

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Writer, Acute Care

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Health (CA11)

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Acute Care, Acute Care Policy and Cancer Programs

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Acute Care Correspondence Team of writers supports the Acute Care Division, including the Acute Care, Emergency Health Services, and Quality & Provincial Programs Branches in communicating the Government of Alberta's health care strategies, policies and programs to Albertans, elected officials, professional organizations, and other stakeholders. The Writer contributes to this by researching, drafting, editing, and preparing ministerial correspondence, standard messaging, 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 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, Associate Minister, MLAs, Deputy Minister, department, and the Government of Alberta overall. It contributes to the success of communications between the Premier,

Minister, Associate Minister, Deputy Minister or MLAs and Albertans and other key stakeholders, including provincial and national leaders and health care professionals. This position also contributes to training and development initiatives to help strengthen and refine department staff's writing skills.

Correspondence requiring response can vary greatly across the spectrum of health issues and typically require tailored responses. One letter could contain multiple issues and require consolidation of input from multiple program areas. The Writer negotiates engagement from content experts across divisions and synthesizes disparate responses into one cohesive response. The Writer ensures that a standard messaging approach is used for all correspondence, along with a response that is tailored to the specific audience.

Responsibilities

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

1) Review incoming action requests and assign appropriately.

- **Triage and determine which writer should lead response according to urgency, topic, and workload.**
- Determine whether action requests require input and the type of input needed from subject matter experts such as division staff, staff from other divisions or ministries, Acute Care Alberta, Alberta Health Services and Covenant Health regarding content.
- Reprioritize work as necessary to respond to urgent requests.

2) Prepare correspondence consistent with the Ministry's Correspondence Style Guide acute care standard messaging and Government of Alberta expectations to ensure final draft responses are accurate, understandable, error-free, and timely.

- Draft letters, emails and memos for ongoing initiatives and issues.
- Develop draft responses for review by program areas.
- Review draft responses to ensure accuracy, clarity, and appropriate tone, style, grammar and format.
- Ensure responses comprehensively address all questions and/or concerns posed by the correspondent.
- Consult with department staff regarding content, as needed.

3) Develop and maintain editorial resources that are used in the drafting or review of correspondence.

- Contribute to the Acute Care Division's collection of standard responses and proposed standard responses and work with the relevant program areas to keep content up to date.
- Maintain and renew the department's Correspondence Style Guide and Sample Responses.
- 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 in acute care that impact the ministry; the ministry's programs and services; and government's overall communications strategy.
- Maintain a good understanding of the programs and services delivered by other ministries (e.g., housing programs for seniors; AISH; PDD, WCB, etc.).
- Maintain a good understanding of the program areas and their areas of expertise within the ministry.
- Stay current on ARTS processes and standards and factors that impact drafting correspondence (e.g., Style Guide updates and differences in correspondence styles and preferences of each executive client).
- Proactively 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 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 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 must the approach to use for researching responses or combining elements into a complete response, and will at times need to negotiate with responsible program areas to communicate and resolve content concerns.

The Writer will encounter both content and process problems, and will need to be able to expeditiously resolve both. To do this they will rely on their knowledge of health issues, network across the department, and collaborative spirit. They will also frequently encounter problems with timelines, including narrow timelines that will 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, and exercise good judgment on when and how to escalate these issues.

Types of guidance available for problem solving:

The Writer uses established processes and resources to guide problem solving. These include existing AR processes; the MCU Correspondence Guide; the Canadian Press Style Guide; government and department policies; issue-specific key messages, and division-produced communications products. The position also has access to peers and colleagues including other Acute Care Correspondence team writers, their management team, branch staff, and staff in the Assistant Deputy Ministers Office (e.g., Issues Manager, Operations Manager, and Executive Secretary).

Direct or indirect impacts of decisions:

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

Key Relationships

Major stakeholders and purpose of interactions:

- Acute Care Correspondence team staff (daily): coordinate responses through ARTS; contribute to shared resources and messages; share information; provide input into division processes to foster efficiency.
- Acute Care, Emergency Health Services, and Quality & Provincial Programs staff (daily): discuss content, revisions, process.
- Assistant Deputy Minister Office (daily): discuss content, revisions, process.
- Alberta Health Services (daily): consult to collect/ clarify information for correspondence.
- Alberta Health Staff (weekly): discuss content, revisions, process.

Required Education, Experience and Technical Competencies

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

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 research, analyze and compile relevant information thoroughly, concisely and efficiently
- Ability to prioritize correspondence to address the goals of the Minister, Associate 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.
- 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.
- Ability to understand medical terminology, government legislation, policy, programs and services.

- 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"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>Collaborates effectively and efficiently with staff across the department and builds strong relationships with key contacts.</p> <p>Actively seeks to understand the constraints of staff they are collaborating with, and find mutually agreeable solutions to get work done in a timely and effective manner.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<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 (e.g., pharmaceutical funding issues, health workforce policy, public health measures).</p>
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted 	<p>Takes responsibility to review, and where necessary edit for quality, accuracy, and comprehensiveness of correspondence, even when content has already been approved by executives.</p>

		<ul style="list-style-type: none"> • Reaches goals consistent with APS direction 	
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Plans according to career goals and regular development: <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	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.

Benchmarks

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

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	_____ Date yyyy-mm-dd	_____ Employee Signature
_____ 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