

New

Ministry

Public Service Commission

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Workforce Restor Consultant

Requested Class

Human Relations Level 3

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

Workplace Supports & Prevention

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Workforce Restoration

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Workforce Restoration (WR), the Workforce Restoration Consultant (WRC) is a leading expert in WR practices and prevention, problem solving for high risk, complex issues and conflict resolution. The WRC is responsible for providing direction, guidance and mentorship to support Departmental teams, PSC Client Service Delivery Teams and Labour Relations Policy and Programs teams.

Responsibilities

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

Lead meetings with leadership to explore workplace conflict with a solution-based approach. Conduct discovery, review, and evaluation of files brought forward to the Workplace Restoration team

- Engage with senior leaders to gain their agreement and support for conflict management initiatives
- Conduct workplace assessments by interviewing employees, analyzing findings, and creating a written report on themes identified
- Develop and present comprehensive Workplace Restoration Plans and assist with implementation recommendations
- Collaborate with employees across the organization, including individual employees, leadership/leadership teams, and Unions throughout the workplace restoration life cycle
- Providing advice, assistance and recommendations to leadership and Portfolio teams on prevention/early intervention methods

Manage project completion through high energy facilitation and engagement in teams throughout the organization.

- Utilize conflict management tools and skills to facilitate the resolution of workplace conflicts, including those involving senior leaders, ensuring that teams are productive, efficient, and aligned with organizational objectives and mandate.
- Support working teams to implement tools, processes, and build skills to improve unhealthy working environments with a proactive and preventive lens, i.e. through coaching, recommendations of training, facilitated discussions, etc.
- Mentor and coach Department working teams and individuals about expectations, boundaries, receiving information and working respectfully with others
- Provide advice, assistance, and make recommendations when dealing with highly complex situations involving conflict resolution between individuals or within teams
- Provide change management leadership and coaching to working teams and individuals
- Provide support on preventative approaches to working teams and individuals; such as early intervention or reintegration of employees and teams.
- Collaborative and supportive connection when dealing with stakeholders across the organization, from senior leaders to front line employees
- Confidently facilitate and/or lead large and small group discussions with the purpose of contributing to a respectful and inclusive workplace

Mentor and coach Portfolio teams in the best practice for workplace restoration.

- Develop and maintain supporting tools to increase awareness around workplace dynamics and trends
- Instruct and provide advice to Portfolio teams in workplace team building projects
- Develop and execute learning sessions for Portfolio teams
- Contribute actively to the ongoing improvement of Workplace Restoration practices and processes and collaborate within the Department's corresponding HR team

Other related duties as required

Problem Solving

Typical problems solved:

Types of guidance available for problem solving:

Problems for this position are less known; the Consultant receives an initial request with an assumption of the problems but through discovery sessions the underlying matters are uncovered.

The solutions are known through previous experience and application of past practice. Best practice and new twists to previous work can be applied and adapted to suit each problem. Research and planning are required to determine the best action plan for the resolution.

The incumbent is responsible for determining how the problems are resolved and they are given latitude to make those decisions to present to the Department lead, the ultimate decision maker.

Direct or indirect impacts of decisions:

This position maintains high influence in to be able to impact behaviours within a team for long term effects. They are brought into high stress and tension environments to deescalate situations and bring them to peaceful resolution. While this position is not the final decision maker, they must utilize their understanding of human behaviour to positively influence all levels of the organization in order to successfully implement actions within each project.

Key Relationships

Major stakeholders and purpose of interactions:

Department Executive Teams: medium connection, required to be updated on progress of the projects, decision makers

Department management teams: regular connection, require to influence this group to participate in the project action items and provide mentorship and advise to guide interactions with their staff.

HR Portfolio Directors: medium connection, required to be updated on progress of the projects.

HR Client Service Delivery Teams: regular connection, required to collaborate, coach and mentor individuals to provide effective advice to their department clients.

Labour Relations Policy and Programs (LR Advisors): medium connection, required to be updated for information only.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Strong 2 party or group facilitation experience. Experience in supporting groups/teams through conflict resolution. Experience managing multiple projects and initiatives. Experience in leading groups/teams through Appropriate Dispute Resolution. Proven ability to develop and maintain collaborative working relationships with clients, co-workers, and unions. Excellent interpersonal and communication (written and verbal) skills are essential. Working knowledge of employment contracts, collective agreements, policies and procedures and federal and provincial legislation is considered an asset. Mediation or other related certificate/designation is considered an asset i.e.; Q Med. C. Med.

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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	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 	Works closely with departmental teams as issues are brought forward and works with portfolio teams to break down problems
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Makes working with a wide range of parties an imperative: <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs 	Builds relationships with department managers and portfolio teams to ensure appropriate individuals are a part of the assessment process

		<ul style="list-style-type: none"> • Ensures all needs are heard and understood 	
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"> • 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 	Working with departmental managers on appropriate options for the issues brought forward and aligns actions to the needs

Benchmarks

List 1-2 potential comparable Government of Alberta:

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