

Working Title Writer/Editor		Name Vacant	
Position Number	Reports to Position No., Class & Level Writer/Editor	Division, Branch/Unit	Ministry Seniors, Community and Social Services
Present Class PS2		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Employment Services Branch (ESB) is responsible for developing policy and providing statutory oversight in support of Career and Employment Information Services (CEIS) services and programs. Branch staff develop policy, agreements, career and employment resources, including those available on the alis.alberta.ca careers website and through Disability Related Employment Supports (ADAP). The Employment Services Branch is responsible for managing contracts and grants for income and employment services. ESB is also responsible for the research and development of branch correspondence, Action Requests (ARs), and procurement documents including agreements across a wide breadth of social programs and client populations. It is a fast-paced, complex, evolving and politically sensitive environment. ESB is also leading the transformation of Service Delivery for Albertans

Position Summary:

Reporting to the Executive Director the Writer/Editor is part of a team dedicated to ensuring branch procurement issues, processes, and documents are addressed in a quality, consistent and coordinated fashion. The position requires a broad understanding of CEIS including contract and procurement processes as well as issues related to social based delivery. The ESB generates a high volume of activity and sensitivity to the circumstances and system impacts on individuals and families seeking or receiving employment supports is required.

The focus of this position is to provide high-quality information, advice, and written correspondence to support and facilitate the management of Employment information and issues within. This includes writing, reviewing and editing responses to ARs and miscellaneous communication materials but not limited to reports, presentation materials, and other complex documents. The position engages in careful research and analysis of information, close attention to detail, and strong writing skills with an understanding of appropriate style and tone. The position applies judgement when preparing materials to ensure appropriateness and consistency in Ministry communication protocols. The position assigns, coordinates, and consolidates ESB responses to requests for information and briefings, and liaises with other teams, units, and branches to obtain input, ensuring comprehensiveness of responses.

The position identifies information and issues for inclusion in correspondence and briefings to ensure the Executive Director, Employment Services branch is provided with quality, aligned, and timely information to communicate and initiatives to support senior level decision-making. The outcomes of this position directly impact the credibility of the Assistant Deputy Minister (ADM), Deputy Minister (DM), Minister, and the department. The position liaises with the branch issues management team, Communications, Legal Services and other executive offices as needed to manage issues and work processes. The role requires support and work on other projects and assignments as required.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. Branch Communications – Provide high-quality information to requests from the public, advice and written documents including AR responses and other ministerial correspondence, in support of Employment Services Branch operations.

- Write, review, research and edit letters, emails, briefing notes, memos, media releases, key message documents and other ministerial correspondence (ESB and ADM Communique's, EFS Director updates, RFP, EOI, RFI, RFQ, etc..) for the Premier, Minister, DM, ADM, Executive Director, Directors and managers.
- Provide advice and consultation to branch staff to ensure the tone, content and format are appropriate for the purpose, and verification that content is accurate, the correspondent's concerns are sufficiently addressed, and there is consistency with the department's priorities and position.
- Draft or edit responses to ensure accuracy and appropriateness of tone to manage miscellaneous communication enquiries, i.e., Alberta Connects, etc.
- Modify and adapt standard responses according to the concerns and circumstances presented in ARs, Alberta Connects, or other miscellaneous enquiries conveying information in a way that is sensitive to the stakeholder's needs and priorities, while adhering to the ministry's established policies, positions and guidelines including the Canadian Press Stylebook, AR Style Guide and the Canadian Oxford Dictionary.
- Liaise with the ADM office, Communications and Legal Services as required.
- Provide advice and assistance to the branch issues management team and other staff with questions regarding ministerial style guidelines, tone, content and AR processes.
- Balance competing priorities, including multiple ARs and correspondence requests, on a daily basis while ensuring the timely and accurate completion of assignments.
- Maintain the ESB Key Messages library and binder on TEAMS channel and/or SharePoint.

2. Branch Coordination – Coordinate ESB responses to ARs and other requests for information.

- Using breadth of knowledge of the ESB structure and the programs and services it delivers, analyze incoming requests and liaise with the appropriate branch staff to respond, including determining whether input from other divisions or ministries is required, and advising what types of responses are required.
- Ensure branch responses to ARs address all concerns identified in the incoming correspondence or request.
- Consult and liaise with branch issues management team and other staff including cross-ministry colleagues to obtain required input from other divisions or ministries to ensure completeness of responses and identify issues and risks.
- Coordinate cross-divisional and branch responses through consultation with regional communications, legal services and issues teams from across the Ministry as required.
- Using a systems approach, assess responses for completeness of information provided and appropriateness of responses to clients' and other stakeholders' concerns or circumstances.
- Establish positive working relationships with branch issues management team, Communications, Legal Services and contacts in other units, branches, divisions to foster cooperation and teamwork in the development of responses.

3. Continuous Improvement – Support process improvement and information systems by providing research, analysis and recommendations regarding the delivery of social-based programs and services.

- Research, gather and interpret information from other organizations, agencies, literature and internet sites in order to identify social-based programs and services, within both government and the community, to provide program advice and clarify points of interest with assisting individuals, and families in meeting their employment needs.
- Identify trends and gaps in employment programs and initiatives resulting from reviews of correspondence, reports, and other research documents and provide analysis to PRM North

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management.

- Maintain and assist in developing response templates, process and information technology procedures for procurement documents.
- Participate in policy discussions, working groups, and/or special project of various size, scopes, duration, and complexities relating to new and existing employment programs and CEIS for Albertans.
- Maintain policy discussion, working group and/or special project presence on the appropriate TEAMS channel or Share Point site.
- Work with the PIW to ensure expectations from the Premier, Minister, DM, ADM, Executive Director, Directors and managers are met.
- Consult with the PIW, branch issues management team, directors and managers, to support and inform continuous improvement of business processes and identify issues and risks.
- Regularly collaborate with the branch issues management team, Communications, Legal Services and contacts in other units, branches, divisions as needed to review and streamline work processes for efficiency.

4. Perform other duties and support as required.

- Act as the PIW during his or her absence
- Perform administrative tasks, as needed, in ARTS or on behalf of branch issues management team.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position:

- The incumbent conveys information of a complex nature on a wide-range of employment programs and CEIS for Albertans through the preparation of correspondence;
- This position requires the ability to function independently or as part of a team to carry out responsibilities with minimal direction and intervention from senior management.
- The position interacts with the issues management team, managers, directors and Executive Director within the branch, Communications, and Legal Services to produce error-free, high quality documents and guide PRM North staff in preparing clear, concise, consistent, and timely responses for the Executive Director, ADM, DM, Minister, and/or Premier;
- Effectively liaises between branch staff, the issues management team, managers, directors and the Executive Director to relay specific feedback and clear direction on ARs, Alberta Connects and other miscellaneous communications;
- Identifies information, risks, and issues for inclusion in correspondence and briefings to ensure Employment Services management is provided with quality, aligned, and timely information to communicate social-based service delivery, initiatives and issues and support senior level decision-making;
- Deals with confidential matters and communications, including those dealing with sensitive client situations;
- Coordinates and synthesizes responses from multiple PRM North regions, branches, or divisions to deliver clear, accurate, and comprehensive responses to ARs, procurement documents and other requests for information. This position must be able to communicate complex and sensitive information in a way that can be clearly understood by all correspondents;
- Is required to have a thorough understanding of the structure, processes, and content within the PRM North, Employment Services branch, other government departments, and amongst stakeholders and industry;
- Consults with other areas to remain current on rapidly changing programs and services;
- Maintains awareness of subject matter experts on any given issue throughout the department and works with them as an expert in written correspondence, briefings, etc.; and

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide **Pages 11-12**).

- The Writer must be aware of the intent, structure and business processes of the following employment programs and CEIS available in Alberta and must keep up to date on these programs: Persons with Disabilities (PDD), Disability Related Employment Supports (DRES), Income Support, Employment and Training, Career Planning, and Alberta Supports.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide **Pages 12-14**).

- Degree or diploma in social sciences, public relations, communications, or similar field and at least two years experience in research, communications or writing.
- Excellent communication skills (verbal, written and listening) and high attention for detail is essential.
- Skills in plain language document preparation, understanding of readability requirements and awareness or alternate document formats.
- Excellent knowledge of English language structure and rules for drafting or reviewing briefing material of correspondence for the Director's, Executive Director's, ADM's, DM's or Minister's signature.
- Excellent awareness, comprehensive understanding and strong knowledge of the regulations, policies, procedures, and technical aspects of employment service delivery programs and CEIS including contract and procurement processes for PDD, DRES, Income Support, Employment and Training, Career Planning, and Alberta Supports, especially when reviewing documents for accuracy.
- Ability to work both independently with minimal supervision, and as part of a team.
- The ability to be creative and self-directed is essential to the position. A strong aptitude for independent decision-making and the ability to compose and remain calm under pressure while meeting exacting standards.
- The Writer/Editor is expected to research, edit and coordinate information from a variety of sources and produce recommendations and briefing notes within the required timelines. In-depth research, writing, and editing skills, including knowledge of how language and tone impacts messaging is required.
- Critical thinking and problem-solving skills, including ability to analyze correspondence, documents, information and diverse issues.
- Excellent mediation, strong interpersonal and negotiating skills and ability to consult and work with staff at all levels.
- Ability to work well in a demanding and fast-paced environment and flexibility to work extended hours when required.
- Excellent organizational and time management skills as the role involves coordination of information from multiple areas, and constant prioritizing of multiple assignments, activities and responsibilities.
- An understanding of the government's political and organizational structure, including initiatives, protocol, and business processes. Must be familiar with the bureaucratic structure and mandates of other government departments.
- Sensitivity to the political environment to note trends and issues that may impact decisions made at the branch, divisional or ministry level.
- Excellent computer skills and knowledge to work effectively in the Microsoft suite of programs (i.e., Outlook, Word, Excel, PowerPoint, TEAMS).
- Knowledge of the Action Request Tracking System (ARTS), including knowledge of how to assign, return, edit, print and save ARs, add comments, run searches and pull templates etc.
- In-depth knowledge of the Ministry AR style guide, Canadian Press Stylebook, and Canadian Oxford Dictionary for correspondence, briefings, etc.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide Pages 14-15).

- Employment Services staff including branch Managers and Directors – to obtain information for the development of written responses and documents, provide advice and consultation for completion of ARs and other complex documents, relay feedback, resolve issues and coordinate activities.
- Executive Director, Employment Services Branch – for job assignments, special projects and review of action requests and other miscellaneous correspondence.
- Communications and Legal Services staff as required – Ongoing consultation for communications and legal services issues regarding briefings, speaking notes, and other communications products and/or legal documents.
- ADM office staff as required – to resolve issues, complete cross-division and/or ministry ARs, responses to enquiries, correspondence, and other documents.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide Page 15)

Not applicable.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide Pages 15-16).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide Page 17).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide Page 16)

Incumbent	_____	_____	_____
	Name	Signature	Date
Manager	_____	_____	_____
	Name	Signature	Date
Division Director/ADM	_____	_____	_____
	Name	Signature	Date