

New

Ministry

Indigenous Relations

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Divisional Issues Coordinator

Requested Class

Program Services 3

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 Coordinator works closely with the Executive Advisor (ADMO Manager) to provide an efficient and effective flow of accurate, timely and responsive correspondence and briefings, and issues resolution in support of Indigenous Relations' business plan and mandate.

The position is responsible for editing and providing writing support to division staff for correspondence and briefings for the Minister, the Premier, other Ministers and Government MLAs, and the Deputy Minister (DM). Conducts independent research to verify accuracy of information provided in responses. Training and process guidance, including workshops, are provided to division staff, to enhance the quality of Action Request (AR) and non-AR responses and to ensure staff are informed of any changes to ministerial style and format preferences. This position is a key liaison that works with the division's branches and other areas in the ministry to facilitate this work in accordance with department and division procedures.

This position also provides a central role in the division's issues coordination, so that the Assistant Deputy Minister (ADM), DM, and Minister receive timely and accurate briefings on current and emerging issues, and those issues are effectively communicated and contain input from all relevant program areas. The Issues Coordinator maintains an environmental awareness to support the division's identification of and response to emerging issues.

In addition, to support division leadership, the Issues Coordinator provides support as needed for corporate functions. The position provides cover-off support for the ADMO Manager and the Ministerial Correspondence Unit (MCU) Manager. This position reports to the ADMO Manager and works within a framework of existing legislation, policy and process.

Responsibilities

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

Correspondence and briefings (ARs and non-ARs) are composed and coordinated to respond to a variety of requests put forward to the Division.

1. Edit and provide quality assurance for correspondence/briefing materials destined for the Minister and DM's Offices, ensuring correct and current information is conveyed with appropriate style, tone and sensitivity.
2. Act as Action Request process resource for division subject matter experts to support drafts, ensure timeliness, and improve correspondence.
3. Consult with other divisions for required input to ensure the effective and timely coordination of cross-division responses.
4. Provides project coordination, in consultation with the ADMO Manager, for the completion of complex requests (ARs and non-ARs) that require information from multiple branches, divisions, and/or departments.

Division correspondence and briefings meet timelines and quality standards and align with the ministry's policy or position.

1. Instruct, advise, and negotiate on Action Request responses on behalf of the division.
2. Review and edit divisional correspondence and documentation content to ensure that written responses are clear and accurate; complete in responding to issues raised by correspondent; consistent with Ministry and Division policies and direction; reflect political sensitivities; and contain the necessary approvals. The incumbent may flag any sensitive or political issues that could impact the department's reputation for management's consideration.
3. Review and edit documents for style, DM and Minister's preferences, and ensure compliance with style guide.
4. Work with program areas to resolve any inconsistencies or issues prior to forwarding drafts for approval.
5. Conduct research as necessary to ensure accuracy and consistency with department's priorities and position (e.g., review and analysis of government and stakeholder reports, business plans, websites, and other documents).
6. Review grant packages for completeness and alignment to existing program requirements.
7. Ensure the ministry's position, programs, and policies are accurately reflected in responses by keeping abreast of issues and initiatives.
8. Ensure divisional awareness and of process nuances, standards, and government protocols to ensure quality control, accuracy, and completeness of ministerial packages, in an environment of constant and unpredictable change.
9. Corporate Planning falls under the FNMR ADMO; therefore, all corporate services functions flow through the ADMO and the incumbent may directly work on or provide guidance to support department related activities in this area.

Advice and training are provided to division staff to facilitate high quality ARs and issues management.

1. Advise staff of changes to ministerial writing style and standards.
2. In conjunction with the ADMO Manager, develop, prepare, and deliver AR workshops and meetings for division staff.
3. Provide support to division and regional staff utilizing ARTS to ensure assignments are addressed in an appropriate, timely and coordinated manner (e.g., relay instructions, organize meetings to discuss complex responses, provide recommendations on responses).
4. Proactively share information and resources across division units to enhance issues management processes and results.
5. Identify and monitor emerging issues and anticipate emerging topics that might be relevant to division

correspondence and briefings.

6. Manage the FNMR ADMO SharePoint to ensure that folders and documents are easily identified; ADMO materials have been retained for future reference; FNMR Resource Folder materials remain up to date; regularly reviewing the SharePoint to archive items that have been closed; and overseeing the ADMO SharePoint access for FNMR staff

Issues relevant to the ADM and the Division are identified and appropriately addressed through the coordination of a diverse range of resources and activities.

1. Establish and maintain effective relationships and communication linkages with the MCU, the DMO, and department staff.
2. Support a customer-focused issues management approach by identifying and prioritizing emerging and potentially sensitive issues; initiating action in collaboration with senior staff to address issues, propose solutions and/or provide recommendations consistent with ministry position, legislation direction, and goals, and communicating outcomes.
3. Develop and maintain issues management processes to support consistency and efficiency in issues identification and response.
4. Provide strategic writing support of complex and/or sensitive information materials.
5. Available to work on highly sensitive or confidential tasks as requested by the ADM; working directly with Executive Directors.

The ADM's Office operates effectively to meet the needs of the Division and to achieve Business Plan goals.

1. Provide cover-off in the ADMO Manager's absence, as well as the MCU, as required.
2. Monitor processes and measures related to correspondence and identify opportunities for improvement (e.g., AR completion rate in relation to ministry expectations).
3. Create, assign, and monitor new and current ARs in ARTS, when required.
4. Identify current and emerging issues and trends arising from ARs and other requests and develop strategies to meet future challenges.
5. Build and maintain positive relationships throughout the department to contribute to team efforts and facilitate goal achievement.
6. Represent the division's interests at cross-divisional correspondence meetings.
7. Provide support to the ADMO and division on other files as needed, such as business continuity, corporate planning, priority projects for the department, etc.

Problem Solving

Typical problems solved:

1. Reviewing and editing draft correspondence within the expected timelines and to the expected quality standards, especially when inputs are required from multiple program areas. There are multiple elements to integrate and sensitivities to navigate. The incumbent maintains awareness of which staff members are the experts on any given issue throughout the division. The incumbent works closely with MCU/DM's office to ensure clear direction on requirements for completing ARs.
2. Liaise with Communications staff to ensure correspondence, speaking notes, and other documents are consistent with the department's standard messaging and receive the necessary approvals.
3. Maintaining awareness of a range of issues to effectively edit ministerial documents with a critical and informed eye, and to anticipate ministerial concerns and needs.
4. The completion of this work includes access to sensitive and confidential information, such as cabinet documents.
5. The incumbent must have an awareness of relevant legislation and policy to ensure that they are applied throughout divisional materials and processes.

Types of guidance available for problem solving:

To solve problems, the Divisional Issues Coordinator must understand and apply the department's business

plan, Minister's Mandate, Government processes and requirements for ARs, Division style and process requirements, and internal and external trends and issues impacting the division to the correspondence and the management of issues. The incumbent assesses each problem within the context of overarching legislation, policy and process to determine how best to proceed. Past precedent can be applied to new situations.

Within the framework of existing policy, process and standards, the incumbent applies judgement to assess situations to determine the impact and priority of issues and to determine who to inform. The Manager is available to provide advice and direction on complex situations that have potential for significant impact.

Direct or indirect impacts of decisions:

Internally, the work of this position impacts:

- The division and department's capacity and competency to respond promptly, accurately, and appropriately to requests from MLAs, Cabinet Ministers, stakeholders, and the public for information on division programs and services.
- Informing the ADMO Manager and/or ADM on emergent issues that might affect the division and the department, and to focus on issues requiring their direct involvement.
- Capacity and competency of division staff to prepare correspondence and briefings through the development and delivery of AR workshops and division-specific resources for staff or advice.

Externally, the work of this position has a direct impact on:

- Perception of the division's programs by government colleagues, Cabinet Ministers, MLAs, clients, stakeholders, outside organizations and public who write to the Minister with concerns.

Key Relationships

Major stakeholders and purpose of interactions:

First Nations and Metis Relations' ADM's Office (Daily)

- Works with the Executive Assistant to ensure the ARTS system is maintained (i.e. solve technical issues, grant accesses), kept up-to-date and meets the needs of the division
- Reports to and provides updates to the ADMO Manager to advance division priorities; consult to resolve complex cases.
- Works with the ADMO Manager to ensure prompt, accurate, and appropriate correspondence for the Minister and DM's signature.
- Works with the ADMO Manager to ensure accurate and concise briefings and other requested information for the Minister, the Premier, and other Ministers and MLAs.
- This enables the Minister to respond to inquiries from the Premier, other Ministers and MLAs, stakeholders, and the general public regarding the department's policies, programs and services.

Division Staff (Daily)

- Provide consultation, guidance, and advice on drafting correspondence for the Minister and Deputy Minister's signature.
- Gather and exchange information needed for ARs.
- Lead and coordinate activities related to ARs and general processes.
- Assist with coordination of the of information related to items such as the Ministry Business Plan, Annual Report, and Deputy Minister / Assistant Deputy Minister's Performance Agreements, as needed.

DM's office (As needed)

- Answer questions and solve problems regarding specific ARs, general processes, and ARTS.

Communications and Department staff (As needed)

- Assist in achieving a high standard of excellence in the completion of ARs.
- Ensure government's position on issues is adhered to.
- Ensure the necessary approvals are obtained for Communications' products.

Required Education, Experience and Technical Competencies

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

If other, specify:

Indigenous Studies, Social Sciences

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

Well-developed verbal and written communication skills including extensive knowledge of English grammar and usage, plain language, and commonly accepted style.

- Excellent editing skills, including knowledge of how language impacts messaging and tone and the ability to communicate in writing with a wide variety of people.
- Knowledge of government standards and preferences for correspondence, briefings, etc. and ability to communicate in writing with a wide variety of people.
- In-depth knowledge of issues management techniques and strategy planning.
- Critical thinking and problem-solving skills, including the ability to analyze correspondence, documents, and information in drafting and editing responses.
- Strong organizational and time management skills. Ability to identify priorities within the scope of assigned work and manage tasks effectively and efficiently.
- Leadership skills to coach, mentor, and train colleagues.
- Awareness of and sensitivity to political issues.
- Knowledge of Indigenous communities and organizations.
- Knowledge of the Alberta government structure, operation, and correspondence protocol.
- Knowledge of the department's mandate, responsibilities, and policies.
- Knowledge of how government works (bills, orders in council, Cabinet Committees, etc.)
- Knowledge of department policies and procedures, regulations, legislation and core business.
- Ability to take initiative and to flag and manage issues as they arise.
- Ability to conceptualize, develop, and deliver course material on how to write ministerial correspondence, briefings, and related documents.
- Superior presentation and public speaking skills and ability to tailor presentations towards audience.
- Proficient in Word, PowerPoint, Outlook, Adobe Pro, and ARTS.
- Knowledge of the Freedom of Information and Protection of Privacy (FOIP) legislation and other related policies and procedures.

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 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"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<ul style="list-style-type: none"> - Considers multiple inter-relationships and connections when developing correspondence or coordinating issues management. - Identifies potential policy or guidelines conflicts and related resolution strategies. - Considers and integrates emerging trends and lessons learned. - Considers and appropriately manages sensitive and confidential

			<p>information.</p> <ul style="list-style-type: none"> - Identifies unintended consequences of plans or approaches to work. - Identifies system behaviours that challenge progress and considers how to address or work around them.
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"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<ul style="list-style-type: none"> - Considers multiple inter-relationships and connections when developing correspondence or coordinating issues management. - Identifies potential policy or guideline conflicts and related resolution strategies. - Considers and integrates emerging trends and lessons learned. - Considers and appropriately manages sensitive and confidential information. - Identifies unintended consequences of plans or approaches to work. - Identifies system behaviours that challenge progress and considers how to address or work around them.
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"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<ul style="list-style-type: none"> - Pro-actively anticipates and adapts to shifting priorities and tight timelines and adjust plans accordingly. - Remains open to inputs from several diverse sources and how that might impact issues management or correspondence. - Asks questions and seeks clarification when change is introduced. - Creatively adjusts processes and procedures to get preferred results in consultation with the

			<p>Manager.</p> <ul style="list-style-type: none"> - Remains calm and composed even in difficult or stressful situations. - Remains optimistic and perseveres in finding solutions. - Alerts team to need for change and its implementation.
<p>Develop Networks</p>	<p>○ ● ○ ○ ○</p>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<ul style="list-style-type: none"> - Informs key stakeholders of relevant information in a timely manner. - Professionalism and skill in building relationships across the division and department. - Works collaboratively with other branch units, staff in other ministries and with external stakeholders. - Seeks to understand perspectives of key stakeholders. - Builds trust by looking for mutually beneficial outcomes. - Considers how changes in government and its policies might impact clients and their needs.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)