

## New

Ministry

Forestry, Parks and Tourism

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Issues Coordinator

Requested Class

Program Services 4

Job Focus

Policy

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

vacant

#### Organizational Structure

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

Forest Stewardship and Trade Branch (FSTB) manages all aspects for forest management policy and provincial program development and implementation, from product market development, forest tenure issuance, timber scaling, timber royalty management, trade disputes, environmental reputation, inter-governmental affairs and forest landscape planning. Timely and accurate issue management is a critical and foundational function to manage risk and deliver departmental mandates. The Issues Coordinator (IC) supports the branch in meeting ADM, DM and Ministerial issues management needs and is a core resource to support the Branch ED. Oversight, writing and editorial responsibilities of ARTS requests development and maintenance of Branch issues tracker and branch-wide awareness of internal-to-department issues, cross ministry and federal-provincial-territorial issues to support all Branch leaderships (Directors and ED) are core roles of the Branch Issue Coordinator (IC).

#### Responsibilities

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

1. Review and/or develop various documents (action requests, branch meeting agendas and minutes, media releases, key message documents, etc.) resulting in appropriate communication, understanding of issues, and recommended actions.
- \*Support Branch Action Request Tracking System coordinators, Directors and senior staff in determining immediate course of action for all incoming requests; when appropriate, consult with Executive Director and/or

ADM Executive Advisor.

- \*Review incoming reports to Executive Director's Office and direct and/or redirection for action, as required.
- \*Review, analyze, revise and coordinate action requests from the Minister, DMO and ADM Offices.
- \*Work with Branch Directors to review division issues and plan strategies to respond to them
- \*Oversee information exchange with for forestry field office to ensure coordination and tracking of information needs.

## **2. Management of stakeholder (forest companies, special interest groups) critical issues and stakeholder communications.**

- \*Track current and long term issues raised by stakeholders to support timely resolution. Ensure issues are raised at stakeholder meetings (e.g. quarterly meetings with company representatives) in order to seek resolution.
- \*Develop communication strategies and materials to address specific issue, and as directed, communicate same with stakeholders, to maintain and enhance stakeholder relationships.
- \* Proactively identify issues of high risk to damage relationships and develop approaches to manage risks and communicate same to Branch and/or Divisional staff
- \*Establish and maintain relationships with key stakeholder contacts in support of timely exchange of information.

## **3. Issue tracker to support Ministerial/Deputy as well as Division and Branch to ensure holistic and timely resolution.**

- \* Track major Branch initiatives to ensure timely progress, engage directors where delays are noted.
- \* Track current and long term issues to ensure they are dealt with in a timely and appropriate manner, and recommend and/or take follow up actions as required.
- \* Provide advice to the Executive Director and Branch Directors on communication strategies as required, follow up with agreed upon actions, and communication results and outcomes.
- \* Direct, initiate and assign action items to relevant sections as required by the Executive Director to ensure effective and timely responses to information requests.

## **4. Development and maintenance of close working relationships with sister ministry (e.g. Environment and Protected Areas, Indigenous Relations) issues managers.**

- \* Establish and maintain relationships with other Government ministries issue coordinators who may also interact with forestry stakeholders to ensure coordinated and informed stakeholder engagement.
- \* Maintain common issues tracking information with sister ministries to ensure ADM, DM and Ministerial briefings are integrated, current and accurate.
- \* Identify where inter-ministry communications/engagement may be strained, identify underlying issues and make recommendations on improvements and take actions as appropriate.
- \*Working with Branch and Divisional Directors manage relationship improvements

### **Problem Solving**

Typical problems solved:

1. Inter-ministry issue content management: gaining and maintaining knowledge of current and potential cross ministry issues to ensure forest management components are understood and actioned to appropriate Branch subject management expert(s) and director(s).
2. Issue tracking against timelines: Maintaining systems to ensure Branch-scale issues and ED issue responses/management are completed in a timely fashion.
3. Review, coordinate and/or develop branch-wide documents (e.g. action request, branch mtg agenda/ minutes, key message documents) resulting in appropriate, accurate and holistic materials.

Types of guidance available for problem solving:

Peers including ARTS coordinators and conversations with senior technical staff and Directors within the branch can provide guidance. Engaging with issues coordinators within sister ministries as mentors and advisors will be key to providing guidance. ARTS and internal briefings archives can provide historical context and content materials. Project management professional development opportunities can also support guidance on technical/tactical means of maintaining tracking systems.

Direct or indirect impacts of decisions:

Impacts of decisions directly support (or detract) Branch's ability to deliver high quality and timely information to inform decision makers.

Direct impacts of decisions will also effect the efficacy of the ED in delivering upon Branch mandate,



sustaining critical relationships and in supporting Branch directors/staff to deliver their respective mandates.

Secondarily, decisions could impact Branch's working relationships within and outside of the Branch, Division and Ministry, and so our ability to influence others, and be able to proactively address issues in order to manage how same could impact the delivery of our mandate.

## Key Relationships

Major stakeholders and purpose of interactions:

Alberta Forest Products Association (AFPA) staff and industry members. As key forest industry advocate, the AFPA speaks on behalf of the sector, and developing relationships with key forest company representatives will also ensure issues are understood and addressed.

Other ministries: Support Branch Directors in ensuring that forestry management issues are addressed in cross-ministry topics such that forest management is both considered in cross-ministry fora, and that forest management policy and practice upholds approved policies of sister ministries, where these would impact forest management.

Division and Ministry leaders: Act as the one-window into Branch on issues that cross branches (within Forestry Division) and Divisions (within Ministry) to support seamless flow of information/requests, ensure timely and comprehensive exchange of information and reduce risk of

## Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Science

2nd Major/Minor if applicable

Public Administration

Designation

If other, specify:

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

Excellence in concise written communications, with focus on executive level audience communication.  
Excellent inter-personal skills to establish and maintain relationship.

## 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> <li>Engages perspective to seek root causes</li> <li>Finds ways to improve complex systems</li> <li>Employs resources from other areas to solve problems</li> <li>Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	The branch's exceptionally broad mandate means issue content will be beyond the technical knowledge of any one individual. The position will need to both defer to and challenge SMEs to ensure issues are addressed holistically. Various technical experts will be needed to address these multi-variable issues, and seeking novel outcomes may be required.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes and delegates responsibility for outcomes: <ul style="list-style-type: none"> <li>Uses variety of resources to monitor own performance standards</li> <li>Acknowledges even</li> </ul>	As the branch issues coordinator, reporting to the ED, meeting deadlines while also ensuring branch input and support to address issues will require a high degree

		indirect responsibility <ul style="list-style-type: none"> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	of drive for results. Being accountable to ensure issues are addressed while also understanding SMEs role in content creation is fundamental
Agility	○ ○ ○ ● ○	Proactively incorporates change into processes: <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul>	Issue import and nuances can change continually. Directions from leadership on approaches to issue management can vary based on factors outside the awareness of staff and/or the issues coordinator. Ability to adapt to change and most important to bring others along is critical. Delivering against often short timelines and amorphous issue scope demands focus on objectives while understanding the impact on own and others' emotions.
Develop Networks	○ ○ ○ ● ○	Makes working with a wide range of parties an imperative: <ul style="list-style-type: none"> <li>• Creates impactful relationships with the right people</li> <li>• Ensures needs of varying groups are represented <ul style="list-style-type: none"> <li>• Goes beyond to meet stakeholder needs</li> <li>• Ensures all needs are heard and understood</li> </ul> </li> </ul>	As branch issues coordinator the range of parties includes all branch sections, interaction with Divisional, ministry and cross-ministry staff. Accuracy and breadth of views on issues is critical to determining appropriate actions and supporting robust decisions. Interaction with external audiences also key to situating the issue and issue management options

## Benchmarks

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