

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Project Coordinator	Name Vacant
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry

Present Class	Requested Class

Dept ID	Program Code	Project Code (if applicable)

PURPOSE: Give a brief summary of the job, covering the main responsibilities; the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide Pages 7-8).

The Business Operations and Modernization (BOM) unit strengthens the ministry’s capacity to plan, develop and implement priority strategic initiatives. The BOM unit brings strong project development and management to the ministry. This enhances the ministry’s ability to effectively manage and implement projects to increase efficiencies, improvement and innovation in service delivery.

Position Summary:

Reporting to the Business Operations and Modernization (BOM) unit Modernization Projects Supervisor, the Project Coordinator will be responsible to lead, design, project manage and evaluate major projects, and cross-ministry initiatives that support a number of strategic policy and program directives outlined in strategic plans including the ministry *Business Plan*. The position will be responsible to lead the implementation of strategies, projects and initiatives supporting the ministry in the delivery of services and benefits to Albertans. This position also supports the Product Owner in a business analyst and project management capacity for contact center modernization.

The Project Coordinator will facilitate the identification and analysis of complex, cross-ministry project, policy and legislative issues and the development as well as the implementation of key strategic recommendations. This will require collaborating with partnering ministries and stakeholders to develop initiative implementation options, recommendations, and briefing materials for consideration by ministry leadership.

The analysis will require comprehensive research, consulting with key ministry contacts, other government departments, and stakeholders. This position is required to liaise with these stakeholders and represent the ministry and/or division in interdepartmental work teams and external committees. It frequently requires leading and/or participating in a wide range of committees and working groups, including developing Terms of Reference, designing outcome driven action plans, leading projects, coordinating material and writing final reports. The Project Coordinator contributes to accomplishing the following desired outcomes:

- Leading the ongoing update of Strategic Plans.
- Leading strategies, projects and initiatives to promote efficient, effective integrated service delivery and transactional processing.
- Leading and supporting the implementation of Quality Assurance programs for programs within the ministry.
- Provide project oversight with Service Alberta around the implementation of Contact Centre redesign recommendations.
- Provide project oversight to key initiatives including the implementation of other ministry Contact Centres that will provide Government of Alberta (GoA) services to Albertans.

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- Provide project oversight around options pertaining to the evolution of technology in providing services to Albertans.
- Provide project oversight around the on-boarding of services within the ministry.

The framework within which the job operates includes the Government of Alberta and ministry Business Plans, operational policies and procedures

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 -8 activities should be described (see Writing Guide Pages 9-10).

1. Lead projects using accepted project management techniques and department, service and project guidelines to achieve desired outcomes and goals.

Activities:

- Lead major projects. This includes the review, evaluation, interpretation and/or implementation of new and existing operations, programs, contact centres and benefits administration areas.
- Establish project Terms of References to accomplish expected outcomes as well as project goals and objectives.
- Plan, design and schedule work to meet requirements of internal and external stakeholders, department management, and the business plan.
- Provide recommendations for implementation to address the key strategic priorities.
- Prepare reports, recommendations, and briefing materials, and make presentations to management and/or external stakeholders for information and/or decisions. Implement or coordinate the implementation of approved initiatives as required.
- Provide Deputy Minister, Assistant Deputy Minister, and senior management with information, issues, recommendations, on the implementation of initiatives.
- Possess comprehensive knowledge and understanding of GoA or ministry initiatives, objectives, or policies as required.
- Research assigned issues, creatively solve problems and obtain relevant information for preparing reports/briefing notes/correspondences.
- Solicit and coordinate input from stakeholders to provide insight to policy issues and analyzes findings.
- Prepare necessary internal documents/reports and recommendations as required, as well as information for external use.
- Perform professional research work that requires university graduation or extensive experience in a related area. Theoretical knowledge is required in the area of research methodologies, data analysis, and policy development. Must have an understanding of the goals of the department, divisional objectives and experience in working in large strategic projects.
- Keep Executive Director and management team apprised of project status and coordinate preparation of final reports, briefing materials and presentation to management and/or external stakeholders for information and/or decision.
- Determine the impact of other government regulations and legislation on initiatives and find solutions to service delivery within the parameters of the established legislation, policies, plans and guidelines.
- Research would include defining the problem, developing approaches and methodologies, identification of implications, implementing initiatives and, if needed, formulation of program policies or policy options, recommending legislative, policy or program changes.
- Identify and have knowledge of emerging issues or concerns.
- Link the content and process in an effective collaborative effort.

2. Recommend and implement solutions relating to the design, implementation and delivery of programs and services. Represent the division to explain these new delivery approaches and directions. Develop new directions and review existing policies to ensure they are consistent with government direction and intent.

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Activities:

- Represent the ministry on cross-ministry, interdepartmental and/or external stakeholder committees relating to the delivery of GOA programs and services.
- Represent the division's view on the delivery of Informational and Referral Services, Assessment and Resolution Services, Transactional Services, Initial and Ongoing Program Eligibility Determinations, other aspects of service delivery, and Application and Technology.
- Provide input and information to meet ministry objectives.
- Chair and/or participate on committees or in meetings and/or make presentations as required.
- Lead the implementation of various new initiatives.

3. Provide support to the Executive Director, Directors and Managers in achieving the mandate and goals of the ministry.

Activities:

- Establish and maintain positive and effective relationships within the ministry, partnering ministries and stakeholder representatives to promote and champion a cross-ministry collaborative approach to service delivery and alignment for social-based supports.
- Participate actively on diverse committees and working groups to provide relevant perspective relating to strategic policy development, program policy alignment and operation coordination as appropriate.
- Adopt and implement problem solving, decision-making and consensus building processes that help participants reach mutually agreeable goals, decisions and outcomes.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the Internal or external areas the job impacts (see Writing Guide Pages 11-12).

The Project Coordinator provides critical services relating to the identification, analysis, and evaluation of service delivery, policy issues and implications associated with ministry initiatives. This position has a key role in the development of cross-ministry options, solutions, and innovative alternatives to enhance the citizen-centered, aligned and integrated approach to social-based assistance program development and delivery. The position integrates knowledge of current social policies and socio-economic trends to coordinate the development of papers and recommendations that support critical decisions as to the way that social-based assistance services and supports are delivered in the province.

The position demands a high level of creativity, originality and innovation; independent research; ability to identify implications, define issues, and develop creative appropriate solutions.

Ministry projects are highly complex and politically and strategically sensitive. Policies and programs can cut across multiple ministries. This position is relied on to work in a highly effective manner by the Executive Director and management within the Division.

The position must establish and maintain effective working relationships with stakeholders. Initiatives and projects can be very high-profile or politically sensitive in nature. Significant delays in the development and implementation of projects can have a negative impact on program and service delivery. Best practice research and recommendations may lead ultimately to changes in program design and related policies which directly impact the ability of the ministry to design and deliver effective prevention and intervention services and supports.

The Project Coordinator leads project teams and working groups responsible for analyzing complex issues and developing associated options and recommendations for input to evidence-based policy decision making. This position is relied on to collaborate with team members in relation to compiling and analyzing information, identifying issues and coordinating responses, and developing associated recommendations with potential for significant impact on strategic and operational policies and program and service alignment.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the Internal or external areas the job impacts (see Writing Guide Pages 11-12).

The position exercises significant discretion in determining how responsibilities are performed and is delegated considerable independence to determine complex priorities. Professional judgment is applied when researching, analyzing, and presenting information and recommendations to senior representatives and officials, managing projects with highly demanding and concurrent time frames. Matters with potential for significant impact on business area operations, resource allocations, or mandates are discussed with the Manager, Director and Executive Director, who are also available for assistance when dealing with highly sensitive or contentious situations.

KNOWLEDGE, SKILLS & ABILITIES: include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide Pages 12-14)

The Project Coordinator requires comprehensive knowledge of:

- Government strategic directions and priorities as they relate to division and ministry initiatives.
- Alberta Government social-based assistance legislation, policies, programs and services.
- Economic, political, social trends and implications associated with social-based assistance policies and programs.
- Policy development processes within the ministry and government.
- Research and public consultation methodologies.
- Project management methodologies and tools.
- The political environment within which the ministry operates and government decision-making processes.
- Business productivity software, including Microsoft 365 suite of products (e.g., SharePoint, Teams, OneDrive, Word, Excel, PowerPoint), MS Project, Visio, and the internet.

The Project Coordinator must have highly developed and demonstrated:

- Consultation and facilitation skills, including ability to develop solutions and recommendations for policy and service delivery issues involving a variety of requirements, implications and perspectives; must be able to function effectively in cross-ministry and cross-functional situations and working groups.
- Negotiation and conflict resolution skills, including ability to mediate conflicting interests.
- Analytical, research, and problem-solving skills, including ability to synthesize and analyze information obtained from broad and varied sources and develop solutions and recommendations for consideration of senior decision-makers.
- Strategic thinking skills, including ability to look at the “big picture” and develop innovative and feasible options and strategic solutions to policy and program delivery issues.
- Interpersonal and relationship management skills.
- Verbal and written communication skills and presentation skills.
- Business analysis, project planning and management skills.
- Organization and time management skills.
- Commitment to client service, teamwork, continuous improvement.

The Project Coordinator must be able to:

- Identify and monitor emerging trends, issues and opportunities relating to the analysis and program integration function and develop appropriate responses and recommendations.
- Lead and coordinate complex projects with concurrent deadlines while carrying out ongoing responsibilities.
- Develop and maintain collaborative working relationships with clients, stakeholders and other affected parties.
- Maintain a strategic focus while delivering results at the operational level.
- Function independently as well as lead and contribute effectively within a team environment.
- Consistently demonstrate initiative, professional judgement, political sensitivity and creative approaches.
- Demonstrate high level of self-management skills with strong results orientation.

Program Services 3 Recruitment Standards:

KNOWLEDGE, SKILLS & ABILITIES: include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide Pages 12-14)

- University degree or diploma in a related field plus progressively responsible related experience. Experience in leading and implementing large strategic initiatives, including associated policy and legislative changes is an asset. Ability to lead and coordinate multiple projects with concurrent deadlines. Equivalencies through related professional experience with large initiatives may also be considered.
- Project Management and/or Business Analyst training, certification or equivalent is an asset.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide Pages 14-16)

The Project Coordinator has regular and outgoing contact with:

Modernization Projects Supervisor and Manager for direct leadership/supervision

Executive Director and Management team

- Senior social-based program representatives to develop papers, options and recommendations on policy and program delivery alignment issues; exchange information; resolve issues; coordinate activities; and collaborate on projects.
- Representatives of partnering ministries to lead and collaborate on policy projects; exchange information; collaborate on resolution of issues; and build relationships.
- Stakeholder representatives to exchange information; gather input and solicit feedback; resolve issues; and build relationships.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide Page 15)

This position has no direct reports but through project management activities guides and monitors the work of other staff and contractors.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide Pages 15-16)

Minor edits to reflect accurate ministry names, policies and programs.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide Page 17)

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.