

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

This position leads a team that is responsible for maintaining the 911 grant program and regulatory framework, which requires a significant amount of stakeholder consultation and advisory services across a diverse group of stakeholders (911 centres, known as Public Safety Answering Points (PSAPs), secondary PSAPs such as Alberta Health Services and the RCMP, municipal organizations, not-for-profit, and for-profit including telecommunications providers) and across Canada including provincial, territorial, and federal government contacts.

Responsibilities

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

The position provides leadership, management, innovation and supervision of the 911 Program.

Deliver the 911 Grant Program

- The team delivers the 911 grant and regulatory initiative, and develops new and continuously improving policies including provincial 911 standards and related program initiatives.
- The team also supports department management and the Minister in responding to enquiries and providing information and advice; and participating in departmental and cross-ministry special projects.
- Manage the continuous improvement of the grant initiatives, decisions and processes when required.
- Support the delivery of the 911 Grant Program, other grant initiatives, and grant compliance activities by facilitating the training of staff on program policy and criteria and allocating resources to assist delivery during peak processing cycles (particularly when quarterly grant payments are due to be issued).
- Ensure that 911 grants are issued to PSAPs in a timely and efficient manner every quarter.
- Support the maintenance of systems that facilitate the enhanced delivery, management and reporting of 911 grants and grant program.
- Lead updates to the 911 Grant Program documentation, including program guidelines, applications, expenditure reports, and communication packages.
- Lead review of funding issued under the 911 Grant Program in order to ensure compliance with the 911 Grant Program Guidelines.
- Ensure that senior management are advised of emerging regulatory and grant-related issues so that timely and appropriate action can be taken to resolve or mitigate them.
- Provide information to PSAPs and their municipalities on the 911 grant program. This may include preparing correspondence, attending municipal council and administrative meetings, attending municipal stakeholder conferences or making formal presentations on grant program.

911 Legislation and Standards

- Lead the regular review of legislation and regulations affecting 911 centres and the 911 Grant Program.
- Participate in environmental scanning and lead background research on 911 regulation throughout Canada, 911 centre needs, and how well existing provincial programs are meeting municipal needs. Ensure that Alberta 911 legislation is updated to meet evolving needs of the 911 community in Alberta.
- Lead the continuous updating of the Alberta 911 Standards by conducting extensive consultation with Alberta 911 stakeholders including PSAPs, secondary dispatch agencies, network providers and other relevant stakeholders. Ensure that Alberta 911 standards are keeping pace with other Canadian jurisdictions as 911 advances.
- Lead the 911 Program team to ensure that PSAPs are complying with Alberta 911 Standards. This includes regular site visits, and completing of timely reporting on PSAP progress. If a PSAP is failing to meet the provincial 911 standards, ensure that appropriate measures are taken as outlined in the standards.

National 911 Efforts

- Coordinate with other provinces, territories and the federal government on national 911 developments to contribute, gain important information, and ensure Alberta is keeping pace with other jurisdictions in Canada.
- Participate in national and international organizations that advance 911. Apply best practices in Alberta.

Public Education, Interaction, and Outreach

- Work with 911 stakeholders, Ministry Communications Department staff, and external third parties to develop public education and communications materials on relevant issues including proper use of 911.

- Maintain the 911 information on the public website to ensure that current information about the 911 Grant Program, and public messaging is updated.
- Oversee response to public enquiries about 911, and to external requests for information about 911 in Alberta.
- Look at the Alberta 911 system holistically and coordinate with responsible parties to address gaps in the Alberta 911 system, including unserved communities, as required.

Team Management

- The team consists of the manager, two professional staff and one administrative support.
- Responsible for developing and motivating team members through performance planning, coaching, recognition, and training to sustain a high-performance team.
- Plan work, set goals and performance measures, monitor performance, and report on accomplishments. Also contribute to Divisional and Departmental business and operational plans and performance reporting.
- Manage and track the 911 Program budget, including forecasting and monitoring of grant funding and program expenses.
- Develop and review briefing and background material, draft letters and memoranda in response to information and action requests from the Minister, Deputy Minister, and the Managing Director regarding the 911 program, legislation, regulations and policies, and regarding general grant information and advice.

Provincial Emergency Coordination Centre

This position may be required to work in the Provincial Emergency Coordination Centre (PECC) or on field assignment as needed during emergencies in order to coordinate provincial emergency response efforts and/or support/advise/assist government ministries, municipalities, First Nations and/or other organizations. In these circumstances, the position may require working extended and irregular hours and/or shifts with minimal or no notice, particularly during emergencies and exercise.

Problem Solving

Typical problems solved:

- The position manages ongoing reviews of the 911 Grant Program, provincial 911 legislation, and the Alberta 911 Standards by facilitating stakeholder feedback through workshops, meetings, teleconferences and written feedback.
- The position facilitates site audits to determine if PSAPs are in compliance with the 911 Standards. Decisions are made as to follow up actions required by the PSAP to come into compliance, and if actions are not completed, determining next steps.
- Decisions are made based upon the interpretation of 911 legislation and guidelines and by assessing and mitigating the risks and consequences of those decisions.
- Direct supervision of program staff, ensuring the Alberta Public Service values are upheld in the workplace and that the Respect in the Workplace policy is complied with. This includes liaising with senior and executive management, when guidance and direction is required.
- The position is required to work with both the organizations that run PSAPs, as well as other involved 911 related stakeholders, on matters related to the local delivery of 911 services. This requires knowledge of the 911 system and governance in both Alberta and Canada, and requires a high level of political acumen.

Types of guidance available for problem solving:

- Director, Logistics Services is available to provide direction on the alignment of proposed recommendations with strategic direction.
- Existing policy and legislation is available to provide guidance in decision making.
- Network of internal and external to AEMA management is available to provide assistance for issues or problems where there have been existing awareness of the issues that are presented and the potential options that are available for consideration.
- Existing procedures for handling of routine tasks and addressing common issues in grant management activities.
- External to AEMA service providers such as Legal, CPE, and Treasury Board and Finance are available for

matters that require participation and collaboration of the respective services areas.

Direct or indirect impacts of decisions:

- 911 grant payments total over \$45 million annually. The Manager must ensure that payment is made quarterly, without any delays. Public Safety Answering Points (PSAPs) rely on this funding to operate. This facilitates Albertan's ability to retain access to critical 911 services.
- Site audit findings directly impact the PSAP's operations, and non-compliance with the 911 Standards could result in withholding of grant funding.
- Development and maintenance of legislation, program guidelines and Standards have a direct impact on PSAPs and wireless telecommunication providers as they outline specific requirements of these external stakeholders.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

911 Program staff - Provide leadership and expertise; enhance understanding of strategic initiatives and business opportunities; contribute to planning and managing resources to meet requirements of initiatives; support development of skills and capacity. Provides strategic advice and recommendations.

Directors, Managers, and other staff within division and ministry - Advise on emerging issues that may require immediate attention. Timely information and advice on projects, issues and policy analysis with options for consideration. Provide effective and timely updates and information regarding the progress of 911 Program including accomplishments and projects underway.

Managing Director and Executive Team - Identify strategic initiatives and opportunities; recommend business solutions; provide analysis and strategic advice to support planning and decision making; provide recommendations to address complex issues; provide briefings on current status and directions. Provide technical briefings on issues management, policy analysis and options for consideration.

Legal Services and Ministry Finance - Consult with Department legal staff in the maintenance and update of 911 legislation and regulations and grant program policy, including 911 Standards. Includes consultation on conditional grant agreements and policy and the interpretation of legislation and regulations.

Other GoA ministries - Develop and maintain collaborative working relationships; promote understanding and secure commitment to initiatives; represent AEMA positions and interests; identify and promote areas of consensus and common solution; encourage innovation and cooperation; develop partnerships and collaborative working relationships; identify strategic and business opportunities. Advise and directly collaborate with other departments (e.g. Treasury Board and Finance) on 911 legislation and programs.

External

911 Public Safety Answering Points (PSAPs) - Advise and provide timely legislative and procedural information when requested. Consult and collaborate on proposed modifications to the 911 Grant Program, and Alberta 911 Standards. Obtain information related to 911 matters throughout Alberta, and work with primary and secondary PSAPs to answer inquiries from the public about 911 service and access. Provide advice and information regarding and legislation and the 911 Grant Program, conditions and processes, and resolution of funding and grant eligibility issues. Consult regarding legislative and grant program development or modification initiatives. Attend meetings/conferences to address issues and gain further knowledge.

Wireless Telecommunications Providers - Advise and provide timely legislative and procedural information when requested. Working with Treasury Board and Finance, consult and collaborate on proposed modifications to the Emergency 911 Act, or Emergency 911 Levy Regulation.

Senior representatives of other government jurisdictions including Provincial / Territorial Emergency Management Counterparts - Exchange ideas, best practices, and information; share knowledge and expertise; develop and maintain contacts, collaborative relationships, and partnerships. Collaboration on internal/external departmental issues.

Municipal Associations - Provide updates and information regarding legislation and the 911 Grant Program. Attend meetings/conferences to address issues and gain further knowledge.

Professional Associations - Provide advice and information regarding and legislation and the 911 Grant Program. Attend meetings/conferences to address issues and gain further knowledge.

Office of the Auditor General - Advise and provide timely legislative and procedural information when

requested. Consult and collaborate on proposed modifications to accountability frameworks.
Federal representatives including from the Canadian Next Generation 911 Coalition, Public Safety Canada and the CRTC - Liaise on national coordination of 911 between provinces and territories. Provide input on Consultations on the future of 911.
General Public - Respond to questions about 911 access, the 911 Program and Levy, 911 Standards, and other 911 issues as they arise.

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:

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

Minimum 5 years progressively responsible experience including experience in stakeholder relations.
 Experience in policy development and interpretation.
 Experience working with public sector organizations is an asset.
 Experience or knowledge of the 911 system in Alberta is an asset.
 Leadership and management experience is an asset.

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, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	This position requires adaptability and versatility in an ever changing environment and must approach the role with a fullsome approach. Takes a holistic and long-term view of challenges and opportunities across all levels of the program. Knowledge of underlying issues, the political environment and potential risks when considering possible opportunities or actions.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes and delegates responsibility for outcomes: <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS 	Understands the goals of the APS, ministry and department, and creates clear and thorough plans to achieve those goals and measures results. Set performance standards and monitors processes to ensure deviations from the plan are identified at an early stage, and implements

		direction	mitigation strategies to address identified concerns. Acknowledges personal responsibility for outcomes, even when all elements of a situation are not within direct control, but could have been managed through influence.
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	Taking ownership of program issues and identify solutions by combining proactive approaches and stakeholder perspectives to achieve program timelines and goals. Often required to develop innovative responses or solutions to unprecedented requests or problems. Regularly requires innovation and creativity to generate new ideas and create solutions to meet current and future needs of the program.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Brings all stakeholders together and encourages shared perspectives and opinions of all members to identify creative and sustainable solutions.

Benchmarks

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