

New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Community and Commission Liaison

Requested Class

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 *Police Act* was amended in December 2022 to create the legislative authority to establish a new arm's-length agency to manage complaints against the police and conduct disciplinary proceedings. The Police Review Commission will be established upon proclamation of relevant sections of the Police Amendment Act (2022) in 2025.

The Police Review Commission will be responsible for overseeing the police complaints process for all police services in Alberta and will have approximately 150 staff. Following implementation, the Police Review Commission will be at the forefront of leading and supporting police services through a significant change in process and philosophy.

Reporting to the senior manager of community connections, the community and commission liaison is responsible for creating and maintaining positive relationships with community partners in a manner that fosters trust and collaboration. The position liaises with a broad array of diverse community organizations, police commissions, and other Indigenous and non-Indigenous stakeholders, and represents the Police Review Commission's interest during engagements with external audiences.

Receiving direction from the manager, the community and commission liaison leads the development of the Police Review Commission's community engagement strategy, including execution and measurement of results. The position also provides expertise to the rest of the Police Review Commission on community and commission perspectives and

Responsibilities

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

- 1. Stakeholder engagement** - the Police Review Commission's priorities and mandate are advanced through strong relations with diverse community partners, community members and organizations.
 - Independently leads the Police Review Commission's engagement with diverse communities, police commissions, organizations and groups.
 - Manages the agency's community engagement activities with diverse communities, police commissions, organizations and facilitates the chief executive officer's community visits.
 - Identifies and maintains regular contact with key community individuals for the purpose of consultation, clarification, interpretation, or guidance in the delivery of services and programs.
 - Participates in diverse community events and cultural ceremonies.
 - Works with communities and organizations to share information and develop partnerships, projects and events.
 - Identifies suitable outreach opportunities that will facilitate the advancement of the Police Review Commission's mandate, and strategic and operational plans.
 - Develops and maintains stakeholder registries including individuals and organizations from community organizations, Indigenous organizations and communities, individuals from diverse communities, police commissions, the law enforcement sector and others.
 - Facilitates meetings with complainants, affected persons' families and/or community members for the purpose of transparency in investigations, to explain decisions of the Police Review Commission, to support collaborative resolution of complaints, and other purposes as required.
 - Shares information and coordinates engagement efforts with the ministry's engagement team, when appropriate.
 - Works directly with stakeholders to organize formal and informal engagement events, such as scheduling, material preparation, boardroom bookings and other logistics.
 - Regularly facilitates meetings, discussions and engagement efforts of different sizes, scopes and topics, ensuring effective coordination and communication among internal and external stakeholders.
 - Identifies most appropriate engagement strategies, software, and delivery methods.
 - Acts as a point of contact for police commissions, providing updates on complaint trends, processes, and relevant organizational developments.
- 2. Content development** - The Police Review Commission is supported in achieving its mandate by thoughtful presentation of advice and information materials.
 - Leads the development of strategic engagement plans for the Police Review Commission and ensures plans align with the agency's strategic and operational goals.
 - Prepares briefing notes, reports, summaries, correspondences, and other documents for a variety of technical and non-technical audiences.
 - Prepares summary or "what we heard" reports for use by diverse teams across the Police Review Commission.
 - Develops presentation materials to support engagement efforts by the chief executive officer and other staff and leaders in the Police Review Commission.
 - Works with the training team to develop and deliver training materials that cover subjects such as the history of different cultural and religious communities, cultural practices in diverse communities, and best practices for engagement.
 - Where issues are identified, works with internal and external stakeholders to determine appropriate responses, make recommendations on courses of action for the agency, undertake analysis, and synthesize information to respond to concerns.
- 3. Research, analysis and advice** - Decision-making within the Police Review Commission is based on thorough research, analysis and advice.
 - Raises issues, presents solutions, and provides regular updates and reports on engagement efforts and stakeholder concerns to the manager, director, executive director and chief executive officer with the aim of ensuring that the agency's policies, training curriculum, and workplace culture reflect stakeholder expectations.

- Provides ongoing strategic advice and recommendations to the manager, director, executive director and chief executive officer in relation to stakeholder management and stakeholder relationships. This advice often concerns politically sensitive subject matter and may impact the agency's and government's relationship with diverse community groups (e.g., Afro-heritage, disability, LGBTQ2S+ or newcomer organizations).
- Draws from specialized knowledge of different communities and cultures to advise the Police Review Commission and chief executive officer on engagement approaches, strategies and policies. Senior leadership in the agency relies on the liaison's advice to constructively and respectfully engage with diverse communities.
- Uses specialized knowledge to contribute to the development of the agency's policies, procedures and training impacting diverse communities.
- Maintains knowledge of current legislation, standards and practice, including different cultural protocols and practices.
- Reviews current research, including leading practices and outcomes, and shares learnings with others in the Police Review Commission.

4. Leadership - Strategic priorities are advanced through leadership at all levels of the Police Review Commission.

- Promotes the principles of equity, diversity, and inclusion, and antiracism and integrates those principles into engagement and other practices.
- Contributes to a workplace environment that inspires innovative approaches to creatively solve problems.
- Demonstrates that issues raised by community partners have been heard and communicated back to the agency.
- Ensures an integrated approach is implemented for all engagement with diverse communities and organizations by developing and communicating strategies at all levels of the agency.
- Employs mediation and negotiation skills to resolve complex issues, manage emerging issues and mitigate risk.
- Leads, participates and supports others in the agency to participate on cross-jurisdictional committees, task forces and working groups related to policing and diverse communities, and facilitates coordinated approaches to decision-making, as required.
- Acting for the manager during periods of absence, as required.

Problem Solving

Typical problems solved:

The community and commission liaison balances needs and requirements at various levels of the organization. Information and content are diverse, and strategic thinking is required to understand the information provided by internal and external stakeholders. The position works with diverse stakeholders to plan engagement activities and must present information in a way that minimizes controversy and maximizes potential positive impact for Alberta.

Problem solving involves creative thinking, seeking clarity and engaging different perspectives in finding root causes and other problems related to the issue being discussed. Problems usually involve the interpretation of complex and sometimes oblique information.

The community and commission liaison will be frequently and independently meeting with internal and external stakeholders on their own, and must have the necessary empathy, tact and political acumen to respond appropriately when stakeholders raise issues that are new, unexpected or out-of-scope. Relationships between members of diverse communities and the police can be complex and multi-faceted. The community and commission liaison must draw from their experience and specialized knowledge to navigate politically and emotionally sensitive discussions while meeting independently with representatives of diverse communities and organizations.

Finding solutions requires a high degree of analytical, interpretive, evaluative and strategic thinking skills, and specialized knowledge. In some situations, there may be few established solutions or processes, and the position must provide leadership and space to independently develop new approaches to address emerging issues. Challenges may include knowing who to talk to and the sequencing of conversations needed to produce effective action. Challenges may also include navigating politically, culturally and emotionally sensitive issues while representing the Police Review Commission and meeting independently with stakeholders.

The position will interact with a variety of regulations, standards, protocols, and police service operational policies. Under the leadership of the manager and director, the position will be required to interpret a variety of legislation, policy, and protocols, and in turn develop engagement materials that meet the needs of diverse communities, and other Indigenous and non-Indigenous stakeholders.

The community and commission liaison needs to continuously engage others to scope issues and find viable solutions. Support and assistance are available from team members (e.g., Indigenous liaison), other staff in the branch, the manager, director and executive director. However, knowledge of diverse community cultural practices and best practices for engaging with diverse communities is not available within the Police Review Commission. The community and commission liaison will need to rely on their experience and network to remove barriers to effective engagement with diverse communities, organizations, individuals and leaders.

The community and commission liaison must draw from their experience and specialized knowledge to navigate politically and emotionally sensitive discussions while representing the Police Review Commission and independently meeting with representatives of diverse communities and organizations. The position often meets with organizations representing diverse communities to represent the Police Review Commission. In these moments, the position cannot draw from other resources and must rely solely on their specialized knowledge of diverse communities, policing and police oversight.

Direct or indirect impacts of decisions:

The community and commission liaison plays a major role in building and maintaining relationships with dispersed stakeholders from diverse communities across Alberta and Canada. The position often represents the chief executive officer at high stakes meetings with stakeholders that have competing views or expectations for the Police Review Commission. The position must act independently in these situations and demonstrate diplomacy while conveying information that maximizes understanding and limits controversy.

Support from diverse communities for the Police Review Commission is essential for building and maintaining public trust in policing. Failure to foster positive and effective working relationships with diverse communities, individuals and organizations may result in higher incidents of litigation and will diminish trust in the police complaints process and trust in police more broadly. Ultimately, this impacts police across Alberta and all Albertans who are served by the police.

While the Police Review Commission is an arm's-length agency, the distinction between a government department and government agency are not always well understood by stakeholders. Any positive or negative impact on relationships with diverse communities or organizations may impact the provincial government's relationship with those communities and organizations. While independently representing the Police Review Commission, the liaison must apply their specialized knowledge in a manner that fosters trust and positive relationships.

Key Relationships

Major stakeholders and purpose of interactions:

External

- Individuals and organizations representing diverse communities: Independently convey information about the Police Review Commission, and seek advice on select issues or topics, and seek to understand perspectives as it relates to advancing the mandate of the Police Review Commission.
- Indigenous and non-Indigenous communities, individuals, organizations and leaders: Independently convey information about the Police Review Commission, and seek advice on select issues or topics, and seek to understand perspectives as it relates to advancing the mandate of the Police Review Commission.
- Police services and organizations (e.g., municipal police services, First Nations police services, RCMP, police associations, ALERT): work collaboratively with external partners and organizations to identify issues, mitigation strategies and potential solutions.
- Municipal governments: Convey information about the Police Review Commission and seek advice on select issues or topics.
- General public: To share information about the Police Review Commission's investigations and initiatives.

- Police commissions and governance bodies: To provide updates and share information on policies, workflows, and procedures of the PRC.

Internal

- Colleagues: provide direction and coaching to support professional development, provide input into team planning and reporting, and guide complex issue resolution.
- Manager, director, executive director and chief executive officer: provide comprehensive and integrated advice on stakeholder issues, perspectives and expectations, track progress of engagement activities, raise awareness of emerging issues that require senior leadership / executive involvement, and participate in branch and divisional planning and reporting.
- Public Security Division (e.g., Law Enforcement Oversight and Sheriffs branches) and Strategic and Integrated Initiatives Division: share information, collaborate, and seek and share advice.
- Cross-ministry partners (e.g., Jobs, Economy and Trade, Arts, Culture and Status of Women, Indigenous Relations, Infrastructure, Justice, Technology and Innovation, Communications and Public Engagement, etc.): share information, collaborate, and seek and share advice.

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:

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

Job-specific experience

- Four or more years of experience engaging with diverse communities and organizations at various community, leadership and working levels.
- Experience developing successful working relationships across a wide array of stakeholders.

Technical competencies

- Expert understanding of relevant legislation and regulations (e.g., *Police Act*).
- Advanced knowledge of diverse communities and cultural practices in Alberta and an ability to research and appropriately apply protocols to different contexts.
- Specialized knowledge and cultural competencies for working with diverse communities.
- Proven success in leadership and ability to manage a diverse scope of subject matter (e.g., policing, police oversight, engagement with diverse communities, and other related topics).
- Ability to develop and enhance partnerships that address the needs of diverse communities in Alberta. This regularly requires advocacy, coaching and supports provided to others in agency, including staff, leaders and executives.
- Ability to identify and act on opportunities for innovation, and encourage others at all levels of the organization to solve problems creatively.
- Demonstrated strategic thinking and planning skills, including ability to develop, synthesize, articulate, and interpret information obtained from varied sources.
- High degree of political acumen and awareness of the political sensitivity of police issues to read and navigate sensitive situations.
- Demonstrated interpersonal and consulting skills, including ability to establish and maintain effective working relationships.
- Proven negotiation and facilitation skills to work with stakeholders and resolve conflicts.
- Excellent presentation skills to tailor content to different audiences.
- Excellent verbal and written communication skills and application of different strategies to work with different audiences.
- Ability to provide accurate status of issues and to provide advice on prioritization and next steps.
- Ability to manage change positively.

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 	Considers the political and social environment as it relates to policing and law enforcement, and Indigenous communities, and uses that knowledge to inform project plans and implementation strategies.
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 	Works in projects teams to complete tasks and own performance, and ensures assigned actions are completed in a way consistent with direction and required timelines.
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 	Regularly adapts to changing priorities, adjusts projects and deliverables to take advantage of opportunities, explains the impact of changes to tasks to management.

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 	<p>Fosters and encourages an environment where everyone feels empowered to contribute to solutions. This effort extends to staff and leaders in the Police Review Commission, and with external partners in Indigenous communities and organizations, and organizations representing diverse stakeholders.</p>
--------------------------	--------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------