

Update

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Communications and Issues Coordinator

Current Class

Supervisory Level

Agency (ministry) code

Cost Centre

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

CFS/CID/Edmonton Region

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2011-01-03

Responsibilities Added:

- Develops online content and manages the region's operational sharepoint sites.
- Provides strategic advice to the region's leadership team with respect to publications, presentations, visual identity standards and data collection.
- Provides support to the communications team for urgent issues/issues management and action requests.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Communications and Issues Coordinator reports to the Manager of Communication Services and Supports, Edmonton Region CFS. This position works closely with the manager, other members of the region's communications team and senior regional staff to accomplish core regional goals. This position is also responsible for the ongoing operational coordination of regional communications projects. As an integral member of the regional communications team, this position anticipates and identifies strategically relevant issues and ensures the region is positioned to manage and respond appropriately to them.

The Communications and Issues Coordinator plays a role in giving professional advice, assistance and support to the region's Directors and their teams, and the Executive Director. This position ensures the leadership team receives timely and accurate support on projects for various regional program areas.

The Communications and Issues Coordinator works independently to research, draft, coordinate and process all requests for communications support (such as development of publications and other media, and local IT solutions) from the region's leadership team. The Communications and Issues Coordinator works with other members of the region's communications team, such as the Stakeholder Engagement Officer, to coordinate the dissemination of information to regional staff through newsletters, information sheets and various multimedia.

The Communications and Issues Coordinator also provides support to the region's Issues Resolution Specialist regarding issues management/Action Requests (ARs), to ensure that ARs from the division's ADMO are responded to in a timely fashion, and that the region's leadership are made aware of emerging issues and trends.

Responsibilities

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

1. Communication and Information Management:

- Drafts communications materials and approach for the region and develops proactive solutions to manage information and support coordination across the region.
- Creates and implements branch communication tools (e.g. Newsletter, SharePoint, etc.)
- Provides strategic writing support to information materials for internal and external audiences.
- Coordinates and edits the Sharepoint, newsletters and other communications products to support better communication and information sharing.
- Develops content for the web (SharePoint Online), monitors web trends and opportunities.
- Ensures all materials are written in plain language and align with GOA brand standards.

2. Branch Management, Planning and Support:

- Provides input into communications decisions and planning activities for the region, and, where appropriate, takes the lead to ensure delivery of required results. Also develops strategies, communicates and interprets direction from the Communications Manager to region representatives.
- Develops processes, procedures practices and training materials to streamline and integrate functions within the branch.
- Provides communications support in business functions such as regional operational planning and program delivery
- Maintains effective linkages with internal and cross-divisional partners.
- Coordinates, and prepares when necessary (short timelines) background information and presentation material for the region's leadership team.

3. Project Management:

- Leads and provides support to initiatives and projects that address business needs or integrate various regional priorities. Provides surge capacity and support to divisional initiatives and priorities as assigned.
- Assists with special projects cutting across the branch, division and ministry to facilitate division outcomes and to support integration and consistency.

4. Response to CFS and CID Requests/Issues and Coordination of Corporate Processes:

- Establishes effective relationships with the units within the region, CID ADMO, other branches and divisions in

the ministry, and service delivery regions to contribute to positive outcomes for MO, DMO and ADMO requests, issues, and concerns.

- Consults within the region and other program areas to ensure that requests for information are appropriately addressed while balancing needs of department and program.
- Provides support to the Communications Manager and Issues Resolution Specialist in the collection and analysis of information to support requests for information at higher levels.

5. Issues Resolution Support:

- Provides support to communications staff utilizing the ministry's Action Request System (ARTS), in conjunction with the region's administrative coordination team to ensure assignments are addressed in an appropriate, timely and coordinated manner.
- Develops and implements systems to continuously improve and enhance the tracking of the region's correspondence process. Proactively shares information and resources across areas to better leverage the capabilities of the region, units and division.
- Provides support to and acts as a backup to the region's Issues Resolution Coordinator.

Problem Solving

Typical problems solved:

The Communications and Issues Coordinator assesses emergent issues, determines their nature and priority, researches and coordinates supporting information and takes appropriate action to ensure inquiries are dealt with in a timely, accurate and coordinated manner within the branch. The Communications and Issues Coordinator gathers new information and applies knowledge of Child Intervention, and other relevant legislation and practice to analyze issues and resolve problems to ensure decisions are made that best meet the region, division and ministry needs.

This position also provides ongoing issues coordination support to ensure the effective preparation of ARs and communications material. This requires the individual to bring a systems lens and implementation of standards to the work.

The Communication and Issues Coordinator plays a critical role in supporting program areas and regional communication processes. The Communications and Issues Coordinator works under often tight timelines to provide timely and accurate advice and support to ensure information is disseminated to region leadership in an efficient and effective manner. A strong understanding of communications, policy, AR standards and departmental organization is required.

Types of guidance available for problem solving:

This position receives guidance from the Communications Manager, Issues Resolution Specialist, Executive Director and Directors in the region.

Guidance is also available through departmental, divisional and government policies and processes.

Direct or indirect impacts of decisions:

The work performed by the Communications and Issues Coordinator directly impacts:

- The communication team's ability to respond promptly, accurately and appropriately to requests from the ED, ADMO, stakeholders and the general public for information on regional programs and services.
- The capacity of the ED and ADMO to provide helpful, informative, well written and concise briefings to the Minister.
- The ED, Directors and Managers to be able to develop and deliver presentations that are effective and meet GOA identity standards.
- Program areas, through the development of publications, multimedia presentations and availability of information on regional sharepoint/intranet sites.
- All regional staff, through the dissemination of information.

Key Relationships

Major stakeholders and purpose of interactions:

INTERNAL

Communications Manager and other regional Communications staff - Daily:

- Work collaboratively with other members of the region's communications team on the coordination of projects and tasks required by the communications team to inform senior leadership and other regional staff.
- Obtain approval from the communications manager on design projects and presentations; communicate issues, trends, concerns relating to region's program areas or relating to correspondence; obtain direction on research required; provide responses to corporate requests and initiatives.
- Work with the Issues Resolution Specialist to provide proactive communication and management of ARs within the region and in discussion with senior regional leadership.

Executive Director/Unit Directors/Branch Staff - Daily:

- Provide direction on handling requests for communications materials and coordination of corporate processes.
- Communicate direction from the communications manager regarding requests and issues.
- Liaise with staff to provide direction and advice on presentations, changes to regional sharepoint pages and other online resources.
- To support the communication team's issues management, provide direction to staff when required regarding action requests and other emerging issues.

Regional service delivery staff and other Department Staff - As needed:

- Consult with appropriate staff in other CFS regions/branches on processes, and resources which can support communications activities within the Edmonton Region.
- In support/backup to the Issues Resolution Specialist and Communications Manager, liaise with ADMO staff regarding action requests and urgent requests for information.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Knowledge:

- Post-secondary degree, in related field (communications, social services, public administration, business, etc.)
- Strong working knowledge of government/division initiatives, protocols, strategic direction and priorities.
- Comprehensive understanding of the Government of Alberta and preferably the ministry (including the Child Intervention Division and its programs), including legislation, regulation, policies, and regional client service delivery model.
- Extensive knowledge of other government programs, particularly those providing supports and services to children, youth and families.
- Government/ministry protocol for responding to correspondence (often complex issues) that involves other areas within the department and other areas of government.
- Working knowledge of GOA identity/brand standards.
- Experience with Adobe graphic design programs (Ex: Photoshop, InDesign) to produce communication materials.

Skills:

- Exceptional oral and written correspondence skills in order to communicate effectively with diverse audiences on complex issues;
- Excellent proofreading and editorial skills;
- Adaptability and the ability to work in an environment with changing priorities, and short time-lines; exceptional time-management and organizational skills, and the ability to take on multiple projects, prioritize tasks/issues with varying scale and urgency, communicate information and produce quality results often in short time-lines.
- Political sensitivity and ability to maintain a neutral and objective approach to dealing with controversial, politically charged issues.
- Ability to work independently and make sound decisions and use good judgment;
- Strong conceptual and analytical skills; highly developed critical thinking skills, problems solving and judgment; Ability to break down complex situations into manageable parts in a systematic way; Ability to synthesize, analyze and clarify complex ideas and material, and formulate them into clear, plain language.
- Ability to present ideas and concepts in a manner that outlines and emphasizes the benefit to audience.
- Strategic thinking, with ability to look at the longer term view in order to anticipate how future developments and trends may impact division;

- Excellent collaborative, relationship-building skills, with an ability to work well in a team environment and with personnel at a different levels of an organization.
- Ability to design, work within, update and maintain online work environments, specifically Sharepoint, but not limited to other GOA approved software.

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		
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	The Communications and Issues Coordinator works independently but also consults others to ensure deliverables are held to a high standard and are on time. Takes accountability for ensuring regional leadership has the best information possible.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	The Communications and Issues Coordinator works with limited supervision and closely with others to research, analyze, evaluate and synthesize complex information to respond to high priority and high level requests and issues under tight time-lines.
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Understanding the context the region, division and department work within and ongoing evolution and change is key to achieving success in the role and supporting needed collaboration to address requests and issues and lead the coordination of key processes.
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and	The ability to work collaboratively with

		leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	others in the region, division and department to deliver on high priority requests, issues and processes is a central facet of the role and will support success.
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works on maintaining close relations with all stakeholders: <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 	Critical to the role is the ability build relationships with others in the region, division and department to deliver on the requirements of the role.

Benchmarks

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

022PS73 - PS2 - Communications Advisor

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.

Employee Name		
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
ADM Name	Date yyyy-mm-dd	ADM Signature
DM Name	Date yyyy-mm-dd	DM Signature