

## New

Ministry

Hospital and Surgical Health Services

### Describe: Basic Job Details

#### Position

Position ID

50055438

Position Name (30 characters)

Writer/Editor

Requested Class

Program Services

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

DMO/Ministerial Correspondence Unit 50054413

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

MCU Manager

Manager one 2)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Ministerial Correspondence Unit (MCU) supports the Minister, Deputy Minister and department in communicating the Government of Alberta's health care strategies, policies and programs to Albertans, elected officials, professional organizations, and other stakeholders. The Writer/Editor contributes to this by editing and preparing ministerial correspondence and other briefing materials. They ensure the information in each response is accurate, responsive, consistent with other departmental communications (both internal and external), and expressed in a way that will be understandable to the intended audience. The Writer/Editor ensures that ministerial communications are completed within the necessary timelines and in the appropriate style.

This position produces information and communications that have a direct impact on the credibility and reputation of the Premier, Minister, Deputy Minister, department, MLAs, and the Government of Alberta overall. It contributes to the success of communications between the Premier, Minister, Deputy Minister or MLAs and Albertans and key stakeholders, including provincial and national leaders and health care professionals.

Some responses require consolidation of input from multiple program areas within Hospital and Surgical Health Services. For example, a correspondent may write to the Minister regarding several issues. The Writer/Editor ensures that a standard messaging approach is used for all correspondence and that the

response is tailored to the specific audience.

## Responsibilities

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

- 1) Review responses to action requests (AR) prepared by subject-matter experts across the department to ensure final draft responses are accurate, understandable, error-free, and timely.**
  - Review draft responses to ensure accuracy, clarity, and appropriate tone, style, grammar and format.
  - Ensure that responses comprehensively address all questions and/or concerns posed by the correspondent.
  - Consult with department staff regarding content, as needed.
- 2) Ensure correspondence is consistent with the Ministry of Hospital and Surgical Health Services (HSHS) and MCU correspondence style guides and Government of Alberta expectations.**
  - Review draft letters, emails, briefing notes, and memos for ongoing initiatives and issues.
  - Consult with MCU staff and other Alberta Health staff regarding content.
- 3) Develop and maintain editorial resources that are used in the drafting or review of correspondence.**
  - Contribute to MCU's database of standard responses and support development of standard responses.
  - Maintain and renew the department's correspondence style guide.
  - Complete special projects as required.
- 4) Maintain awareness of how emerging health system issues may impact correspondence.**
  - Maintain a good understanding of legislation, policies, and emerging issues that impact the ministry (both HSHS and AHS); the ministry's programs and services; and the government's overall communications strategy.
  - Maintain a good understanding of the programs and services delivered by other ministries.
  - Stay current on ARTS processes and standards, and factors that impact drafting correspondence (e.g. style guide updates).
  - Maintain awareness and understanding of current health care issues in Alberta and Canada to assess their impact on responses and understand their impact on Albertans and other stakeholders.

## Problem Solving

Typical problems solved:

The Writer/Editor executes a high degree of judgment to evaluate incoming correspondence and proposed responses to determine if the response is comprehensive and aligned with the department and government's messaging and style. The Writer/Editor must be able to identify and make connections between departmental programs and policies, as well as external initiatives, developments and programs within the complex health arena. This draws on a broader and integrated view of the ministry's business and goals. The Writer/Editor will at times need to negotiate with program areas to communicate and resolve content concerns.

The Writer/Editor will encounter content and process problems and will need to be able to expeditiously resolve them. To do this, they will rely on their knowledge of health issues, network across the department, and collaborative spirit. They will also frequently encounter issues with timelines, which may be challenging to meet, and overdue or late materials. They will need to rely on established processes and their own critical thinking to resolve these issues effectively and efficiently. They must exercise good judgment on when and how to escalate these issues.

Types of guidance available for problem solving:

The Writer/Editor uses established processes and resources to guide problem solving. These include existing AR processes; the MCU style guide; the Canadian Press Style Guide; government and department policies; issue-specific key messages, and department-produced communications products. The position also has access to peers and colleagues, including other MCU Writers/Editors, their management team, and staff in Assistant Deputy Ministers Offices.

Direct or indirect impacts of decisions:

Decisions made by the Writer/Editor directly impact the quality, comprehensiveness, and accuracy of information shared with Albertans and elected officials, affecting the credibility of the department, the government of Alberta, the Minister of Hospital and Surgical Health Services, and in some cases other elected officials. Additionally, decisions made by the Writer/Editor directly impact the workload of department staff and the efficiency of correspondence processes, and can indirectly impact performance and morale of staff throughout the department.

## Key Relationships

Major stakeholders and purpose of interactions:

- MCU HSHS staff (daily): coordinate responses through ARTS; contribute to databases with shared resources and messages; share information; provide input into MCU processes to foster efficiency.
- HSHS staff (daily): discuss content, revisions, process.
- AHS (monthly): consult to collect/clarify information for correspondence.

## Required Education, Experience and Technical Competencies

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

If other, specify:

Equivalence, and other degrees (e.g. Sciences, and Public Administration) will be considered.

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

Essential experience, knowledge, and competencies include:

- Knowledge of communications theory and how language impacts messaging and tone.
- Strong writing, editing, speaking and interpersonal skills are necessary to provide accurate responses
- Knowledge of proper English grammar and use.
- Knowledge of plain language writing and Government of Alberta writing styles.
- Knowledge of ARTS systems, processes, guidelines, templates, and standards.
- Knowledge of information management and Government of Alberta information management policies.
- Knowledge of the expectations and processes for Government of Alberta correspondence (e.g. e-mails and letters to the public, suggested draft responses for MLAs, internal briefing notes).
- Ability to prioritize correspondence to address the goals of the Minister or Deputy Minister, as well as the correspondent's needs
- Ability to analyze the comprehensiveness of information.
- Ability to review and edit draft responses.
- Ability to understand medical terminology, government legislation, policy, programs and services.
- Negotiation and collaboration skills to successfully work in a cross-functional team environment.
- High degree of emotional intelligence and sensitivity to recognize and interpret needs of the audience.
- High functionality with computers and computer applications.
- Experience drafting executive level correspondence.
- Degree in related field or a combination of academic background and experience.
- Awareness and understanding of the provisions of the Health Information Act and FOIP pertaining to privacy and confidentiality in sharing personal and/or health information with third parties.

## 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		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and works to eliminate barriers to progress	Collaborates effectively and efficiently with staff across the department and builds strong relationships with key contacts.  Actively seeks to

		<ul style="list-style-type: none"> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	understand the constraints of staff they are collaborating with, and find mutually agreeable solutions to get work done in a timely and effective manner.
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>Is able to quickly shift between priorities, as circumstances evolve and change deadlines.</p> <p>Shifts focus and understands nuanced detail of widely different topics in a single day.</p>
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	Takes responsibility to review and edit for quality, accuracy, and comprehensiveness of correspondence, even when content has already been approved by executives.
Develop Self and Others	○ ○ ● ○ ○	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> <li>• Aligns personal goals with career goals</li> <li>• Leverages strengths; attempts stretch goals</li> <li>• Provides feedback and openly discusses team performance</li> <li>• Values team diversity, and supports personal development</li> </ul>	Identifies when existing processes and resources (e.g. ARTS processes, MCU Correspondence Guide) require revisions, and brings peers and leadership together to work collaboratively on revisions.

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## Benchmarks

List 1-2 potential comparable Government of Alberta:

023PS66 - Communications Advisor (PS3)

023PS69 - Planning and Performance Measurement Consultant (PS3)

## Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

