

## Update

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Current 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****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

**Job Purpose and Organizational Context**

Why the job exists:

correspondence and other documentation preparation processes, the position helps support a busy division and unit responsible for several high profile priorities including: administering the RCMP provincial policing agreement, addressing rural crime, addressing serious and violent crime in Alberta's largest cities in core and on transit; transformational changes to police governance and the police complaint process, the implementation of a new Alberta Provincial Police Advisory Board, as well as phased implementation of sections of the Police Amendment Act and the associated Regulatory development.

The position will also support Ministry writing activities for the newly added portfolio of Search and Rescue by working as required.

The writer researches, drafts, edits and prepares a variety of correspondence, presentations, responses to Action Requests (AR) and briefing notes, to ensure messaging and information are up to date, accurate, responsive, and consistent with all program area and departmental communications. All communications must be clear and consistent to ensure they are understood by the intended audience. The position solicits, stores and integrates as required specific subject-matter content from within the unit or other branches/divisions across Public Safety and Emergency Services and / Justice, other Ministry partners, and/or from external stakeholders as required. The position supports the entire Contract Policing and Policing Oversight (CPPO) team with a systematic approach to written correspondence and other communications and documents.

The position is responsible for return contact and documentation of that contact via the TAR document with members of the public who have contacted the Ministry for information or to present concerns (telephone action requests - TAR). The position will be responsible for reporting on situational awareness and emerging themes/issues identified from communications/correspondence and will perform information management functions, such as updating and maintaining information on the website; departmental lists of various stakeholders; assisting with FOIP requests and records management functions.

This position works within the parameters of the overarching communications framework and key messaging, existing guidelines, processes, and procedures for briefings, ARs, TARs, FOIP and Information Management. The writer has latitude to determine priorities amongst multiple requests, and approaches for each assignment. The position ensures that timelines are met for all requests.

## **Responsibilities**

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

Draft and edit a variety of documents in line with existing processes, standards and guidelines to provide information on behalf of the CPPO unit, and process ARs for the branch in accordance with ministry and government procedures and best practices, ensuring final draft responses are accurate, understandable, error-free and submitted on proper templates within the required time parameters.

Research issues to collect background or issue-specific information to inform the development of draft responses, including consulting with other units, divisions, departments, cross Ministry partners as well as external stakeholders where appropriate, to ensure up-to-date, accurate and consistent responses and communications are prepared that align with the department/government's priorities and position.

Draft standard briefing notes on prescribed templates for multiple purposes, draft AR responses, letters, emails, and memos for branch/division/department initiatives and issues as well as for the general public, other ministries and/or MLA relying upon techniques for the systematic modification and customization and adaptation of correspondence to suit the objectives and purposes given.

Perform TARs by contacting members of the public to address their concerns and provide necessary information. Complete TARS by utilizing the templates required to ensure concise and adequate documentation of the contact for ARTS upload and for the record.

Liaise with staff in the unit regularly as team members and also with others across the department or with cross Ministry partners to develop common messaging on a specific topics often complex topics with multiple involved Ministries. Creatively convey information in a way that is sensitive to individual needs

and situations, as well as to the Minister on the department's position on any issue.

Apply best judgment, consult with others in a team based approach, research files or topics using ARTS, network files, websites or other documents to gather additional relevant information to develop responses, analyze draft responses or complete assignments.

Review and edit correspondence and briefing notes that are prepared by other team members as required in the unit to uphold quality assurance standards and alignment with standard or common key messaging; follow up as needed to request additional information, revisions or other changes.

Review drafts for content (including technical details), clarity, tone, style, English language usage, grammar, and format in accordance with departmental standards or style guides as required.

Ensure all responses thoroughly address questions and concerns posed by the correspondent. Collaborate with program areas as required to ensure accuracy and consistency in messaging as well as to reflect the most up-to-date information.

Balance often competing priorities to ensure the timely completion of multiple ARs on a daily basis.

### Information Management

Act as the Police Advisory Board's SharePoint Administrator and otherwise provide back up support to this Board as required.

Lead the response to FOIP requests for the unit.

Ensure electronic files are kept in accordance with ministry and GoA guidelines.

Provide training to unit staff, as needed, on information management and collaborative tools.

Maintain situational/organizational awareness to inform the context and collaboration to support effective correspondence.

Remain current on major issues that impact the unit, key stakeholders or the department and apply this intelligence to documents that are prepared, reviewed, or edited and in all collaborations.

Develop and maintain an awareness and understanding of governing legislation, regulations and policy and communication strategies.

Build and maintain solid collaborative working relationships with unit and Ministerial Correspondence Unit staff to resolve issues, clarify requests, prioritize ARs, etc.

Identify and escalate issues to the Manager that may have an impact on the unit, branch, division or department.

Keep current with the Ministry Correspondence Style Guide, Cross-Government Correspondence Style Guide, Minister and Deputy Minister Offices' preferences, to ensure branch responses reflect current preferences/best practices.

Report on key themes from correspondence to the unit and report on trends, quantity and sources of incoming correspondence as well as the basic statistical information relative to all ARs prepared year to year.

### Monitoring and Reporting

Monitors the Provincial Public Complaint Director inbox (as required) and works with that position to address correspondence and resolve issues.

Identify, track and report current and emerging issues, trends and key messages arising from correspondence and recommend future communication/correspondence strategies (e.g. process improvements).

Collaborate with unit staff to set priorities and timelines, improve overall team systems and processes.

## Problem Solving

Typical problems solved:

Position considers and recommends how best to respond to public concerns, including whether other branches, ministries and/or stakeholders need to be engaged or have input into the response.

Position aligns responses with political statements to ensure consistency in responses. In some cases, position must determine responses before political statements are made.

For the most part this position responds to known issues. Situations may arise where new problem or issue is identified and it will be necessary to determine an appropriate response or who best to engage in determining a response.

Types of guidance available for problem solving:

Position works independently and as a valuable team member to resolve problems. Other team members and the manage Policing Oversight and Contract Policing Manager - provides direction / assistance / advice to this position as well as raising awareness of complex issues for resolution; contributes to the systems deployed for communications and document production as well as the maintenance and improvement of processes

Contract Policing and Policing Oversight Unit - liaise regarding information or queries related to content and response development; communicate regarding changes to standards and guidelines; provide advice and training or guidance on AR or briefing issues; review responses and work with the writers to revise as needed

Other units in the ministry or external stakeholders - to obtain/exchange information, verify data and information; coordinate responses

Police services and oversight bodies - to obtain/exchange information; verify data and information  
Members of the public - address concerns and issues; provide information/assistance are expected to provide guidance and support.

Position works within established guidelines and procedures, including legislation, but has independence to determine which procedures and processes to utilize.

Direct or indirect impacts of decisions:

Position potentially impacts the actions and opinions of the public via the responses provided.

The outcomes of this position directly impact the credibility of the Minister, Deputy Minister and senior members of the department.

Position can influence the actions or outcomes of internal decisions based on their research and response.

## Key Relationships

Major stakeholders and purpose of interactions:

Policing Oversight and Contract Policing Manager - provides direction / assistance / advice to this position as well as raising awareness of complex issues for resolution; contributes to the systems deployed for communications and document production as well as the maintenance and improvement of processes  
Contract Policing and Policing Oversight Unit - liaise regarding information or queries related to content and response development; communicate regarding changes to standards and guidelines; provide advice and training or guidance on AR or briefing issues; review responses and work with the writers to revise as

needed

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**Required Education, Experience and Technical Competencies**

|                  |                       |                               |             |
|------------------|-----------------------|-------------------------------|-------------|
| Education Level  | Focus/Major           | 2nd Major/Minor if applicable | Designation |
| Diploma (2 year) | Public Administration | Other                         |             |

If other, specify:

Or diploma or degree in journalism, public relations, or communications.

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

Experience within government specifically focused on excellence in written communication and document production

In-depth knowledge of proper English grammar and usage, and plain language.

In-depth research and writing skills, including knowledge of how language impacts messaging and tone and ability to communicate in writing to a wide variety of people, from children to government and business.

Awareness of and sensitivity to political issues.

Ability to work as a team player with minimal supervision and as a valuable and contributing team member on collaborative undertakings or projects.

Organization skills, including ability to prioritize and remain task focused in a busy environment.

**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 checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul> | <p>Position often deals with issues that have no clear resolution so needs to rely on knowledge of the ministry, government or stakeholders to obtain information and determine the best way to proceed.</p> <p>Position determines when there is a large volume of correspondence on a particular topic whether a standard response is suitable or if some need additional or modified information is required.</p> |
| Agility                  | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and</li> </ul>  | <p>Due to a heavy workload, the position must prioritize their work daily and adjust as necessary because of emerging priorities.</p> <p>Position needs to determine the best way to obtain or incorporate information, often within short timelines.</p>  |

|                                  |  |   |  |
|----------------------------------|--|---|--|
|                                  |  | <p>support to change appropriately</p> <ul style="list-style-type: none"> <li>• Works creatively within guidelines</li> </ul>   | <p>Position initiates new processes to improve work flow and create efficiencies.</p>  |
| Develop Networks                 | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul> | <p>Position develops good working relationships with variety of key internal and external stakeholders to receive and provide information. Position identifies stakeholders that need to be engaged through existing networks or through research..</p>  |
| Build Collaborative Environments | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>                     | <p>Position knows who to contact to obtain information and knows when to provide information to team members or other stakeholders. Position is a team player and encourages and facilitates collaboration with others. Position communicates respectfully, even if in disagreement, to resolve issues and engages manager when necessary.</p>   |
| Systems Thinking                 | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>  | <p>Position often deals with inquiries and matters that relate to broad Ministerial objectives or activity and current social issues. Position needs to respond and provide information in a manner that considers and promotes department and Ministerial goals and vision, that clarifies Ministerial position, and is sensitive to both short-term and long-term impacts, consequences, and outcomes.</p> |