

## New

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

9-1-1 Program Analyst

Requested Class

Program Services 2 (022PSA)

Job Focus

Corporate Services

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

AEMA/SSS/9-1-1 Program



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

9-1-1 Program Manager

Supervisor's Current Class

Manager (Zone 2)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Alberta 911 Program mandate is to strengthen and support 911 services in Alberta. This is achieved through a quarterly grant program, and provincial 911 Standards. Reporting to the 911 Manager, the position is required to assist Alberta with the transition to Next Generation 911 (NG911), which is driven federally; and once implemented there will be continued improvements and upgrades to the 911 system. The position also ensures Alberta's standards and grant program are as robust as possible to meet the NG911 requirements. This position provides analysis and works alongside Strategy and Systems Support Branch staff and external stakeholders including public safety answering points (PSAPs) to help Alberta transition to NG911. This position assists with the funding and reporting of 911 grants according to the program guidelines. The 911 Program Analyst also assists in the continual development of new 911 standards, and auditing compliance with existing standards. The Program Analyst will also conduct research on potential changes to the 911 grant program guidelines, standards, and legislation. The 911 Program Analyst is a subject matter expertise that includes grant process, program advice, communication, regulatory and policy interpretation, and clarification with the purpose to build trust in the 911 Program so it can strengthen and support the local delivery of 911 services. This position requires a significant amount of stakeholder consultation and advisory services to a diverse group of stakeholders. The 911 Program Analyst provides support in the Provincial Emergency Coordination Centre during emergency response in the province.

## Responsibilities

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

There are five job outcomes (core results) for the 911 Program Analyst. The corresponding activities are listed below each outcome:

1.) Provide analysis and program support to the Strategy and Systems Support Branch staff and external stakeholders to help Alberta transition to Next Generation (NG) 911. This includes consulting and providing advisory services to a diverse group of stakeholders:

- Prepare clear and consistent correspondence, briefing notes, and reports in response to questions about NG911 and the 911 Program for senior management and elected officials.
- Monitor issues related to NG911, particularly those that may require changes the 911 grant program, and Alberta 911 Standards. Advise the 911 Program Manager regarding issues (actual or perceived), any major increase in stakeholder concerns, or any major shift in stakeholder positions related to these issues on a timely basis.
- Support 911 public education efforts by working with stakeholders to ensure that 911 public education materials are updated and distributed, and that the public is aware of NG911 developments.
- Provide subject matter expertise that includes grant process, program advice, communication, regulatory and policy interpretation, and clarification with the purpose to build trust in the 911 Program.

2.) Support the 911 Grant Program:

- Interpret, and provide analysis and recommendations on existing 911 program guidelines
- Assist with facilitating stakeholder feedback on potential changes to the 911 program guidelines
- Create reports of how 911 grant program funding is being spent - this would include spending trends analysis that can be used in reporting, and to support future decisions about the 911 grant program
- Prepare reporting on how much funding is being issued and provide it to various stakeholders as requested
- Assist developing 911 program responses to audits conducted by the Office of the Auditor General

3.) Provide support to the continuous review, and maintenance, and update of the Alberta 911 Standards. Review PSAP submissions to make recommendations regarding compliance with existing standards:

- Research Albertan, Canadian, and International 911 standards and best practices to contribute to the continual development of new 911 standards
- Assist with extensive consultation with Alberta 911 stakeholders including primary and secondary PSAPs, network providers and other relevant stakeholders.
- Assist the 911 Program in ensuring that PSAPs are complying with Alberta 911 Standards. This includes supporting standards site audits visits, and delivering timely reporting and follow-up after site visits.
- Collaborate with unserved communities to help them establish direct 911 service.
- Draft documents and communications related to 911 Standards updates and compliance.

4.) Conduct research on potential changes to the 911 grant program guidelines, standards, and legislation.

- Assist with regular reviews of legislation and regulations affecting PSAPs and the 911 Grant Program.
- Research best practices for 911 in other provinces and territories in Canada, and internationally.
- Maintain awareness of other relevant Legislation or Standards maintained by other Alberta Government departments.
- Be aware of Alberta's and other Canadian jurisdiction's progress towards NG911.

5.) Support in the Provincial Emergency Coordination Centre during emergency response in the province.

- Work in the Provincial Emergency Coordination Centre as needed during emergencies to coordinate provincial emergency response efforts.
- support/advise/assist government ministries, municipalities, First Nations and/or other organizations in these circumstances.
- the position may require working extended and irregular hours and/or shifts with minimal or no notice particularly during emergencies.
- Participate in exercises and training to prepare to best support the PECC during emergency activations.

## Problem Solving

Typical problems solved:

- Monitor issues related to Canadian Next Generation 911 developments, and ensure the Alberta 911 Program aligns to those developments. Consolidate and report changes to stakeholder concerns or positions to the 911 Program manager on a timely basis.
- Support the consultation process with stakeholders, including other department staff, provincial department staff, elected officials, municipality/municipal association staff, affected professionals, industry representatives/consultants, the public, and management to obtain feedback, evaluate options and resolve issues related to the NG911 implementation and continued improvements.
- Conduct NG911 research that will lead to revised 911 grant program guidelines, Alberta 911 Standards, and provincial 911 legislation. This may involve gathering and analyzing information collected from PSAPs that receive grant funding. The 911 Program Analyst records and reports suggestions for program and process improvements and provides these to the Manager for reporting and operational improvements.
- The 911 Program Analyst may correspond to 'non-standard' requests, for example requests to confirm eligibility with grant program guidelines, or compliance with provincial 911 standards. This requires innovative and creative thinking with sound judgment to resolve complex problems, prepare strategies, identify, quantify and qualify impacts to mitigate issues.
- Consult, listen, provide/present advice and clarification, request information from stakeholders via written and verbal means on NG911 and how it relates to 911 standards and grant guidelines.
- Awareness of politically sensitive NG911 issues or sensitivities of various stakeholders, and assist in negotiating deliverables that are acceptable to stakeholders.
- Flexibility to act in a matrix project management organizational structure, in a variety of project teams, and with many stakeholders in complex interrelationships.
- Identify issues and exercise good judgment on unique, changing or unclear defined parameters to develop recommendations and priority issues to the Manager.
- Ability to maintain a professional manner and confidentiality in dealing with highly sensitive political matters relating to applications, complex reporting and/or compliance issues and PECC activations.

Types of guidance available for problem solving:

- Parameters and expectations as well as guidance for problem solving will be provided by the Program manager as needed or upon review of work products.
- One on one meetings will be used by the Manager to review decision making and provide feedback/considerations for future decision making.
- When sensitive or complex requests are assigned by the Manager, the 911 Program Coordinator may assist the Manager with specific inputs or suggestions.

Direct or indirect impacts of decisions:

Direct or indirect impacts of decisions:

- Impacts of decision making can include increased work efforts by internal and external stakeholders on NG911, 911 grant program, and Standards compliance.

- Improper direction/information can cause issues for Ministry staff, other Government of Alberta department staff as well as external grant stakeholders. This includes all aspects of the 911 Program process that may impact timelines and grant proposal from stakeholders which may impact applicants financially if applications, SFEs, or standards reports do not meet requirements.

### Key Relationships

Major stakeholders and purpose of interactions:

- Strategy and Systems Support Branch Staff who work directly with the 911 Program Analyst.
- 911 Program Manager and Director of Logistics support - provide Grant Program updates, work products and reports (e.g., funding granted, how funding is being spent, status of program applications, and standards audits and escalate concerns or issues) and respond to grant management queries.
- PSAPs – this position will interact with municipal, federal, and other agency staff who are responsible for submitting grant applications and annual statements of funding and expenditure (SFE) reports, for the purpose of clarifying information provided in the application or SFE, or to obtain missing or outstanding information required to process the application or SFE. This position may also respond to questions from PSAP staff.
- AEMA Staff - Gain knowledge of program initiatives for the creation/improvement of existing/new grant initiatives, report grant status and related reporting information
- Ministry Staff - Liaises to share information, gain legal advice and respond to queries regarding Program and Non-Program grants and initiatives.

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Certificate (1 year)			

If other, specify:

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

- Interpretation of and or external presentation of 911 Grant Program Guidelines, Standards, Regulations and Legislation.
- The position has knowledge of a specialized technical area, specifically the program under the Emergency 911 Act.
- Knowledge of grant funding, financial policy and compliance, research methodologies and project management are also required.
- Have an overall understanding of compliance with the 911 Grant Program Guidelines, as well as the identification and resolution of grant/agreement-related concerns.

### 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and</li> </ul>	<p>As a 911 Program Analyst the function of the grant agreement must be known as well as how program guidelines and standards and best practice may impact those involved.</p> <ul style="list-style-type: none"> <li>• The role must understand the 911 Program and what is intended to provide to recipients and the province of Alberta.</li> </ul>

		stakeholders	
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> <li>• Breaks down problems into small parts</li> <li>• Constructively questions and challenges the norm</li> <li>• Open to other's perspectives and aware of own</li> <li>• Contributes ideas for improving processes, and adapts existing practice to address problems</li> </ul>	<p>This role will need to not only improve the stakeholder experience but also the refinement of grant program process.</p> <ul style="list-style-type: none"> <li>• The differing situations of stakeholders require this position to use various approaches to find solutions to resolve issues and/or promote the services of the Alberta 911 Program.</li> <li>• This position exercises judgment on how to accomplish role objectives and analysis of alternatives for future implementation.</li> </ul>
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	<ul style="list-style-type: none"> <li>• This position is consultative with a balance between development of solutions and outlining existing options for stakeholders.</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques to grant solutions to stakeholders.</li> <li>• It will be vital in this role to not only identify stakeholders but to document their information.</li> <li>• This role must interact with internal Agency and Ministry staff, other GoA staff as well as Municipalities and First Nations</li> </ul>
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> <li>• Sets goals and prioritizes work</li> <li>• Identifies and corrects areas for improvement</li> <li>• Suggests actions; asks for advice when lacking</li> </ul>	<ul style="list-style-type: none"> <li>• It would be expected that this role will manage assignments with requested input from the manager when multiple priority projects are present.</li> <li>• The 911 Program Analyst must demonstrate</li> </ul>

		information or multiples priorities • Operates within APS value system	personal drive and motivation and be able to deliver work products calmly and confidently in face of adversity.
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in a changing environment and takes initiative to change: • 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	• The 911 Program analyst must suggest improvements to process and program best practice and needs to adapt to changing timelines and requirements often. • The analyst must adapt to change and constructively handle ambiguity and uncertainty in the performance of their role.

### Benchmarks

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

021PS77 / 022AN17 / 023PS35

### 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

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Date yyyy-mm-dd

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Director / Executive Director Signature

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ADM Name

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Date yyyy-mm-dd

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ADM Signature

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DM Name

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Date yyyy-mm-dd

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DM Signature