

New

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

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 Issues Manager reports directly to the Assistant Deputy Minister/Senior Financial Officer (ADM/SFO) and works closely with senior division and Ministry representatives to accomplish core division and Ministry goals. As a member of the senior management team, this position anticipates and identifies strategically relevant issues and ensures the Corporate Finance division is positioned to manage and respond appropriately to them. This role requires focused and ongoing collaboration with all branches within the Division, the Deputy Minister's office, Ministry Communications, the Ministerial Correspondence Unit, Legal Services and other divisions. The position works closely with the offices of the Minister, Deputy Minister, Assistant Deputy Ministers, and other senior government representatives on sensitive and emerging issues and initiatives, often participating and responding on behalf of the Senior Executive Director/Senior Financial Officer.

Issues associated with the Division are challenging, wide ranging, and complex, involving multiple stakeholders and sensitive subject matter. The Manager has a key role in managing issues resolution and updates, providing critical information to senior Ministry and government officials and ensuring the ADM/SFO is fully briefed on key issues, potential solutions, mitigating strategies, and actions being taken to achieve the division mandate.

This position also provides strategic advice, assistance and support to the ADM/SFO in relation to the ongoing operational management of the division and the development, enhancement and integration of division programs. The Manager is the primary contact for other Divisions and Issues Managers, the Deputy Minister's office, Communications, and the Ministerial Correspondence Unit for status updates and information related to divisional programs and initiatives, and works with the division's branches and regions to ensure accountabilities associated with the division are aligned with Ministry directions and requirements.

Responsibilities

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

1. Strategic issues relevant to the Division are appropriately managed.

Activities:

- Identifies, monitors, and analyzes strategically significant issues affecting the Division, ensuring risks, impacts, and emerging trends are fully understood. The Issues Manager ensures the Division responds appropriately by developing and coordinating effective plans, strategies, and response approaches.
- Ensures the ADM/SFO is fully briefed on emerging issues, recommended solutions, and required actions. The position works proactively with division leaders to resolve issues at the earliest stage possible, elevating matters to the ADM/SFO only when necessary or when executive intervention is warranted.
- Manages urgent and time sensitive requests originating from the offices of the Deputy Minister and Minister, including follow ups from committee discussions, Executive Team meetings, and Ministry Executive Committee directions. The Issues Manager identifies the appropriate divisional or ministry areas to contribute to responses, assigns and coordinates work, and ensures deadlines and quality expectations are met.
- Navigates politically sensitive issues effectively, including matters raised by MLAs or during Legislative proceedings. The position provides accurate, timely information while balancing confidentiality requirements, program integrity, operational constraints, and stakeholder considerations.
- Develops and oversees divisional issues management processes that promote timely information flow, consistency in messaging, and coordinated decision making across the Division and with other ministries. This includes maintaining tracking systems, escalation protocols, and communication channels.
- Leads and coordinates the preparation of high quality briefing materials for the ADM/SFO, Deputy Minister, Minister, and Executive Committees. Materials may include responses to questions raised in the Legislature (e.g., Question Period notes), Ministerial Reports, reports for DM or Minister meetings, Committee of Supply materials, Public Accounts responses, and complex action request packages.
- Builds and sustains strong working relationships with divisional branches, ministry partners, and key stakeholders to ensure the ADM/SFO has early awareness of emerging issues and receives comprehensive, well informed advice. The Issues Manager ensures the ADM/SFO has the insight and context needed for strategic decision making.

2. Communication and information requirements associated with the Division and ADM/SFO are effectively managed.

Activities:

- Establishes, implements, and monitors comprehensive communication and information management strategies to facilitate and enhance communication and information flow within the division and externally.
- Ensures communication materials related to the Division are accurate, current, and reflect/align with division and Ministry goals and priorities.
- Develops and manages action request processes within the division to ensure strategic advice and documents originating from the division are timely, high quality, and reflect appropriate tone and context; reviews content of action requests responses to ensure division priorities and Ministry directions are appropriately reflected; and provides final approval of action request responses prior to sign off by the ADM/SFO.
- Reviews correspondence, responses, and briefings (including Deputy Minister and Ministerial reports and briefings) prior to ADM approval to ensure reflection of strategic directions and priorities.
- Responds to and resolves enquiries, often of an urgent and sensitive nature, through management of activities internal and external to the division.
- Integrates themselves as a key partner with other ADM offices in the Ministry.

3. The Division is supported to achieve outcomes for identified Division and Ministry priorities.

Activities:

- As a member of the division senior management team, develops strategies and communicates and interprets direction of the ADM/SFO, Deputy Minister, and Minister to division representatives.
- Coordinates division input to broad ministry and government initiatives, such as regulatory changes, legislative amendments, and systemic reviews.

- Monitors progress and timelines of divisional initiatives, identifying barriers to issue resolution, collaborating with Directors to facilitate alternate strategies/approaches, and making recommendations to the ADM/SFO as needed.
- Reviews all division documents and products for quality standards and alignment.

4. The Issues Manager provides leadership, guidance, and oversight to the Issues Coordinator, ensuring effective execution of divisional issues management activities and alignment with ADM/SFO priorities.

Activities:

- Provides direct supervision, direction, and support to the Issues Coordinator to ensure that issue identification, tracking, and response activities are timely, accurate, and aligned with divisional priorities.
- Assigns, reviews, and quality checks the Coordinator's work, including environmental scans, briefing notes, backgrounders, action request responses, and information packages prepared for the ADM/SFO, Deputy Minister, and Minister.

Builds the Coordinator's capacity in issues analysis, communication, and stakeholder coordination by providing coaching, feedback, and opportunities to participate in higher complexity files.

Ensures consistent application of divisional issues management processes by overseeing how the Coordinator tracks issues, communicates updates, and maintains situational awareness across branches.

Coordinates workload distribution and prioritization, ensuring that urgent tasks from the ADM/SFO, Deputy Minister's Office, or Minister's Office are supported by the Issues Coordinator effectively and within required deadlines.

Fosters a collaborative working relationship with the Coordinator and branch leadership, ensuring alignment of messaging, timely escalation of issues, and continuous improvement of issue management practices.

The Issues Manager requires excellent and demonstrated:

- strategic thinking skills to identify and manage complex issues and relationships and develop innovative solutions
- leadership and relationship management skills to maintain positive relationships and high levels of credibility with senior Ministry and government representatives and officials with varied, complex, and occasionally conflicting expectations and perspectives
- interpersonal, facilitation and consultation skills to build partnerships; address sensitive and/or controversial situations; negotiate agreement and commitment to action; and convince others of merits of proposals and initiatives
- conflict management, mediation and problem resolution skills
- analytical and problem solving skills, including ability to critically analyze issues, manage and integrate information, and recommend viable and effective solutions
- written and verbal communication skills to develop and present information appropriately for varied audiences and ensure the quality of complex and sensitive briefings, strategies, and correspondence originating from the ADM/SFO.
- organizational skills to constantly prioritize activities, issues and multiple demands
- project planning and management skills, including ability to manage complex information flow and assignments in a multi-faceted and fast-paced environment.

Problem Solving

Typical problems solved:

The Manager is continually faced with situations involving ambiguity, exercising extensive judgment and problem-solving skills to support the ADM/SFO to achieve the division mandate and priorities. 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. Issues are complex, diverse and often politically sensitive, and can range from day-to-day operational concerns to those associated with the transformation of the practice and policy.

Types of guidance available for problem solving:

The Manager functions within the context of established policies, statutes, directives, and guidelines, with key pieces of legislation setting parameters for the work including the *Government Organization Act*, *Public Service Act*, *Government Accountability Act*, *Freedom of Information and Protection of Privacy Act*, and various ministry-specific acts and regulations. The ADM/SFO is available to clarify broad goals, objectives, and priorities, with the position delegated extensive authority to determine approaches to responsibilities.

Direct or indirect impacts of decisions:

The impact of decisions and recommendations made by the position can be significant, affecting the manner in which diverse branch/divisional programs are delivered and the degree to which the goals of the Divisional Operations Plan are reflected in implementation strategies. Collaboration skills and building strong relationships with divisional stakeholders will be important to effectively performing this role.

Key Relationships

Major stakeholders and purpose of interactions:

Assistant Deputy Minister/Senior Financial Officer

Division senior management team

Deputy Minister's office and Minister's office

Representatives of other divisions, including Communications, Ministerial Correspondence Unit, Legal Services, and Finance

Required Education, Experience and Technical Competencies

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

If other, specify:

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

PRACTICAL JOB KNOWLEDGE:

- Comprehensive knowledge of department organizational structures, mandates, programs and services
- Working knowledge of the Government of Alberta's internal communication procedures
- Experience in developing strategic and operational planning processes and how they support Government
- Knowledge of the Government's ministerial correspondence guidelines
- Experience in the development of written communication materials for various audiences (public, senior leadership, program areas)
- Knowledge of the Government's ARTS application and its best practices
- Knowledge of principles and approaches for building integrated networks and linkages across distinct areas
- Knowledge of the various departmental programs and services
- Basic understanding of the Government's financial cycle.

THEORETICAL KNOWLEDGE:

- Theoretical knowledge of research methods including data collection, analysis, and interpretations
- Knowledge in design methods for data gathering and evaluation
- Knowledge in project management
- Theoretical knowledge in risk analysis and management

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 	

Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <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 	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <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 	
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, 	

		and supports personal development	
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	