

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Divisional Coordination and Issues Manager

Requested 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

Job Purpose and Organizational Context

Why the job exists:

The Divisional Coordination and Issues Manager reports directly to the Assistant Deputy Minister (ADM) of Strategic Policy and Performance, and works closely with senior Division staff and staff in the Senior ADM and Deputy Minister's offices to accomplish core Division and Ministry goals. As an integral member of the Divisional leadership team, this position anticipates and identifies strategically relevant issues and ensures the Division is positioned to manage and respond appropriately to them.

The Divisional Coordination and Issues Manager provides advice, assistance and support to the ADM in the ongoing strategic and operational management of the Division. This position ensures the flow of information between the ADM's office, the Division, the department, external stakeholders, and the offices of the Senior ADM, Deputy Minister and Minister. This position is also expected to build and maintain relationships throughout government and industry to maintain and improve knowledge networks for the ADM.

Excellent communication, coordination and interpersonal skills are required to support the office of the

Assistant Deputy Minister, and coordinate the corporate deliverables of the Division. The ability to collaborate with stakeholders, assess and prioritize issues, research and coordinate supporting information and facilitate appropriate action will contribute to the success of the Ministry. In addition, this position will work collaboratively with partner Ministries in achieving our shared goals.

Responsibilities include coordinating major initiatives and projects, delegating responsibilities and project components to senior Division staff and contributing to policy development, formulation and review. This position also provides research, analysis, and planning support allowing decision makers to make informed and knowledgeable decisions.

Responsibilities

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

1. Strategic Oversight: Issues and Relationship Management - Manages and oversees a comprehensive system to respond to urgent, ongoing and emergent issues, requests, briefings and special projects to facilitate the smooth operation of the Division:
 - Establishes and maintains effective relationships and communication linkages with the Minister's office, Deputy Minister's office, Senior ADM's office, ADM offices and staff, as well as key stakeholders, and Ministry partners; to ensure the ADM is aware of emerging and critical issues and has appropriate input and briefings to make decisions.
 - Works to build and maintain relationships with professional contacts within government and industry to improve knowledge networks for the ADM and the Ministry.
 - Works closely with cross-divisional Coordination and Issues Managers to maintain operational and strategic awareness.
 - Acts as a broker and the primary contact on the issues between the Senior ADM's office, Deputy Minister's office, Minister's office, and other ADM offices; and occasionally with other Ministries.
 - Identifies issues through regular communication with the Deputy Minister's office and Division and Ministry staff; monitoring strategic initiatives, key projects, delivery of services, internal and external environments; and reviewing Division and Ministry briefings and reports.
 - Assesses, prioritizes and researches issues and inquiries with Divisional implications. Determines matters requiring ADM's attention.
 - Works independently or with Division representatives, to resolve as many issues as possible without involving the ADM.
 - Facilitates actions, responses, and integrated resolutions by bringing the key players together and/or assigning responsibility to the appropriate Division representative.
 - Represents the ADM, as requested, at meetings/briefings/events to report back on issues and outcomes.
 - Acts as a confidential aide to the ADM, recommending action as appropriate, regarding operational activities.
 - Keeps abreast of political and technological change that may impact the Division or department and prepares the ADM accordingly.
2. Divisional Management, Planning and Support - Ensures the ADM and senior Division representatives are supported in achieving the mandate, goals, objectives and operations of the Division.
 - Participates in the Divisional leadership team; contributes to the determination of strategic directions for the Division; helps identify and prioritize items for discussion by the team; provides information to determine and clarify actions required; and follows up on action items that are assigned.
 - Fosters, facilitates, and leads consultation, collaboration, and participation in activities across the Division.
 - Manages strategic and transitional planning for the Division, including providing direction to and integrating perspectives of senior Division representatives to ensure plans reflect Division priorities and strategic direction of the Ministry and government.
 - Coordinates and contributes to special projects and initiatives as directed by the ADM, including research and preparation of responses.
 - Accompanies the ADM to meetings as required; provides input and perspectives; summarizes views of the participants and suggests strategies to resolve issues and problems.
 - Coordinates and prepares background information, presentation material, and speaking notes for the ADM

when necessary.

3. Communication and Information Management - Effectively manages communications and information requirements to ensure the efficient and effective operation of the Division and the ADM's Office.

- Establishes, implements and monitors comprehensive communication and information management strategies to facilitate and enhance communication and information flow within the Division, the Ministry and externally.
- Works collaboratively with the Ministry Coordination and Issues Management team and supports the Senior ADM and Deputy Minister's staff for overall Ministry issues and projects.
- Manages Senior ADM, Deputy Minister and Minister requests on an urgent basis or resulting from meetings and committees, including those originating from the Ministry Executive Team meetings.
- Manages and coordinates the preparation of briefings and background materials for Executive Team meetings. This includes coordinating with Communications staff, and other Division and Ministry contacts as needed, as well as delegating activities to senior Division representatives and staff.
- Responds to and resolves inquiries, often of an urgent and sensitive nature, through management of activities internal and external to the Division.
- Ensures Branch Heads are kept informed on issues affecting their respective areas and works directly with them to develop options/alternatives for ADM consideration.
- Provides leadership to Branch representatives to ensure that assignments are addressed in an appropriate, timely and coordinated manner.

4. ADMO Operations - ADM's office is appropriately managed to ensure efficient, effective and coordinated operations and outcomes

- Provides leadership and coordination of day-to-day activities to for the ADM's office (ADMO).
- Informs ADM of the status of key initiatives, general administration and operations with the Division.

Problem Solving

Typical problems solved:

Analytical and evaluative skills are required to assess issues and inquiries in order to determine their urgency, impact and to connect to the appropriate program staff to ensure a coordinated and timely response. The Divisional Coordination and Issues Manager must be able to access appropriate resources quickly and develop approaches that ensure timely and accurate responses.

The incumbent is often required to assume projects without reference to similar past initiatives, requiring the incumbent to think strategically and "outside the box". Projects are assigned on an ad-hoc basis and are often within the ADM's office either due to the level of difficulty or political sensitivities; much information is highly confidential and must be treated as such. This requires balancing multiple objectives and input from various sources, often within a short time frame.

The Divisional Coordination and Issues Manager is continually faced with situations involving ambiguity and must exercise extensive judgement and problem-solving skills to support the ADM to achieve the Division mandate and priorities. The nature of the issues that are presented range from the day-to-day issues arising from internal operations to emergent issues arising from the Senior ADM's Office/Deputy Minister's Office or external environment.

This position is relied on to:

- Anticipate, detect and assess complex issues to determine their level of urgency and provide leadership to others in developing associated approaches for resolution;
- Resolve of issues in the context of considerable consultation and/or the absence of the ADM;
- Gain the cooperation of others to work together to resolve issues in the midst of competing priorities. This is dependent on the incumbent's ability to establish effective relationships and demonstrate knowledge of Divisional and corporate issues and sensitivities. The challenge will be to cultivate a sense of shared responsibility across the Division for outcomes.
- Provide immediate responses to the Senior ADM/Deputy Minister's offices and the Minister's office requiring research and problem-solving skills, and sound judgement within tight timelines and the ability to remain calm under pressure.

- Identify priorities when everything is a priority.

Types of guidance available for problem solving:

Direct or indirect impacts of decisions:

This is a key advisory role within the department. The contributions of this role have impact within the Division, the department and may have impact on the government's approach to issues.

This role supports decision making made at the ADM level which is often the basis for Senior ADM, Deputy Minister and Ministerial policy decisions.

For example, this role will coordinate the response to questions from the Minister, Deputy Minister and Senior ADM offices. Those questions may be from constituents, industry stakeholders, or other government departments. This role is also a key contributor to internal communication processes within the Division, which impacts senior leaders directly.

The Divisional Coordination and Issues Manager is expected to act independently, but does get support from the ADM and the Senior ADM/Deputy Minister's office staff, and must work collaboratively with the ADM Divisional Coordination and Issues Managers team.

Key Relationships

Major stakeholders and purpose of interactions:

- Senior ADM/Deputy Minister's Office - Daily - keep advised/take direction
- ADM - Daily - keep advised/take direction
- ADMO staff - Daily - collaborate on projects; share information
- Branch leaders and staff within division - Daily - share information; maintain awareness of priorities and how they might impact projects
- Branches leaders and staff within other divisions - as required - engage participation as needed in projects
- Corporate Services (i.e. Finance, Legal, Procurement, etc.) - as required - liaise on a regular basis as needed during specific projects
- External stakeholders - as required - engage participation as needed in projects; align projects with broader Ministry or health system initiatives

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Knowledge

- Sound understanding of the Division's mandate, priorities, business, goals, strategies, relevant policies, legislation, regulations, and organizational structure, including a thorough understanding of government and Ministry strategic directions and business goals as they relate to the Division mandate.

- Specific knowledge of:

- Department/government planning processes and requirements; and
- Department correspondence guidelines.

- General knowledge of:

- Various department/government acts and regulations;
- Department's position on a variety of issues;
- Provincial political system;
- Decision-making environment in which the Division and Ministry operate;
- Fiscal planning and forecasting cycle/processes;
- Quality assurance principles;
- Business/operational planning processes to maximize the Division outcomes and continually

develop and implement innovative processes to maximize effectiveness and efficiencies.

Skills and Abilities

- Strategic, systems thinking, analytic, and conceptual skills.
- Leadership, team building and interpersonal skills.
- Organizational and issues management skills.
- Planning and project management skills.
- Problem-solving skills.
- Excellent communication skills (verbal, written, and electronic).
- Proven ability to develop and implement practical procedures and systems that reflect best practices.
- Ability to develop and maintain professional relationships with senior executives and staff of government departments.
- Demonstrated ability to promote teamwork, collaboration, and partnership at all levels.
- Ability to simultaneously manage a range of issues of varying scale and urgency.
- Flexibility to accommodate changing priorities in a fast paced environment.

Qualifications:

- Related degree and experience working in executive offices and/or management positions.
- Experience within the public sector and/or health care system.