

Update

Ministry
Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID
Position Name (30 characters)
Stakeholder Eng Specialist

Current Class
Program Services 4

Job Focus
Supervisory Level
Policy
00 - No Supervision

Agency (ministry) code
Cost Centre
Program Code: (enter if required)

Employee

Employee Name (or Vacant)
Vacant

Organizational Structure

Division, Branch/Unit
SSII, Strategic Policy & Planning Branch
Current organizational chart attached?

Supervisor's Position ID
Supervisor's Position Name (30 characters)
Supervisor's Current Class
Manager Stakeholder Engagement
Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd
2024-10-18

Responsibilities Added:
Employee Engagement

Responsibilities Removed:
None

Job Purpose and Organizational Context

Why the job exists:
The Engagement Unit within the Strategic Policy and Planning Branch is responsible for the design, delivery and evaluation of engagement activities/materials associated with the Ministry of Public Safety and Emergency Services (PSES) mandate to improve public safety in Alberta including in Indigenous communities. The Unit leads, promotes, and infuses best practices into its engagement activities with internal and external stakeholders in the delivery of

this mandate and supports other teams/divisions in delivering on the same.

The Unit is also responsible for the planning and execution of large-scale department events; assessing/planning for employee engagement, diversity and inclusion; and providing secretariat support for special advisors and/or advisory committees.

Reporting to the Manager, Community and Stakeholder Engagement, the Stakeholder Engagement Specialist will liaise with staff in PSES and other ministries (as needed) to design and develop engagement products, tools, and services for engaging internal and external stakeholders on public safety matters - and for coordinating and project managing those engagements, including evaluation.

To be successful in this role, you must be passionate about people and results - and display a keen understanding of how projects are managed (beginning to end); have excellent written and verbal skills; be able to form connections with other teams/divisions and community partners throughout the province; and be able to design/deliver various forms of engagement using best practices and those prescribed by the Government of Alberta (i.e., strategic engagement plans). There are times in which the Specialist will also be responsible for booking venues, taking meeting notes, arranging transport and other coordination tasks.

## Responsibilities

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

1. Coordinates internal and external stakeholder engagement activities:

\*Develops stakeholder engagement plans and materials to support engagement;

\* Provides recommendations on approaches and tactics for engagement;

\*Undertakes external and internal stakeholder mapping;

\* When applicable, coordinates stakeholder engagement throughout the project - including managing invitations, maintaining communications, enabling and facilitating meetings, taking notes, building relationships, and tracking issues raised; and

\* Coordinates in-person and/or virtual sessions/meetings with internal and external stakeholders.

2. Supports stakeholder engagement projects at the broad system level that are focused on addressing public safety policy trends and issues:

\* Develops or contributes to project proposals, concept papers, and business cases to address issues and pressure points trends as identified by the department;

\* Writes, develops or contributes to strategies to implement proposals/directions;

\* Develops necessary reports, briefings, and presentations within at times, very tight time frames; and

\* Creates, develops and writes agendas, meeting notes/outcomes, correspondence, briefing notes, presentations and background materials as required.

3. Leads project work and may supervise project staff and/or consultants to ensure timely project completion, as required:

\* Takes a lead role, with minimal supervision to develop project charters, terms of reference, work plans, and implementation plans with goals, resource allocations and time frames;

\* Manages external contractors as necessary. Prepares requests for proposals and manage the process of evaluating and hiring contractors;

\* Monitors project processes, outputs, deliverables and budget using a variety of project management tools. Make adjustments as necessary;

\* Writes or coordinates compilation and delivery of final product; and

\* Evaluates project results and develop and present recommendations for next steps.

4. Proposes innovative policy solutions and methodologies to address complex public safety policy issues relative to engagement initiatives undertaken by the unit:

\* Researches and defines policy issues;

\* Outlines, analyzes, writes and evaluates policy options, stakeholder engagement plans, and relevant supporting material;

\* Develops project proposals and plans to obtain information, including stakeholder input, and manage

processes;

- \* Monitors and scan the environment, on an ongoing basis, to anticipate and identify potential public safety policy issues;
- \* Compares international, federal government legislation and policy changes, and those of other provinces and territories, in relation to existing Alberta policy and legislation;
- \* Supports the implementation of policy and program change; and
- \* Leads and coordinate efforts with other departments, governments, and other committees, as appropriate.

5. Provides supports and coordination to advisors or advisory committees such as the Public Security Indigenous Advisory Committee:

- \*Leads protocols, logistics, and meeting preparation, including development of agendas, meeting minutes/outcomes, discussion guides, and other products as required;
- \*Liaisons with other Government of Alberta departments and external stakeholders regarding participation in meetings as required; and
- \*Facilitates and/or contributes in meetings as needed.

6. Coordinates and plans public facing events for the department as required:

- \* Coordinates with program areas to develop and execute plans for public facing events;
- \*Chairs and organizes working groups as necessary;
- \* Interfaces with stakeholders, government officials, and elected officials to prepare for events; and
- \* Prepares documentation as necessary (e.g. invites, relevant hosting forms).

7. Provides support and coordination to employee engagement activities within the department as required:

- \*Provides secretariat support to the department's employee engagement committee co-chairs and its members;
- \*Supports the development of frameworks and actions plans under the leadership of the employee engagement committee and department's leadership team; and
- \*Organizes meetings, agendas, supporting materials as well as prepares meeting notes/summaries to ensure effective performance of the committee.

## Problem Solving

Typical problems solved:

**This position demands a high level of creativity, independent research, issues identification, and problem solving, often within a complex and time sensitive environment.**

**To be successful, you must exercise independence and represent the department's interests when interacting with stakeholders, communities and/or other levels of government e.g., the federal government, provincial ministries of Justice, Health, Children and Family Services, Forestry and Parks, Service Alberta and Red Tape Reduction, Municipal Affairs, Jobs , Economy and Trade, Seniors, Community and Social Services, municipal police services, municipalities, and Indigenous communities and organizations.**

Types of guidance available for problem solving:

The incumbent must exercise significant independence when coordinating internal and external engagement initiatives, and representing the department's interests and positions when interacting with stakeholders and communities and/or other levels of government.

Guidance available for problem solving include consultation with the Director and Manager of Community and Stakeholder Engagement.

Direct or indirect impacts of decisions:

Impacts the success of projects and results of internal and external stakeholder engagements for the department, which in turn impacts policy options being put forward for decision makers.

## Key Relationships

Major stakeholders and purpose of interactions:

Director and Manager of Community and Stakeholder Engagement - strategic and operational direction, immediate supervisory direction and project assignment.

Communications and Public Engagement - information sources, engagement subject matter experts, collaboration and coordination of engagement documents and approvals.

Various Government of Alberta ministries such as Justice, Health, Children and Family Services, Forestry and Parks, Service Alberta and Red Tape Reduction, Municipal Affairs, Jobs , Economy and Trade, Seniors, Community and Social Services, - subject matter experts, and cross-ministry collaborators on information sharing and best practices.

External Stakeholders such as: municipal police services, municipalities, and Indigenous communities and organizations.- subject matter experts, community leaders and collaborators on information sharing and best practices.

## Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

2nd Major/Minor if applicable

Designation

If other, specify:

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

### Education and Experience:

\* Degree in Communications, Social Sciences, Business, Administration or a related field, supplemented by four years of related experience.

### Knowledge, Skills & Abilities:

- \* Considerable knowledge and experience in project management; experience with multi-phase, complex projects;
  - \* Advanced writing and effective presentation skills; exceptional communication skills to articulate department messages verbally and in writing to a broad and diverse audience;
  - \* In-depth knowledge of different engagement tools and approaches;
  - \* Ability to work independently, think strategically, organize duties, establish and adjust priorities to complete tasks, and meet deadlines;
  - \* Highly developed creative/critical thinking, conceptual, decision making and problem solving skills;
  - \* Strong analytical and research skills;
  - \* Ability to work effectively in a team setting and able to organize and lead project teams and committees to achieve work objectives;
  - \* Aptitude for problem solving and decision-making, as well as mature judgment, tact, and diplomacy;
  - \* Ability to collaborate and engage stakeholders, other departments, and manage diverse perspectives from a wide range of stakeholder groups;
  - \* Attention to detail and ability to work under short time frames and external pressures;
  - \* Ability to interact and build relationships with peers, subordinates, teams, staff, and managers within and outside the department; ability to tactfully interact with diverse audiences, from police to community volunteers and peers, to Executive Team;
- Knowledge and experience in program and policy development and program evaluation techniques; and
- \* Proficient in using technology.

### Assets:

- \* Understanding of how government operates, its use of engagement to inform policies and procedures, and strong political acumen;
- \* Knowledge of Freedom of Information and Protection of Privacy legislation, policies, and procedures; and
- \* Knowledge of public safety and emergency management as it pertains to the Ministry .

## 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 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> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	
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"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	
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"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	

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: <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	
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**Benchmarks**

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

**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	Date yyyy-mm-dd	Director / Executive Director Signature
ADM Name	Date yyyy-mm-dd	ADM Signature
DM Name	Date yyyy-mm-dd	DM Signature