

Update

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Issues Coordinator

Current Class

Job Focus

Corporate Services

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Indigenous Partnerships & Strategic Services, ADMO

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Issues Coordinator provides support to the Issues Manager and is responsible for the coordination, enhancement, maintenance and implementation of daily divisional work and strategic processes for the Indigenous Partnerships and Strategic Services Division in the Ministry of Children and Family Services.

The Issues Coordinator provides reliable, professional administrative support for the Action Request Tracking System (ARTS) and contributes to the efficient and effective operation of the corporate issues management system to meet the needs of the Minister, Deputy Minister and stakeholders.

This position requires proactively tracking, planning and effectively communicating work for the division. The Issues Coordinator must ensure integration of strategic, business and operational time frames across the branches within the division and across the ministry.

Provides administrative support for the completion of Action Requests (ARs), following the processes and procedures of the department, in order to meet departmental on-time goals and quality standards for information provided to the Deputy Minister, Minister and Premier (ARs).

The incumbent works independently to research, draft, coordinate and process all Action Requests (ARs) and other requests for information from the Minister's office or intended for the Minister. The ARTS Coordinator reviews all divisional ARs prior to forwarding for appropriate sign off and coordinates responses to client calls received in the Minister's office. This position ensures briefings/ARs succinctly identify issues, meet quality standards and align with the government and ministry's policy or position, and develops systems to continuously improve the quality and timelines of these ARs.

Responsibilities

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

Manages the Action Request and Tracking System (ARTS):

- Manages the production of briefings and Action Requests that identify the issues, meet quality standards, and align with the government's and ministry's policy or position, ensuring effective processes and timely results. This involves producing/drafting materials as well as editing and/or re-packaging materials prepared by regional and branch staff.
- Provides support to divisional staff utilizing the ministry's Action Request System (ARTS) to ensure assignments are addressed in an appropriate, timely and coordinated manner.
- Supports department ARTS business processes and ensures they are followed.
- Attends/hosts ARTS meetings within the division to ensure needs and challenges are met.
- Maintains frequent contact with MCU to ensure issues are addressed and service delivery is smooth and seamless.
- Prepares AR packages for the Assistant Deputy Minister (ADM) to review and approve, and send to MCU.
- Assigns ARs to the appropriate branch with the direction from the ADM for completion and ensures information is delivered and received in DMO and MO on time.
- Prints and tracks ARs within division.
- Edits and ensures draft responses are current and format accurate according to department's guidelines.
- Contacts program areas for any updates.
- Acts as the primary liaison with department staff and MCU.
- Acts as liaison with department staff and other departments' MCU for any requested issues relating to the department.
- Returns ARs to divisions for closing and prepares responses for mailing, where appropriate
- Follow-up with department staff on any overdue ARs.
- Offers backup support for administrative functions within the branches.
- Integrates process changes proactively to enhance efficiency and adaptability.

Coordination of Divisional Correspondence:

- Consults with branch heads to coordinate and/or compile information required for complex divisional/ministry responses.
- Edits all divisional correspondence and documentation to ensure that written responses are clear and accurate, consistent with Ministry and Division policies and direction, reflect political sensitivities, include approved key messages and sufficient content, and resolves any inconsistencies or issues prior to forwarding for approval.
- Responsible for preparing critical briefings for the ADM, DM and Minister by compiling input from various program areas.
- Reviews and coordinates divisional ARs to maintain their accuracy and alignment to established standards.
- Develops and implements systems to continuously improve and enhance the quality and timelines of the division's correspondence process.
- Proactively shares information and resources across areas to better leverage the capabilities of the unit and division.
- Foresees future trends and works with the unit to develop strategies to meet future challenges.
- Implements process improvements for better quality and efficiency in ARs and other office operations.

Issues Resolution:

- Identifies and prioritizes emerging issues, gathers relevant information and ensures timely responses within the division.
- Works independently to analyze information and provide recommendations for issue resolution.
- Issues relevant to the ADM and the Division are identified and appropriately addressed through the coordination of a diverse range of resources and activities.
- Establishes and maintains effective relationships and communication linkages with the Minister's Office, Deputy Minister's Office, Ministerial Correspondence Management (MCU), various ADM Offices and staff, as well as key stakeholders, clients and ministry partners.
- Makes informed decisions in issue analysis, process design and project management while maintaining confidentiality.
- Evaluates alternative approaches within a broader context to ensure relevant and effective outcomes.
- Supports a customer-focused issues management approach by identifying and prioritizing emerging and potentially sensitive issues; initiating action in collaboration with senior staff to address issues, propose solutions and/or recommendations consistent with ministry position, legislation direction, and goals as outlined in business plans; and communicating outcomes, where appropriate.
- Coordinates the preparation of briefings and background materials. This includes working with communications staff, other divisional and ministry contacts, branch and regional service delivery staff.
- Liaises with Minister's office, DM's office, branches and the other divisions' ADM's offices on relevant issues.

Supports MCU and Department Colleagues:

- Assists the Strategic Issues Manager in coordinating cross-divisional initiatives and projects.
- Acts as a liaison between department staff, MCU and other divisional ADM offices to facilitate seamless communication on pressing matters.
- Provides guidance on managing complex ARs, relays directions from ADMO and addresses stakeholder concerns.
- Researching issues and keeping abreast of current events.
- Provides advice and guidance to department staff on general procedures related to Ministerial correspondence.
- Collaborates with colleagues to approve deadline extensions.
- Ensures the ADMO follows department security, disposal and archival practices as they relate to ARs.
- Helps provide ARTS training for staff.

Problem Solving

Typical problems solved:

This position is required to liaise closely with MCU and the Deputy Minister's office requiring an understanding of what needs to be done to ensure the ARs are completed satisfactorily. Also, the position needs to bridge between the Deputy's office and the department branches when assigning AR's. These two aspects of the job require the position to have an understanding of the department in order to perform the coordinating role for ARTS and ensure AR's are responded to in a timely and accurate manner. Position must exercise good judgment and make informed decisions when dealing with sensitive or confidential issues and liaising with department staff, the Minister's Office and members of the public. Position work is reviewed by supervisor upon completion for speed, accuracy and implication of decisions made. New ARTS policies, procedures and processes are discussed with supervisor. Position must ensure that cover off support are well informed of position and required duties through the creation and maintenance of cover-off manual and training.

Types of guidance available for problem solving:

Guidance is available from the Manager, Divisional Issues Coordination, who supervises this position. Also from branch Executive Directors and the ADM, as well as from MCU and the DM's Office as appropriate.

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

This position has considerable contact with the ADM, Manager Divisional Issues Coordination, Executive Directors, branch directors, managers, professional staff, and administrative support. Also connects on a regular basis with MCU, the DM's Office, other ADM Offices and Communications.

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:

Experience equivalency also acceptable

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

General organizational knowledge of the programs and services of the ministry.
Solid knowledge of language structure and rules.
Excellent proofreading and editorial skills.
Strong computer skills with experience using Microsoft suite, SharePoint, Adobe and SAP (1GX).
Comfortable using virtual meeting technology (MS Teams, Webex etc).
Sound knowledge of the governmental administrative protocols, policies and procedures.
Strong knowledge of the Internet and web based programs.
Strong organizational, interpersonal and communication skills.
Ability to manage numerous administrative tasks, determine relative importance of each, set deadlines and complete projects accordingly.
Ability to prioritize and distribute work assignments based on urgency.
Ability to make procedural decisions and judgments on sensitive, confidential issues with minimal supervision.
Flexibility to adapt to changing priorities and demands of a high volume workload.
Ability to analyze and problem solve.
Knowledge of government records management procedures.
Knowledge of and/or experience working with Indigenous Peoples would be an 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		
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"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	
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 	
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 	
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>	Works consistently to improve the quality and timeliness of advice to

		<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 	<p>Senior Officials and Minister.</p> <p>Works to improve the sophistication of the organization by managing projects and ensuring that issues are surfaced and dealt with in a systematic manner.</p>
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"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations 	
Develop Self and Others	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports 	

