

## New

Ministry

Education and Childcare

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Issues Advisor

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Child Care Delivery/Child Care Administration/EDO

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

ED, Child Care Administration

Manager (Zone 1)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Issues Advisor (IA) is responsible for the ongoing operational coordination of divisional correspondence, issues management and support for the daily operations of the Executive Director's Office (EDO) within the Child Care Administration Branch, Child Care Delivery (CCD) Division. The EDO is a dynamic, results-oriented office that requires the IA to perform at an exceptional standard.

The IA plays a critical role in ensuring the ED, Assistant Deputy Minister (ADM), Deputy Minister (DM) and Minister receive timely and accurate briefings on current and emerging issues, and that issues are effectively communicated and contain input from all affected program areas.

The incumbent works independently to research, draft, coordinate and process all Action Requests (ARs) and other requests for information from the ADM, DM's and Minister's office or intended for the Minister. This position anticipates issues and identifies solutions related to those issues, requiring a comprehensive knowledge of child care delivery and (including child care and policy related to early childhood development) grant management. The IA reviews all divisional ARs prior to forwarding for appropriate sign off and coordinates responses to client calls received in the Minister's office. The incumbent ensures briefings/ARs/presentations/data pulls 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 ARs and other processes within the EDO and ADMO.

The IA assesses emergent issues, determines their nature and priority, researches and coordinates supporting information and takes appropriate action to ensure inquiries are dealt with in a timely, accurate and coordinated manner within the EDO and Division. The incumbent gathers new information and applies knowledge of child care delivery, grant management and relevant legislation and practice to analyze issues and resolve problems to ensure decisions are made that best meet the Division and ministry needs.

## **Responsibilities**

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

### **Issues Management:**

Issues relevant to the branch, 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.
- 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, ADM office, branches, and the other divisions' ADM's office on relevant issues.
- Provides support to the ADM Strategic Issues Manager in coordinating division initiatives and projects, including those that cross divisions.

### **Response to Client Issues:**

- Establishes effective relationships with the branches and divisions in the ministry, and service delivery regions to contribute to positive outcomes for client calls, issues, and concerns.
- Understands and responds to specific needs of clients by seeking information about the real and underlying needs of the client, providing insights and recommendation actions to address these needs.
- Identifies trends, anticipates and develops plans to meet future needs of existing and potential clients.
- Consults with branches and other program areas to ensure that client concerns are appropriately addressed, while balancing needs of department and program.

### **Coordination of Divisional Correspondence:**

- Manages the production of briefings/Action Requests/Deputy 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.
- Assists with the preparation of policy and research material in support of the division's policy initiatives and policy positions on issues.
- Consults with branch heads to coordinate and/or compile information required for complex divisional/ministry

responses to matters that cross divisional lines and require a divisional perspective.

- Provides support to division and regional staff utilizing the ministry's Action Request System (ARTS) to ensure assignments are addressed in an appropriate, timely and coordinated manner.
- Edits all branch and when required 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.
- Develops and implements systems to continuously improve and enhance the quality and timelines of the branch's division's correspondence process.
- Proactively shares information and resources across areas to better leverage the capabilities of the unit and division.

## Problem Solving

Typical problems solved:

This position exercises considerable discretion to analyze issues, identify solutions, design processes and manage projects to ensure the work produced is current and relevant. The IC handles highly confidential information and must use a high degree of professional judgment in all aspects of the position's work. This position is responsible for identifying and analyzing alternative courses of actions within a broadly defined environment.

Due to the volume and pace of the EDO and ADMO, assistance is not always readily available and the incumbent will be required to work with considerable independence. Critical thinking is required to identify issues and gaps when analyzing information and subsequently make or review recommendations and provide advice.

Types of guidance available for problem solving:

The credibility of the ministry is dependent in part on the ability of staff members to respond to ARs in a timely and coordinated way. The provision of incorrect information could affect the ministry's credibility and could have concrete consequences on Ministry and/or clients, which must be addressed or corrected.

The IC role encompasses the review, analysis and recommendation for resolution of issues. The IC identifies program problems and solutions as well as stakeholder interests, and assesses future acceptability of alternatives.

Direct or indirect impacts of decisions:

The work performed by the IC directly impacts:

The Minister's ability to respond promptly, accurately and appropriately to requests from MLAs, Cabinet Ministers, stakeholders and the general public for information on division programs and services.

The capacity of the Minister's office to provide helpful, informative, well written and concise briefings to the Premier, other Ministers and MLAs on current and emergent issues.

The ability of the ED and ADM to be informed on emergent issues that may affect the division and the department, to focus on issues requiring their direct involvement.

The public perception of the division's programs by clients, stakeholders, outside organizations and public who write to the Minister with concerns

## Key Relationships

Major stakeholders and purpose of interactions:

### INTERNAL

Ministerial Correspondence Unit - Daily:

Liaise the coordination of Action Requests and other requests for information (client calls); to advise status of

expected ARs and other required information related to drafting and delivering Action Requests.

Provide clarification on briefing or Action Requests.

Obtain direction on complex or politically sensitive ARs, especially those dealing with policy or legislative change, or budget allocations.

Provide responses to requests for information; obtain direction on ARTS system changes, changes in correspondence protocol or key messages.

Executive Director, Child Care Administration - Daily

Obtain approval on ARs; communicate issues, trends, concerns relating to division's program or relating to correspondence; obtain direction on research required; provide responses to corporate requests and initiatives

Communications -Weekly:

Provide responses to requests for information; respond to requests for information from Alberta Connects GOA website.

Divisional Directors/Staff - Daily:

Provide direction on handling complex ARs; seek information about emergent issues or policy/legislation changes; communicate direction from Minister/DM/ADM regarding responses to client issues.

Liaise with staff to provide direction and advice on complex ARs and AR processes; approve requests for due date extensions, develop standard or key messages from each program area, and to communicate changes in drafting or processing Action Requests; provide training and direction on using the ARTS system.

Support creation of presentations and other meeting materials (Executive Team and Minister/Deputy Minister meetings) and help to track priority projects.

Regional service delivery staff and other Department Staff - Daily/Weekly:

Assist with coordination of an AR between several divisional offices; to respond to request for information.

Liaise with regional service delivery and divisional branch staff to provide direction and advice on complex ARs and AR processes from a practice, process and legislation perspective; approve requests for due date extensions, develop standard or key messages from each program area, and to communicate changes in drafting or processing Action Requests; provide training and direction on using the ARTS system.

### Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Public Administration

2nd Major/Minor if applicable

Designation

If other, specify:

Post-secondary degree, in related field (communications, social sciences, administration, business, etc.)

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

Knowledge:

- Post-secondary degree, in related field (communications, social sciences, administration, business, etc.)
- Strong working knowledge of government/division initiatives, protocols, strategic direction and priorities.
- Comprehensive understanding of the ministry, specifically the Child Care Delivery Branch and Division, and its programs, including legislation, regulation, policies, application process and client services delivery model.
- Extensive knowledge of other government programs, particularly those providing supports services to children and families.
- Solid knowledge of language structure and rules.

- Government/ministry protocol for responding to correspondence (often complex issues) that Involves or has been widely distributed throughout government.

#### Skills:

- Strong Critical thinking with the ability to work independently and make sound decisions and use good judgment.
- Exceptional oral and written correspondence skills in order to communicate and train effectively with diverse audiences on complex issues.
- Excellent proofreading and editorial skills.
- Adaptability and the ability to work in an environment with changing priorities, and short timelines.
- Exceptional time-management and organizational skills, and the ability to take on multiple projects, prioritize tasks/issues with varying scale and urgency, communicate information and produce quality results in short timelines.
- Political sensitivity and ability to maintain a neutral and objective approach to dealing with controversial, politically-charged issues.
- Client focus, knowing “who the client is” and maintaining a clear focus on client needs in an environment of multiple stakeholders and often conflicting interests.
- Strong conceptual and analytical skills; highly developed critical thinking skills, problems solving and judgment.
- Ability to break down complex situations into manageable parts in a systematic way.
- Ability to synthesize, analyze and clarify complex ideas and material, and formulate them into clear, plain language.
- Ability to present ideas and concepts in a manner that outlines and emphasizes the benefit to audience.
- Strategic thinking, with ability to look at the longer term view in order to anticipate how future developments and trends may impact division.
- Excellent collaborative, relationship-building skills, with an ability to work well in a team environment and with personnel at a different levels of an organization.
- Ability to meet client needs and respond to concerns escalated through direct client communication with the MO/DMO through return phone calls and written correspondence.
- High degree of proficiency in ARTS and Microsoft Office applications (Outlook, Word, Excel, and PowerPoint), including ability to work efficiently and effectively with various software including: desktop publishing (Adobe), SharePoint design etc., as well as Internet research are required.

### 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"/>	<b>Considers inter-relationships and emerging trends to attain goals:</b> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term</li> </ul>	

		outcomes, focus on goals and values • Identifies unintended consequences	
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight: • 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 type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Identifies and manages required change and the associated risks: • 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	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Takes and delegates responsibility for outcomes: • 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 • Reaches goals consistent with APS direction	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and	

		<p>proactively addresses conflict:</p> <ul style="list-style-type: none"><li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li><li>• Facilitates communication and collaboration</li><li>• Anticipates and reduces conflict at the outset</li><li>• Credits others and gets talent recognized</li><li>• Promotes collaboration and commitment</li></ul>	
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**Benchmarks**

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

024PS09, 024PS63

**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

ADM Name

Date yyyy-mm-dd

ADM Signature