanding of program outcomes.
- Existing process and documentation may be absent or limited requiring a considered approach to ensure comprehensive and fulsome analysis.
- Urgency and priorities may change without notice if issues arise with existing programs that result in compromising the government's reputation and ability to effectively deliver services.

- Research materials and resources may not be readily available or accessible, that will require solutioning to achieve desired results.

- Consultation may be required amongst a diverse range of stakeholders (both internal and external), demanding strong interpersonal, communication and negotiation skills to build collaborative and trusting relationships.

Types of guidance available for problem solving:

The position works within the parameters of established legislation, policy, regulations and guidelines with significant discretion in determining workload priorities and how responsibilities are performed. The manager and director will provide general direction and guidance and are available for consultation. The analyst must have experience and knowledge about the operation of government programs, legislative processes, policy cycles and business functions in order to exercise appropriate political acumen. The analyst must be able to exercise good judgment and sound political acumen with a focus on larger systems. When dealing with particularly sensitive issues or complex situations, the senior analyst can seek guidance from the manager and director. This position requires highly developed analytical skills for evaluating and developing innovative business solutions that consider impacts of various options before determining a path forward. The analyst must be able to conceptually visualize data and business linkages between various GoA systems and the processes supporting those systems with the ability to document and explain their significance and necessity. Creativity to develop new and complex business enhancements to ensure alignment with underlying legislation and regulation may challenge existing precedents and practices. Strong communication and relationship building skills that are adaptable to various personal preferences to optimize results are critical to the success of this position. Systems thinking to consider impacts to stakeholders and transition change appropriately will be beneficial to look beyond existing processes. There is independence to determine the path forward to solve problems.

Direct or indirect impacts of decisions:

This position directs and supports the clarity and transparency of process and services in order to improve program outcomes that benefit Albertans. The work of this position directly benefits stakeholders by articulating clear and tangible benefits, providing consistent and standardized messaging for stakeholders, and documenting procedures to benefit current and new staff. It will streamline navigation for the public through clear and accessible information. This position will reduce ambiguity and promote understanding of data and improve objectivity and consistency for front-line staff and provide confidence in provincial programs and their purpose.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

ADM Office to respond to inquiries, cross divisional and cross ministry program staff and leadership to investigate opportunities for collaboration, obtain and provide responses for information products, briefings, Correspondence, and other information requests

Subject matter experts on divisional programs to ensure comprehensive discovery and understanding

External

As required - support the Manager, Director, ED to maintain partnerships, collaborate on joint projects, and ensure accountability on grant agreements and processes.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Public Administration

2nd Major/Minor if applicable

Designation

If other, specify:

M365 Certification, and/or PMP designation is an asset

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

kills, knowledge and expertise required for this position:

- Strong conceptual, analytical and problem solving skills. Ability to synthesize and summarize complex material.

Ability to identify key issues and develop solutions.

- Creative problem solving and the ability to think strategically and critically on a broad scale in the development of innovative and feasible options and strategic solutions to program and service issues.
- Analytical skills, including the ability to interpret data and information, define issues, develop and assess options and make feasible recommendations.
- Advanced M365 skills including ability to develop SharePoint365 workflows, Excel, Project and Visio.
- Interpersonal skills: influencing others, negotiation, and consensus building.
- Excellent communication and presentation skills, particularly verbal and writing skills. Ability to clearly convey ideas and the ability to listen to others.
- Ability to work independently or as part of a team, with a broad spectrum of clients and with people at all organizational levels.
- Agility and the ability to work in an environment with changing priorities, short timelines and scarce resources.
- Time management, organizational skills and the ability to take on multiple projects and tasks and complete them in a timely manner. Ability to prioritize work and produce quality results, often within short timelines.
- High level of self-management with strong results orientation.
- Political sensitivity and the ability to maintain a neutral and objective approach.
- Ability to create diverse recommendations based on robust analysis and strategic thinking.
- Skill in project management and applying project management methodologies and tools.
- Ability to effectively gather, synthesize, integrate, and interpret multi-faceted information from a wide range of sources and perspectives.
- Well-developed written and oral communication skills to communicate effectively with multiple stakeholders.
- Strong presentation skills and ability to present results to different types of audiences.
- Organizational skills, including ability to multi-task and prioritize multiple responsibilities to meet deadlines.
- Ability to build and maintain sound working relationships with multiple stakeholders and collaborate with others.
- Policy research, planning, and evaluation methodologies and tools.
- Project management methodologies and tools.

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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, 	Considers and plans how current policies and procedures might affect the the reputation of government and what impact it will have on the public. Engages in active

		seeks stakeholder perspectives <ul style="list-style-type: none"> • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	consultation and discussion, and collaborates with subject matter experts to support transparency and clarity.
Creative Problem Solving	○ ○ ○ ● ○	Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	Analyze existing systems and processes to identify opportunities for improvement. Ensure processes and procedures align with underlying legislation and regulation.
Drive for Results	○ ○ ○ ● ○	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	Improving clarity and transparency of programs to align processes with outcomes. Constructively challenges existing practices to identify opportunities for change and improvement. Factors in the complexity of issues and strategically aligns decisions and plans based on broader ministry priorities.
Develop Networks	○ ○ ● ○ ○	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	Collaborates with program staff to identify gaps and opportunities. Promotes constructive discussion by focusing on organization needs and desired outcomes.
Agility	○ ○ ○ ● ○	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective 	Review and documentation of programs will require focus and diplomacy to distinguish between policy and staff performance.

		under pressure and supports others to manage their emotions <ul style="list-style-type: none"> • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	Successful change management requires understanding current program obstacles and ability to communicate rational and need for any changes.
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Benchmarks

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

Business Analyst PS4, Land Titles branch SARTR
024PS10 Seniors & Housing Policy Advisor

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