

Ministry

Describe: Basic Job Details

Position Name (200 character maximum)

Requested Class

Job Focus

Supervisory Level

Organizational Structure

Division, Branch/Unit

 Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

The Alberta Advantage Immigration Program (AAIP) is an economic immigration program operated by the Economic Immigration Services branch of the Immigration division in Jobs, Economy, Trade and Immigration (JETI) in cooperation with Immigration, Refugees and Citizenship Canada (IRCC). AAIP is a key program identified in business plans of the ministry to which it belongs and allows the Province to attract and retain foreign workers and entrepreneurs for permanent residence based on Alberta's labour market and economic development priorities.

Immigration involves complex processes, procedures and requirements related to both temporary residence and permanent residence. Maximizing the annual allocation of nomination certificates provided by IRCC is paramount while maintaining program integrity and reducing risk, and ensuring application processing is effective, efficient, and timely.

Reporting to the Director responsible for Operations and Engagement, and other program are communication, the Manager of Immigration Information Services contributes by leading and reviewing the efficiency, quality and service standards for responding to inquiries received through program area mailboxes, the Action Request Tracking System (ARTS) and through other media. In addition, ensuring that statistical reports and analysis are provided regularly or on

an as-needed basis is essential to supporting program and branch decisions. Further, is responsible for web content focused on statistics from the program and other updates is connected to effective enquiry management by diverting and redirecting common questions to existing web content, including providing information and education to key stakeholders.

The Manager, Immigration Information Services is responsible for managing a large volume of enquiries. Globally and domestically, interest in immigrating to Alberta through AAIP is high, exceeding program limitations set by the federal government. Enquiries about understanding program criteria, processes and immigration options broadly is expected to continue rising. Expectations for high quality statistical analysis on financial, decision, and other statuses of prospective and actual applicants is also facing high demand, as is access to information requests. Program decisions involve multi-faceted considerations and result in significant impacts for applicants and their ability to become permanent residents of Canada.

The Manager, Immigration Information Services has supervisory responsibilities, managing the branch's correspondence unit/team that includes a Program Development Specialist, Program Officers and Information Service Officers. The position is responsible for leading the team ensuring correspondences meet writing criteria. The position also collaborates with managers within the branch and with other departments on joint responses to ensure a coordinated approach is applied. This includes response letters, memos, briefing material, and speaking notes and monitoring, tracking, and responding to email inquiries received through the Minister's email account, as well as requests sent from the Minister's and Deputy Minister's Offices via the Assistant Deputy Minister's and Executive Director's Offices. The position generally functions as a first point of contact for these requests and for many materials is the last or second-last point of review before returning or actioning materials.

Responsibilities

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

- 1.) Manages the Branch Correspondence area:
 - Effectively distributes and assigns work
 - Reviews and approves final correspondence packages prepared by subordinates
 - Manages the approval process between divisions and the Minister's Office
 - Ensures timelines, processes, and standards are clearly established, communicated, and achieved
 - Provides clarification on Action Request instructions and feedback for complex and sensitive situations
- 2.) Maintains effective working relationships with branch and divisional staff:
 - Fosters cross-departmental and intra-departmental/branch coordination and collaboration of responses
 - Facilitates the completion of correspondences in alignment with writing standards and expectations
 - Gathers key messages in anticipation of potential correspondence events or trends
 - Manages the development and delivery of Action Request training
 - Ensures regular and ad-hoc statistical analysis and reports meet deadlines and expectations
 - Ensures processing information updates are made to AAIP web content on a biweekly basis
 - Works closely with web teams internally and externally to ensure web updates from the team are made
- 3.) Manages daily performance measures, branch and department priorities, and the branch operational plan:
 - Monitors the flow of correspondences to ensure they are completed within timelines and established standards
 - Resolves complex and sensitive concerns from the public in collaboration with other managers and staff
 - Participates in branch planning and reporting with senior management, collaborating with managers and staff
 - Prioritizes requests, manages workloads, and exercises judgment in a politically sensitive environment under tight timelines and high volume conditions
 - Allocates resources and initiates changes to processes and standards, as needed
- 4.) Identifies emerging issues and trends:
 - Meets with senior management within the branch and provides advice on resolution strategies
 - Maintains an awareness of issues that may arise related to strategies or legislation
 - Represents the team and collaborate with department staff on committees to anticipate emerging issues
- 5.) The position is critical to the leadership and administration of the AAIP and may be tasked to fulfill duties of Operations Manager to support overall Branch operations.

6.) The position may also be tasked with leading and developing other initiatives and approaches that support the delivery of mandated and government priorities.

Problem Solving

Typical problems solved:

The position manages the articulation of complex and politically sensitive/driven issues in concise and astute responses. It assess and anticipate changing workflows and oversee the necessary adjustments to compensate for high volumes, while meeting branch quality standards and timelines. The position anticipates and identifies stakeholder issues in order to develop strategic responses, which are consistent with department objectives. The position demonstrates strong interpersonal skills in order to acquire urgent, succinct, and accurate information from staff and stakeholders, and manage expectations from stakeholder groups with differing perspectives on issues.

Types of guidance available for problem solving:

Existing branch and program area frameworks, policies, and processes are available for reference. Guidance is also available from Directors, Communications, Legal Services, and other correspondence contacts from across the government. Existing precedents can be applied, however they may need to be tailored to meet the objectives of each situation. In these situations, the position participates in identifying options and recommending solutions.

Direct or indirect impacts of decisions:

Impacts of decisions affect a broad and diverse range of clients, prospective clients and other immigration and business stakeholders and interest groups. Access to information requests, requests for statistical analysis, web content, BOT management (technical/automated replies to enquiries) and other correspondence needs from across the team requires ongoing and consistent attention and oversight to maximize efficiency and effectiveness with communication and all correspondence outgoing from the branch.

Key Relationships

Major stakeholders and purpose of interactions:

Primary purpose of interactions with each of the following is to facilitate awareness and understanding of AAIP's policies, procedures, limitations, challenges and to communicate sensitively but assertively and concisely with one, more or all of the following:

- Minister's and Deputy Minister's Offices via the Assistant Deputy Minister's and Executive Director's Offices
- Clients and prospective clients
- Immigration representatives (consultants and lawyers)
- Employers and industry associations
- Other MLAs, MPs and staff from across other departments

Required Education, Experience and Technical Competencies

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

If other, specify:

Or an undergraduate degree with a focus/major in related or comparable areas

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

- Leadership, management, and supervisory experience including, performance measurement and evaluation
- Advanced knowledge of ministry programs, policies, legislation, issues, and operational structure
- Extensive understanding of political and policy decision making processes
- Excellent communication skills, organizational skills, research and analytical skills, and tact and diplomacy
- Advanced writing and editing skills
- In-depth knowledge of proper English grammar, plain language, and Alberta government writing styles
- Enhanced knowledge of the Action Request Tracking System (ARTS), AR processes, standards, guidelines, and templates
- Extensive experience in negotiation, liaison, and conflict resolution skills
- Advanced knowledge of past and current affairs and issues facing the department and government
- Expert knowledge of department records management requirements for Action Requests
- Advanced knowledge of communication theories, including writing, editing, and research methodologies
- Superior knowledge of editorial practices including, semantics, syntax, discourse techniques, etc.

- Extensive knowledge of communication theory and how language impacts messaging and tone
- Awareness of provincial and federal immigration systems, and how they interact, is considered a strong asset

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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current 	

		<p>situation is affected by broader trends</p> <ul style="list-style-type: none"> • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	