

New

Ministry

Forestry and Parks

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Priority Issues Coordinator

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 Priority Issues Coordinator assists the Forestry Divisions Executive Advisor and Forestry Division Leadership team with various responsibilities within the corporate business and operational plans that ensure division initiatives and activities are being carried out in a timely, coordinated and effective manner. Timely and accurate issue management is a critical and foundational function to manage risk and deliver departmental mandates. The Priority Issues Coordinator (PIC) supports the Division in meeting ADM, DM and Ministerial issues management needs and works closely with Executive Directors, ADM, MCU and branch level directors, managers, Issues Coordinators and the Executive Advisor for the ADM of Forestry. Oversight, writing and editorial responsibilities of ARTS requests, maintenance of Division issues tracker, Division-wide awareness of issues and as well as FOI, are core roles of the Priority Issues Coordinator (PIC).

Responsibilities

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

1. Review and/or develop various documents resulting in appropriate communication, understanding of issues, and recommended actions.
 - *Support Division Action Request Tracking System coordinators, Directors and senior staff in determining immediate course of action for all incoming requests; when appropriate, consult with ADM Executive Advisor.
 - *Review current and long term issues to ensure they are dealt with in a timely manner.

*Communication of results and outcomes.

*Initiate action items to relevant branches as required by MCU and ADM Executive Advisor

*Follow up on action items

* Divisional FOIP request contact and coordination

2. Review various documents resulting in appropriate communication, understanding of issues and recommended actions.

*Position plays a critical role in the organization and coordination of AR's, working with other Issues Coordinators and correspondence coordinators

*Responsible for ensuring consistency, accuracy and quality control related to the preparation and processing of these documents to ensure final draft materials are complete, accurate and timely.

* Work with Executive Directors, Directors and Managers to review division issues and plan strategies to respond to requests

*Provides primary back up for other Issues Coordinators and Executive Advisor (as needed) - assigning and drafting AR's

3. Participate/assist with division activities resulting in completion of activities and progress of initiatives.

* Develop division protocols for issues management and implement through Executive Directors offices and others to ensure consistency and efficiency in responses.

* Provide secretariat support to meeting when needed

* Identify, develop and coordinate training for others to foster continuous improvement in issues management across the division.

* Provide divisional integration and oversight to issues management through the development of situation reports, action request metrics reporting and session briefing binders as needed.

4. Communicate/liase within the organization and externally to ensure important information and understanding are retained.

* Coordinate information from various areas, other government departments, agencies and stakeholders as required.

* Maintain common issues tracking information to ensure briefings are integrated, current and accurate.

* Identify where inter-ministry communications/engagement may be strained, identify underlying issues and make recommendations on improvements and take actions as appropriate.

*Attend meetings on behalf of the ADM Executive Advisor, as required

*Serve on appropriate departmental committees as required.

*Create and maintain electronic files and document important information as required.

Problem Solving

Typical problems solved:

1. Inter-ministry issue content management: gaining and maintaining knowledge of current and potential cross ministry issues to ensure forest management components are understood and actioned to appropriate Branch subject matter expert(s) and director(s).

2. Issue tracking against timelines: Maintaining systems to ensure division-scale issues and ED issue responses/management are completed in a timely fashion.

3. Review, coordinate and/or develop division-wide documents (e.g. action request, mtg agenda/minutes, key message documents) resulting in appropriate, accurate and holistic materials.

Types of guidance available for problem solving:

Peers including ARTS coordinators and conversations with ADM Executive Advisor, senior technical staff and Directors within the Division can provide guidance. Engaging with issues coordinators in other areas as mentors and advisors will be key to providing guidance. ARTS and internal briefings archives can provide historical context and content materials. Project management professional development opportunities can also support guidance on technical/tactical means of maintaining tracking systems.

Direct or indirect impacts of decisions:

Impacts of decisions directly support (or detract) Division's ability to deliver high quality and timely information to inform decision makers.

Direct impacts of decisions will also effect the efficacy of the ED in delivering upon Division mandate, sustaining critical relationships and in supporting Branch directors/staff to deliver their respective

mandates.

Secondarily, decisions could impact division's working relationships within and outside of the division and Ministry, and so our ability to influence others, and be able to proactively address issues in order to manage how same could impact the delivery of our mandate.

Key Relationships

Major stakeholders and purpose of interactions:

Works closely with Forestry Division senior leaders to ensure that action requests, briefing notes and information requests are completed in a timely fashion.

Other ministries: Support Division Directors in ensuring that issues are addressed.

Division and Ministry leaders: Act as the one-window into Division on issues that cross branches (within Forestry Division) and Divisions (within Ministry) to support seamless flow of information/requests, ensure timely and comprehensive exchange of information and reduce risk.

Required Education, Experience and Technical Competencies

Education Level

Focus/Major

2nd Major/Minor if applicable

Designation

Bachelor's Degree (4 year)

Arts

Public Administration

If other, specify:

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

Excellence in concise written communications, with focus on executive level audience communication.
Excellent inter-personal skills to establish and maintain relationship.

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 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 	The division's exceptionally broad mandate means issue content will be beyond the technical knowledge of any one individual. The position will need to both defer to and challenge SMEs to ensure issues are addressed holistically. Various technical experts will be needed to address these multi-variable issues, and seeking novel outcomes may be required.
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 	As the priority issues coordinator, reporting to the Executive Advisor, meeting deadlines while also ensuring division input and support to address issues will require a high degree of drive for results. Being accountable to ensure issues are addressed while also understanding

		consistent with APS direction	SMEs role in content creation is fundamental
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	Issue import and nuances can change continually. Directions from leadership on approaches to issue management can vary based on factors outside the awareness of staff and/or the issues coordinator. Ability to adapt to change and most important to bring others along is critical. Delivering against often short timelines and amorphous issue scope demands focus on objectives while understanding the impact on own and others' emotions.
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 • Ensures all needs are heard and understood 	As priority issues coordinator the range of parties includes all branch sections, interaction with Divisional, ministry and cross-ministry staff. Accuracy and breadth of views on issues is critical to determining appropriate actions and supporting robust decisions. Interaction with external audiences also key to situating the issue and issue management options