

New

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Policy Analyst

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

PCS, CS&CI, Community Preventative Initiatives Unit

Current organizational chart attached?

Supervisor's Position ID

50093616

Supervisor's Position Name (30 characters)

Carole Aippersbach

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Job Purpose and Organizational Context
 The Preventive Community Services Division designs, develops and implements initiatives that support the needs of Albertans experiencing homelessness and works with civil society organizations, municipalities and Métis Settlements to prevent and address social issues. The division develops and implements policy frameworks, funding strategies, and practices ensuring comprehensive services to support individual, family and community well-being using cross-ministry and multi-stakeholder partnerships. As part of the Preventive Community Services Division, the Civil Society and Community Initiatives Branch works with all orders of government and agencies, and individuals across the province to deliver a continuum of preventive, community-based supports and services for the safety and well-being of Albertans. The Branch leads service delivery, grant administration and stakeholder engagement functions to support programs including Family and Community Support Services, Service Dogs, and other priority initiatives.

Position Summary

Reporting to the Manager, Policy & Programs within the Preventive Community Services Division, Civil Society and Community Initiatives branch, the Senior Policy Analyst - Stakeholder Engagement and Support is responsible for designing, developing and implementing training approaches, programs and materials, within the parameters of the FCSS legislation, to support the alignment of FCSS grant activities with the strategic outcomes for the FCSS program identified in the FCSS Accountability Framework. The position is also directly responsible for regular and

ongoing engagement with stakeholders in information sharing, issues identification, problem solving and strategic thinking to find preventive solutions to social issues and support the implementation of the FCSS Accountability Framework.

This position will provide advice and recommendations to senior management on the development of programs, policies and legislation and provides information and advice on emerging social issues, key risks, and opportunities related to preventive social services. The position plays a key role in facilitating the relationship between the department and municipalities, Métis Settlements, and civil society organizations. It provides advice and assistance to funded municipalities, Métis Settlements, and civil society organizations.

The Senior policy analyst may also engage in related functions with respect to other ministry initiatives that help to support vulnerable Albertans, including consulting with other Division program representatives on issues and to address the impact on preventive social programs and services, and assisting with grant recipient compliance with legislated and financial requirements.

Responsibilities

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

Develop and maintain strong relationships with stakeholders to support the implementation and long-term sustainment of the FCSS Accountability Framework

- Develop and implement approaches to help ensure that local FCSS perspectives are understood and considered to develop and implement effective change management strategies to support the implementation of the outcome model and KPMs identified in the Accountability Framework.
- Develop and implement approaches to support the implementation of the outcomes model and related reporting requirements identified in the FCSS Accountability Framework in partnership with FCSS stakeholders including conducting stakeholder engagement.

Develop and implement resources to advance the implementation of the FCSS Accountability Framework

- Develop and maintain public facing material including policy documents and program guides to support municipalities and Métis settlements to develop and deliver FCSS programs in alignment with the Accountability Framework and program legislation.
- Through the use best practices in adult education, develop and implement stakeholder training approaches, programs and materials to advance the implementation of the FCSS Accountability Framework
- Develop and deliver presentations and training to municipalities and Métis Settlement Programs on the implementation of the FCSS Accountability Framework and the alignment of FCSS grant activities with the strategic outcomes for the FCSS program.
- Develop approaches to support the branch to provide practical tools and advice to support local FCSS programs to deliver programs and services in alignment with the Framework (e.g. Helping local programs develop logic models, surveys, collect data, etc.)
- Support in the development, implementation, evaluation and the reporting on recommendations to improve FCSS program alignment with the FCSS Accountability Framework to ensure the FCSS program is effectively and efficiently demonstrating progress on key performance measures and meeting intended outcomes.
- Assist with research, analysis, evaluation, and other related activities to prepare documents/materials including an FCSS Annual Report to communicate FCSS program performance.
- Assist in the preparation of advice and briefing notes for Executive Director, ADM, DM and Minister highlighting options for opportunities to strengthen the FCSS program to better address the changing needs and trends across the province and the policy changes required to implement them.

Maintain ongoing engagement with and support for FCSS Stakeholders

- Lead in the development of comprehensive processes to obtain input from stakeholders in the development and implementation of policies and programs to promote collaboration and to ensure that stakeholder needs are accurately represented.

- Regularly engage with FCSS stakeholders in information sharing, issues identification, problem solving and strategic thinking to find preventive solutions to social issues.
- Consult and coordinate with Ministry staff, interdepartmental contacts, and external stakeholders where appropriate to develop policy option and procedures that support planning and development.
- Participate in FCSS working groups/sub committees which include developing terms of reference, work plans and delivering recommendations to senior leadership and the FCSS Steering Committee

Support the development, implementation and ongoing monitoring of Ministry programs, policies, and legislation

- Support in the development and implementation of the FCSS Accountability Framework and related program policies to support the consistent and quality delivery of programs and services to individuals, families and communities impacted by current and emerging social issues across the province.
- Ensure the interests, perspectives, concerns and issues facing vulnerable Albertans are considered in Ministry policy and program development, service delivery and evaluation.
- Provide assistance in the development, implementation, monitoring, and evaluation of programs, policies, and practices to ensure that Ministry grant programs can improve outcomes for vulnerable Albertans.
- Maintain awareness of cross ministry priorities to identify opportunities for alignment between FCSS program policy and other Ministry initiatives.
- Identify opportunities and make recommendations for integration and alignment between the FCSS program and other divisional/ministry prevention programs (e.g., definition of prevention, coordinated funding, etc.), and for other CSCI programs as appropriate.

Provide advice, information, and consultation to senior management on all aspects of branch grant programs, preventive social services strategies and initiatives and provides reliable, timely, and accurate information on social issues, trends, and best practices.

- Prepare timely, accurate and relevant information for briefing material including briefing notes, PowerPoint decks, and other products to respond to ARTS requests and/or divisional senior leadership to facilitate decision making, effective program management and relevant forecasting.
- Develop and maintain databases, spreadsheets, SharePoint sites, documents, and other tools to ensure accurate information is available.
- Maintain effective working relationships and partnerships with other Ministry program areas to discuss policy development and implementation issues and to ensure appropriate corporate support services are available for community prevention initiatives.
- Work collaboratively and provide support to cross-sector working groups and stakeholder committees comprised of representatives from other ministries, Municipalities and Métis Settlements, civil society organizations, and other stakeholder groups to ensure coordinated and integrated legislation, policy, and program development and implementation.
- Share perspective and expertise with cross-ministry committees, teams, and working groups to ensure thoroughness and consistency in policy and program development.

Problem Solving

Typical problems solved:

The incumbent must exercise extensive judgment and problem-solving skills to balance priorities.

This position is relied on to anticipate, detect and assess complex issues to determine their level of urgency and provide support in developing associated approaches for resolution. Issues are complex, diverse and often politically sensitive, and can range from day-to-day operational concerns to those associated with policy and procedures. The need to engage stakeholders to get and maintain support with development and implementation of policy initiatives and projects is critical.

The position is accountable for providing timely advice and accurate information; as well as communicating major accomplishments and issues that may arise to senior leadership. Information requests and assignments may be complex, information may not be readily available and/or require analysis and have tight timelines.

Challenges include the following:

- Gaining the trust and co-operation of stakeholders with diverse perspectives and working together to achieve a solution that will meet stakeholder needs and achieve organizational goals. This is dependent on the Senior policy Analyst's ability to establish effective relationships and demonstrate an understanding of the FCSS and, when required, other Ministry priorities.
- Helping to lead a diverse group of stakeholders through change
- Provision of immediate responses to the ADM's office requiring research and problem-solving skills and sound judgment within tight timelines and the ability to remain calm under pressure.
- Anticipating short- and long-term implications of legislation, strategies and initiatives and developing options to deal with potential scenarios, including negative outcomes.
- Meeting tight timelines for program and policy responses that resolve issues and operate within fundamental government policies and practices.
- Collaborating with service delivery partners to develop systemic approaches, evaluations on initiatives, and specific expertise related to issues, and interpretations.
- Working collaboratively with the grant administration team to resolve issues in the midst of competing priorities.

Types of guidance available for problem solving:

The Senior Policy Analyst functions within the context of policies, statutes, directives, and guidelines, with key pieces of legislation setting parameters for the work including the FCSS Act and Regulation, Financial Administration Act, Government Organization Act, Public Service Act, Government Accountability Act, Freedom of Information and Protection of Privacy Act, the Municipal Governance Act, and various ministry- specific acts and regulations.

The Manager is available for consultation and provides advice as necessary. The branch directors are available to clarify broad goals, objectives, and priorities, with the position delegated extensive authority to determine approaches to responsibilities. Within these parameters, the Senior Policy Analyst has considerable authority to determine approach to responsibilities.

Direct or indirect impacts of decisions:

The position is accountable for providing timely and useful advice; as well as communicating major accomplishments and issues that may arise to the Director of Community Preventive Initiatives Society to assist in effective and informed policy direction and decision-making within the ministry related to prevention and the enhanced well-being of Albertans.

Data, information, and recommendations provided to senior leadership may lead ultimately to changes in program design and related policies, which directly impacts the ability of the Ministry to design and deliver effective preventive social services and supports.

The range of consultation and information services provided to municipalities, civil society organizations, and senior divisional and ministry leadership is broad, and includes interpretation of program guidelines, analysis of program financial and outcomes data. Sound judgment is essential to providing definitive responses within short timelines. Many requests for information require accurate information that may be shared with government officials for politically sensitive meetings or may form parts of media releases or other publicly shared information.

Recommendations have a direct influence on provincial government policy and programs. The position requires flexibility in working with various stakeholders, both internal and external to the department, to ensure that collaborative processes are carried out and that timelines and goals are met.

Key Relationships

Major stakeholders and purpose of interactions:

External:

Municipal Government Officials and FCSS Program Staff - to consult, provide training, support program development and respond to questions.

Provincial Associations (e.g., FCSSAA) - to maintain partnership and collaborate on joint projects.

Community Based Civil Society Organizations - to respond to inquiries, provide general information, and manage issues

Internal:

CSCI Grant Administration and Accountability Unit to collaborate on shared work

ADM Office to respond to incoming requests for information

Cross Division and Cross Ministry Program staff and leadership to work on shared initiatives

Required Education, Experience and Technical Competencies

Education Level

Focus/Major

2nd Major/Minor if applicable

Designation

Bachelor's Degree (4 year)

Other

If other, specify:

A degree in public or business administration, social sciences, community development, education, etc.

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

Essential to the position:

- strong knowledge of community development, collective impact and outcome measurement
- current knowledge of emerging issues in preventive policies and practices, strategies and theories related to working with diverse populations and integrated inter-sectoral approaches to complex social issues
- strong knowledge of legislative processes and current political environment
- strong knowledge of provincial and community prevention networks and resources
- strong financial, information technology, grant management and administrative processes
- strong understanding of government processes including ARTS, application of the style guide and communication standards
- strong ability to complete advanced functions in O365 office software (PowerPoint, Word, Excel, Project, Visio, and Outlook)
- good knowledge of best practices in building training materials for adult education
- good knowledge of best practices for change management
- good knowledge of project management principles and methodologies
- good knowledge of research methodologies, tools, statistics, techniques, and information systems, data management and analysis
- good knowledge of applicable legislation, regulations, ministerial orders, and guidelines (i.e. Family and Community Support Services Act, Government Accountability Act, Government Organization Act, Municipal Government Act, Financial Administration Act, Alberta Public Agency Governance Act)
- knowledge of government structures and community, municipal, and regional authority dynamics
- solid understanding of the development, monitoring, and evaluation of policies

The position also requires strong and demonstrated:

- problem solving skills in order to address complex, unique and diverse social issues

- ability to work independently, as part of a team, and with diverse stakeholders
- consulting, negotiating, and consensus building skills in order to represent the Ministry in a variety of situations and build relationships and obtain cooperation from multiple partners and other stakeholders
- interpersonal and influencing skills
- relationship building skills
- professional judgment and decision-making skills to assess alternative options, implement viable approaches, and evaluate the results
- facilitation and conflict resolution skills
- written and verbal communication skills
- ability to manage resources, time, stress, work under pressure, and under high demands

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Work is done in alignment with the ministry's vision and values, business plan and strategies in a fast paced and politically sensitive environment.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	Develops expertise and independently makes recommendations for the resolution of issues with limited direction from manager.
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p>	Can work in an environment where there is ambiguity, is able to adapt to new

		<ul style="list-style-type: none"> • 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 	information and find related information without explicit direction. Able to meet changing priorities while adhering to timelines.
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • 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 	Ability to coordinate work with stakeholders to achieve overall goals, within tight timelines and with competing priorities.
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	Builds networks and partnerships with stakeholders internal and external to the GoA to collaborate on shared goals.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized 	Builds trust and rapport with internal and external stakeholders to share information and collaborate to achieve mutual goals.