

Working Title Manager, Outreach and Engagement		Name Vacant	
Position Number	Reports to Position No., Class & Level Sr Mgr II	Division, Branch/Unit Alberta Human Rights Commission/ Communication, Education and Engagement	Ministry Justice
Present Class Manager 2		Requested Class	Levels to Deputy Minister (Not including incumbent level) Five
Dept ID	Program Code	Project Code (if applicable)	

POSITION SUMMARY: Briefly describe the main purpose of the position, and why it exists for the most part (See PP [Slides 28-32](#)).

Reporting to the Director, Communication, Education and Engagement, the Manager, Outreach and Engagement is accountable for the strategic planning and ongoing management of the Commission's outreach and engagement, including providing support to community (grants), as per the Human Rights Education and Multiculturalism Fund (HREMF). The HREMF provides financial resources across Alberta for programs and services that promote respect for diversity and equality, prevent racism and discrimination, and build welcoming communities and workplaces.

A major focus of this position is to enhance linkages and partnerships with key stakeholders across the province, as well as with other orders of government, public institutions, community organizations and funding agencies, to facilitate a coordinated effort to promote diversity and equality and to prevent racism and discrimination throughout Alberta. The Manager, Outreach and Engagement plays an integral role in policy development and issues management to advance human rights in Alberta.

Key responsibilities include:

- overseeing the development and administration of the HREMF grants program, including the annual audit
- providing direction to other staff who provide consultative and program support under the HREMF
- providing advice and information to equity-seeking organizations, individuals, other government foundations, other funders, and ministries
- engaging with stakeholders to understand current human rights issues and trends to inform the Commission's outreach and engagement work, including HREMF grants program
- developing, implementing, and evaluating strategies, programs, services, and resources to address issues and trends
- aligning stakeholder engagement with organizational priorities
- acting as branch liaison and co-ordinating services provided to the grant review committee who makes recommendations for the distribution of funds and advising the Minister on the use of the HREMF
- developing and implementing the HREMF strategic plan that reflects both the HREMF and Commission priorities, as well as input from key stakeholders across the province
- reporting and annual audits
- other duties as assigned

SPECIFIC ACCOUNTABILITIES: List the most important end results or outcomes (not duties) of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and what the added value is. Normally a position has 4-6 core end results. For each end result approximately 4-6 major activities should be described (See PP [Slides 20-27](#)).

- 1. Lead the strategic planning, development, implementation, and evaluation of all programs, services, and resources that provide “support to community” to ensure they are responsive to stakeholder needs/issues and Commission, Ministry, and Government priorities.**
 - Develop and implement the HREMF grants program, ensuring that it reflects HREMF and government priorities and stakeholder input across the province
 - Identify current issues and trends and ensure that the grants program meets those needs
 - Monitor progress and adjust for variances
 - Develop and implement a fair, transparent, risk-managed, and accountable grant application process
 - Ensure stakeholders receive timely notification of the application process, timelines, and decisions
 - Develop and disseminate information about the HREMF, its programs and services, including responsibility for having up-to-date and comprehensive information on the Commission’s website
 - Consult with applicants interested in HREMF funding, assisting them to develop projects that meet their goals and HREMF grant program criteria
 - Ensure all applicants have access to grant information and assist them in the application process
 - Collaborate with Finance to ensure effective reporting on the HREMF budget
 - Prepare annual reporting on HREMF results
 - Develop and implement promotional strategies for the HREMF
 - Ensure that the HREMF grants program adheres to the grant regulation and the *Alberta Human Rights Act*
- 2. Provide advice/support to the HREMF grant review committee, which advises the Commission/Minister on the use of the HREMF and makes recommendations on the distribution of funds**
 - Identify, assess, and advise the grants review committee of internal and external issues that affect the HREMF
 - Act as a professional advisor to the grant review committee on all aspects of the committee’s activities
 - Bring forward policies and priorities for review by the grant review committee
 - Review grant applications as part of the grant review committee
 - Supervise administrative activities that support the committee
 - Coordinate communication between HREMF grant review committee members, Commission staff, the Minister and ministry, the community, and other ministries as it relates to “support to community”
 - Ensure tasks requested by the grant review committee are carried out
- 3. Provide leadership both internally and externally to ensure province-wide access to the financial resources, programs and services provided by the HREMF**
 - Develop grant criteria, strategies, and processes to implement, promote, evaluate, and monitor the financial assistance program and ensure accountability standards are met.
 - Provide functional direction to professional staff involved in consultation and program activities related to the HREMF and providing “support to community”
 - Provide functional supervision and direction to administrative staff involved in administering grants and related funding activities
 - Review all grant recommendations made by staff and review committee members to ensure recommendations are fair and consistent across the province and throughout sectors and are in keeping with the grant criteria
 - Ensure inquiries about financial assistance are directed to the appropriate staff person
- 4. Identify emerging needs, trends, and issues faced by stakeholders and provide information and advice regarding the development of appropriate policies, strategies, and initiatives**
 - Undertake environmental scanning and research to identify new and emerging issues
 - Develop and implement consultative (community engagement) processes to obtain stakeholder input regarding needs and issues, managing and responding to the information received
 - Develop recommendations and strategies that respond to identified issues, including policies, programs, services, resources, and communications strategies and initiatives
 - Develop and provide strategic and pro-active advice and information (including briefing documents, action requests, and issues papers) and recommendations to Commission leadership and the Minister
 - Identify and provide advice on issues having broader implications for the organization and the government to strategically address issues and risks as they pertain to the HREMF “support to community” programs

SPECIFIC ACCOUNTABILITIES: List the most important end results or outcomes (not duties) of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and what the added value is. Normally a position has 4-6 core end results. For each end result approximately 4-6 major activities should be described (See PP [Slides 20-27](#)).

5. Develop and maintain a network of effective relationships with major stakeholder groups to ensure that the overall HREMF program direction, programs, and services meet the needs of stakeholders and Commission and Ministry priorities and that the Commission is providing effective “support to community,” as per the Alberta Human Rights Act.

- Develop linkages and relationships with other departments, other orders of government (FPT), public institutions, community organizations, and funding agencies for the purpose of sharing information/resources and building alliances to work towards ministry and government goals
- Determine and provide appropriate level of involvement (leadership, collaboration, coordination, and support) with affected stakeholders, committees, and networks as needed for advancing coordinated action throughout the province
- Participate in standing and ad hoc committees responsible for addressing issues related to the development of programs and services that promote respect for diversity and equality, prevent hate, racism and discrimination, and build welcoming and inclusive communities and workplaces.
- Design and facilitate processes that will provide information sharing, problem-solving, team development, and strategic and program development.
- Collaborate with other stakeholders to maximize impact and minimize duplication of programs and services

6. Engage, consult, and collaborate with stakeholders to identify needs and gaps and develop, implement, and measure effective policies, programs, strategies, and initiatives that address the discrimination and barriers facing under-served communities

- Assess knowledge gaps and determine additional research and support needed to meet needs of communities in Alberta
- Research best practices in human rights and diversity and incorporate these into programs that support organizational objectives
- Provide mentoring, coaching, consultation, and other similar assistance to help build client competencies and facilitate knowledge transfer
- Develop strategies to avoid duplication, work towards consistent messaging and approaches (where appropriate), and build on and complement mutual work
- Assist organizations and multi-stakeholder groups to identify issues and develop strategies to respond
- Provide clients and stakeholders with information about policy and program initiatives that affect them and facilitate the exchange of information and best practices among clients
- Assist stakeholders by providing information regarding the HREMF grant program and other grant programs that may support their organizational activities
- Assist grant applicants with understanding grant priorities and requirements to increase the quality of grant applications
- Represent the Commission on cross-ministry committees and on inter-jurisdictional committees related to “support to community”
- Identify and build relationships with existing and new stakeholders to reduce barriers by building their awareness of and capacity to prevent and address discrimination and to support their clients in advocating for their rights and accessing the human rights complaints process

KNOWLEDGE/EXPERIENCE: Include a list of the most important knowledge factors, including knowledge about practical procedures, specialized techniques etc. not only diplomas and degrees. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (See PP [Slides 33-37](#)).

- A university degree in a relevant discipline, such as community development, public policy, human resources, social work, social sciences, or communications, supplemented by six years of progressively responsible experience in a funding environment and management experience. Related experience or education may be considered.
- Well-developed knowledge of human rights (including equity, inclusion, hate, racism, discrimination, and multiculturalism)
 - Demonstrated understanding of systemic change and the ability to set goals for long term change using incremental strategies to achieve the desired end result

KNOWLEDGE/EXPERIENCE: Include a list of the most important knowledge factors, including knowledge about practical procedures, specialized techniques etc. not only diplomas and degrees. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (See PP [Slides 33-37](#)).

- Well-developed knowledge of and demonstrated program-level experience with one or more of the issue areas and stakeholder groups engaged in human rights
- Program management, including program design, development, implementation, budgeting, communication, reporting, and evaluation
 - Proven project management skills
 - Ability to draw on a multitude of theories and best practices across disciplines and apply it to this work
- Ability to understand and navigate the political context of this work, including public perception, as it impacts the HREMF and the organization
- Experience developing and administering grant programs
- Demonstrated understanding of stakeholder engagement principles and experience working with under-served communities
 - Expert knowledge of community consultation and ability to build relations, partnerships, and coalitions
 - Strong consensus building and decision-making skills are required to mediate and resolve periodic disputes and conflicts
 - Ability to apply cultural sensitivity and use appropriate behaviour when working with marginalized groups
 - Assist communities and organization to develop capacity and initiatives
 - Enable effective information exchange with high-level municipal, provincial, and national governments, civil society, academic, and private sector representatives
- Management training and experience
 - Ability manage and support the outreach and engagement team to implement outreach and engagement programs
 - Proven skills working with senior levels of government and effectively communicating with management team
 - Ability to support and move forward organizational change
 - Ability to sustain and facilitate productivity within a highly complex and varied work environment
- Sound knowledge of relevant Government of Alberta and federal legislation and policies, including the *Alberta Human Rights Act*, that impact the mandated area
- Well-developed and effective communication skills (verbal, non-verbal and written)

LEADERSHIP AND BUSINESS KNOW-HOW: Specify the level of coordination, organization and leadership required to produce the results expected of the position. Provide recent examples (See PP [Slides 38-40](#)).

As a key member of the Commission's management team, the Manager, Outreach and Engagement is accountable for managing the Human Rights Education and Multiculturalism Fund. The HREMF provides financial resources to organizations across Alberta for programs and services that promote respect for diversity and equality, prevent hate, racism, and discrimination, and build welcoming communities and workplaces. This management position is responsible for developing, refining, and implement the HREMF strategic plan that is reflective of both HREMF and government priorities as well as stakeholder input from organizations across the province. The Manager is accountable for the strategic and financial management of the HREMF as it relates to "support to community" and must ensure that HREMF direction, programs and services meet the needs of stakeholders as well as the Commission and Ministry priorities.

Strategic HREMF priorities provide direction for grants, programs and services that will hasten the changes needed to ensure a human rights culture in Alberta and concentrate on outcomes that will support the goal of full civic participation in Alberta. Strong organizational and collaboration skills are required, as this job must provide leadership to community organizations/public institutions to develop their capacity to develop and deliver effective initiatives that will have support this goal. The Manager must exercise influence and persuasion to ensure that activities/initiatives support strategic priorities and will support the HREMF's goals. The incumbent must also provide functional direction to Commission professional staff involved in providing consultative support to the community and public institutions. An ongoing challenge is to ensure province-wide consistency in the support and guidance provided to organizations that are developing, implementing, and evaluating grant projects.

This position requires:

- Strong organizational and coordination skills are also required as the job is responsible for the day-to-day

LEADERSHIP AND BUSINESS KNOW-HOW: Specify the level of coordination, organization and leadership required to produce the results expected of the position. Provide recent examples (See PP [Slides 38-40](#)).

- administration of the grant funding program, as well as the associated monitoring and reporting
- Ability to develop the application, review, and approval process and all associated communication materials
- Providing functional direction to staff involved in grant administration and related reporting activities
- Developing grant criteria
- Promoting, evaluating, and monitoring the financial assistance program, ensuring accountability standards are met
- Reviewing grant recommendations made by staff and the grant review committee to ensure recommendations are fair and consistent across the province and keep with the grant criteria
- Implementing and monitoring all HREMF-funded grant programs
- Coordinating the review of applications and ensuring best practices are regularly introduced and met
- Overseeing the funding process as per the *Alberta Human Rights Act*, the grant regulation, and government funding systems (1GX)
- Strong interpersonal and organizational skills to build credibility trust and relationships with the HREMF grant review committee about issues and other matters to ensure the advice provided to the Director, Chief, and Minister is appropriate

Position has acting responsibility when the Director, Communication, Education and Engagement is away.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve and the assistance available (See PP [Slides 41-43](#)).

The Manager, Outreach and Engagement is responsible for the ongoing management of the HREMF and must ensure that financial resources are utilized strategically as a tool of societal change. Significant judgment and innovation are applied in terms of anticipating stakeholder and other community needs, identifying obstacles and barriers that may prevent achieving goals, facilitating effective problem-solving, and developing policies or programs to resolve these issues.

The position is required to identify best practices in risk-managed granting, implement new programs or policies in an environment where stakeholders are very diverse and can be critical and where issues can often be sensitive and political in nature. The ability to draw on best practices and other disciplines and apply them to this work is critical. The Manager, Outreach and Engagement must apply an expert level of knowledge of human rights, including existing best practices and evolving research, to develop strategies, programs, policies, and resources that promote increased respect for diversity and equality, prevent hate, racism, and discrimination, and build welcoming and inclusive communicates and workplaces in the province.

An ongoing challenge for this position is to apply a thorough understanding of human rights, multiculturalism, diversity, inclusion, engagement, hate, racism, discrimination, systemic discrimination, organizational change, and community development principles to develop appropriate programs and initiatives or to assist others to develop initiatives, as well as model these behaviours and best practices. The Manager has to recognize the different knowledge levels and capacities of organizations and individuals, and marry these abilities with appropriate strategies to achieve realistic outcomes. The job must ensure that programs accommodate the varying needs of different geographical and interest communities and organizations. The position must also understand the needs and issues of the diversity of stakeholders, their way of doing business, their values, and constraints, and assist them to integrate theory and practice into positive behavioural, attitudinal, and organizational change or programs and services. The behavioural, systemic, and societal changes that are necessary to meet this goal are complex, difficult to achieve, and long term. The thinking challenge of this position is significant, as the job must develop or facilitate the development of initiatives that will bring about societal change.

Considerable evaluation and decision-making is also exercised by the position in its role of evaluating grant programs and evaluating grant applications and making recommendations for approval to the grant review committee. The Manager must assess the viability of the project (including analysis of best practice research that supports the proposed approach, budget, project description, comparison with other initiatives to avoid duplication, etc.), as well as review the viability of the organization making the grant application (stability of the organization in the community, mandate, current organizational commitments, etc). It is this position's responsibility to then make a recommendation as part of the grant review committee and consider, as part of that recommendation, the political and other ramifications.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve and the assistance available (See PP [Slides 41-43](#)).

The position is responsible for keeping the Director CEE apprised of major issues as they arise and must anticipate problems and propose pro-active solutions.

RELATIONSHIPS/CONTACTS: Identify internal and/or external clients, partners and stakeholders with whom your position has the most influence and indicate the frequency, purpose and nature of the contact (i.e. how they are affected by recommendations, decision-making and action(s) taken) (See PP [Slides 44-46](#)).

Clients	Frequency	Nature and Purpose of Contact
Internal		
Director	Daily	Strategic advice, briefings, and recommendations
Policy and Program Consultants	Daily	Supervision, program direction and oversight, problem solving, communication, and team issues
Program and Grant Administrator	Daily	Problem solving, ensuring accurate and timely grant processing and payments, functional supervision
Manager, Public Information and Education	Daily	Problem-solving, coordination, program implementation, communication, and issues management
Policy and Communication Consultant	Weekly	Communication support, reporting, policy development, collaboration, stakeholder engagement
Other AHRC managers and staff	Monthly	Strategic planning, operations, communication
External		
HREMF grant review committee	As needed	Briefings, recommendations, and advisory committee liaison
Community organizations	Daily	Problem-solving, advising, coordination, communication
HREMF grant applicants and recipients	Daily	Consultation, advice, problem-solving, and issues management
Ministry of Justice Legislative Services	Annually	Grant regulation
Ministry of Finance/Office of the Auditor General of Alberta (OAG)	Annually	Audit and risk management advice on HREMF
Other funders (including GoA grant programs)	Monthly	Collaborating, liaising, strategic planning, responding to emerging issues, sharing best practice, joint policy work, partnerships on bilateral granting issues
GoA Communication and Public Engagement	Monthly	Support with engagement activities
FPT and cross-ministry colleagues	Monthly	Information sharing, collaboration and sharing of best practices

IMPACT AND MAGNITUDE OF JOB (SCOPE): Identify how the position directly affects results, and the extent to which stakeholders are affected by the outputs. Provide recent examples (See PP [Slides 47-49](#)).

Working within existing legislation, the Manager, Outreach and Engagement has direct accountability to manage a province-wide program whose operations and output have a significant impact on the extent to which the HREMF contributes to the Ministry goal of protecting human rights and promoting fairness and access so that all Albertans can participate in the social, cultural, economic, and political life of the province. Programs and services are developed and administered on a province-wide basis. Procedures, practices, and recommendations for policy developed by the Manager directly affect the effectiveness and efficiency of client services, program delivery, and organizational accountability. Ramifications for decisions (particularly recommendations for grant approval) made by this position can have direct political implications.

Clients and stakeholders impacted by this job include public institutions such as education, policing and health, business, all levels of government, the voluntary sector, and professional associations. Stakeholder groups also include women and gender, disability, 2SLGBTQ+, Indigenous, social action and justice groups, religious, and racialized groups. The Manager has a significant impact in Alberta in terms of the initiatives and resources developed under the funding provided by the HREMF, as well as for facilitating collaborative action towards human rights goals and mobilizing community organizations to combat racism and discrimination.

CHANGES SINCE LAST REVIEW: What significant changes have occurred in your job, from the last review (See PP [Slides 50-51](#)).

This position has direct oversight of the Commission's outreach and engagement work and the HREMF as it relates to "support to community," which includes managing the reinstated HREMF grant program and coordinating a grant review committee.

This position no longer oversees the Diversity Specialist position, as this position no longer exists.

Most changes are updates to language and reflecting the Commission's current organizational and reporting structures.

COMPARABLE POSITIONS: List comparable GoA benchmarks (See PP [Slide 52](#)).

M2 Manager, Public Information and Education (AHRC): oversees the Commission's education team and the HREMF as it relates to "education programs," which includes overseeing staff to ensure the effective implementation of HREMF-funded programs and initiatives.

ORGANIZATION CHART: A current organization chart that includes supervisor, peers and staff MUST be attached. Include whether employee is permanent, wage, temporary or contract and indicate position numbers (See PP [Slide 53](#)).

The FTE for this position was previously moved to OCCT (Special Advisor), so it no longer appears on the org chart. This position is being created as a temp salary position and will oversee the Outreach and Engagement team, which includes two Policy and Program Consultant positions (50018429 and 50017556), as well as functional oversight to the Grant and Program Administrator position (50017589) for grant-related activities. This position will need to be added to CEE's org chart once created.