

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Writer/Editor

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Health (CA11)

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

DMO/Ministerial Correspondence Unit



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

MCU Manager

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Ministerial Correspondence Unit (MCU) supports the Minister, Associate Minister, Deputy Minister and department in communicating the Government of Alberta's health care strategies, policies and programs to Albertans, elected officials, professional organizations, and other stakeholders. The Writer/Editor contributes to this by researching, drafting, editing, and preparing ministerial correspondence, and other briefing materials. They ensure the information in each response is accurate, responsive, consistent with other departmental communications (both internal and external), and expressed in a way that will be understandable to the intended audience. The Writer/Editor ensures that Ministerial communications are completed within the necessary timelines and in the appropriate style.

This position produces information and communications that have a direct impact on the credibility and reputation of the Premier, Minister, Associate Deputy Minister, MLAs, Deputy Minister, department, and the Government of Alberta overall. It contributes to the success of communications between the Premier, Minister, Associate Deputy Minister, Deputy Minister or MLAs and Albertans and other key stakeholders, including provincial and national leaders and health care professionals. This position also contributes to training and development initiatives to help strengthen and refine department staff's writing skills.

Correspondence requiring response can vary greatly across the spectrum of health issues and typically require tailored responses. One letter could contain multiple issues and require consolidation of input from

multiple program areas. The Writer/Editor negotiates engagement from content experts across divisions and synthesizes disparate responses into one cohesive response. The Writer/Editor ensures that a standard messaging approach is used for all correspondence, along with a response that is tailored to the specific audience.

Responsibilities

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

1) Review responses to Action Requests prepared by subject-matter experts across the department to ensure final draft responses are accurate, understandable, error-free, and timely.

- Review draft responses to ensure accuracy, clarity, and appropriate tone, style, grammar and format.
- Ensure responses comprehensively address all questions and/or concerns posed by the correspondent.
- Consult with department staff regarding content, as needed.
- When necessary, contact stakeholders to resolve or to clarify issue.

2) Prepare correspondence consistent with the Ministry's Correspondence Style Guide (and Sample Responses) and Government of Alberta expectations in response to Action Requests.

- Draft letters, emails and memos for ongoing initiatives and issues.
- Consult with ministry staff, staff from other ministries and Alberta Health Services regarding content.
- Conduct independent research to develop draft responses for review by program areas.
- Liaise with staff in Communications to develop responses that align with external communications.

3) Provide advice, training, and collaboration to ministry staff to increase correspondence capacity

- Build and maintain relationships with the Minister's Office, Associate Minister's Office, Deputy Minister's Office, Communications, department staff, Alberta Health Services, and other ministries to foster collaboration and teamwork in the development of responses.
- Provide advice and support through outreach efforts to ministry staff of all levels regarding clarity, tone, style, language usage, grammar and use of the Style Guide to improve the quality of responses.
- Develop resources and deliver training to guide staff on the use of language, tone, grammar, and style.
- Provide cross-training to other MCU Writer/Editors regarding changes in messaging.

4) Develop and maintain editorial resources that are used in the drafting or review of correspondence.

- Contribute to MCU's database of standard responses and support development of standard responses.
- Collaborate with Writer/Editors in other government ministries to develop shared resources.
- Maintain and renew the department's Correspondence Style Guide and Sample Responses.
- Complete special projects as required.

5) Maintain awareness of how emerging health system issues may impact correspondence.

- Maintain a good understanding of legislation, policies, and emerging issues that impact the ministry (both AH and AHS); the ministry's programs and services; and government's overall communications strategy.
- Maintain a good understanding of the programs and services delivered by other ministries (e.g., housing programs for seniors; AISH; PDD, WCB, etc.).
- Stay current on ARTS processes and standards and factors that impact drafting correspondence (e.g., Style Guide updates and differences in correspondence styles and preferences of each executive client).
- Proactively maintain awareness and understanding of current health care issues in Alberta and Canada to assess their impact on responses and understand their impact on Albertans and other stakeholders.

6) Support effective and efficient operations of the MCU, and provide periodic support to the Issue Management (telephone) Team as required

- Participate in MCU activities to set priorities and timelines, and improve team processes.
- Represent MCU at meetings throughout the ministry and with other ministries, as required.
- Help to resolve issues for Albertans who have called, emailed or written to the Health Minister or other elected officials regarding a specific concern arising from their persons experience with the health system.

Problem Solving

Typical problems solved:

The Writer/Editor executes a high degree of judgment to evaluate incoming correspondence and proposed responses to determine if the response is comprehensive and aligned with the department and government's messaging and style. The Writer/Editor must be able to identify and make connections between departmental programs and policies, as well as external initiatives, developments and programs within the complex health arena; this draws on a broader and integrated view of the ministry's business and goals. The Writer/Editor must the approach to use for researching responses or combining elements into a complete response, and will at times need to negotiate with responsible program areas to communicate and resolve content concerns.

The Writer/Editor will encounter both content and process problems, and will need to be able to expeditiously resolve both. To do this they will rely on their knowledge of health issues, network across the department, and collaborative spirit. They will also frequently encounter problems with timelines, including narrow timelines that will be challenging to meet, and overdue or late materials. They will need to rely on established processes and their own critical thinking to resolve these issues effectively and efficiently, and exercise good judgment on when and how to escalate these issues.

Types of guidance available for problem solving:

The Writer/Editor uses established processes and resources to guide problem solving. These include existing AR processes; the MCU Correspondence Guide; the Canadian Press Style Guide; government and department policies; issue-specific key messages, and department produced communications products. The position also has access to peers and colleagues including other MCU Writers/Editors, their management team, and staff in Assistant Deputy Ministers Offices (e.g., Issues Managers, ARTS Coordinators, and Executive Secretaries).

Direct or indirect impacts of decisions:

Decisions made by the Writer/Editor directly impact the quality, comprehensiveness, and accuracy of information shared with Albertans and elected officials and therefore affect the credibility of the department, the government of Alberta, the Minister of Health, and in some cases other elected officials. Additionally, decisions made by the Writer/Editor directly impact the workload of department staff and the efficiency of correspondence processes, and as such can indirectly impact performance and morale of staff throughout the department.

Key Relationships

Major stakeholders and purpose of interactions:

- MCU staff (daily): coordinate responses through ARTS; contribute to databases with shared resources and messages; share information; provide input into MCU processes to foster efficiency.
- Assistant Deputy Minister Offices (daily): discuss content, revisions, process.
- Alberta Health Staff (weekly): discuss content, revisions, process.
- Communications (weekly): confirm key messages to incorporate in correspondence.
- Minister's Office (weekly): discuss strategic approach for unique correspondences.
- Associate Deputy Minister's Office (weekly): discuss strategic approach for unique correspondences.
- Deputy Minister's Office (monthly): discuss strategic approach for unique correspondence.
- MCU staff in other departments (monthly): request/provide input required for cross-Ministry responses.
- Alberta Health Services (monthly): consult to collect/ clarify information for correspondence.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Arts	Business	

If other, specify:

Equivalence, and other degrees (e.g. Sciences, and Public Administration) will be considered.

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

Essential experience, knowledge, and competencies include:

- Knowledge of communications theory and how language impacts messaging and tone.
- Strong writing, editing, speaking and interpersonal skills are necessary to provide accurate responses

- Knowledge of proper English grammar and use.
- Knowledge of plain language writing, and Government of Alberta writing styles.
- Knowledge of ARTS systems, processes, guidelines, templates, and standards.
- Knowledge of information management, and Government of Alberta information management policies.
- Knowledge of the expectations and processes for Government of Alberta correspondence (e.g., e-mails and letters to the public, suggested draft responses for MLAs, internal briefing notes).
- Ability to research, analyze and compile relevant information thoroughly, concisely and efficiently
- Ability to prioritize correspondence to address the goals of the Minister, Associate Minister, or Deputy Minister, as well as the correspondent's needs
- Ability to analyze the comprehensiveness of information.
- Ability to review and edit draft responses.
- Negotiation and collaboration skills to successfully work in a cross-functional team environment.
- High degree of emotional intelligence and sensitivity to recognize and interpret needs of the audience.
- High functionality with computers and computer applications.
- Ability to understand medical terminology, government legislation, policy, programs and services.
- Experience drafting executive level correspondence.
- Degree in related field or a combination of academic background and experience.
- Awareness and understanding of the provisions of the Health Information Act and FOIP pertaining to privacy and confidentiality in sharing personal and/or health information with third parties.

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		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <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 • Promotes collaboration and commitment 	Collaborates effectively and efficiently with staff across the department and builds strong relationships with key contacts. Actively seeks to understand the constraints of staff they are collaborating with, and find mutually agreeable solutions to get work done in a timely and effective manner.
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"> • 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 	Is able to quickly shift between priorities as circumstances evolve and change deadlines. Shifts focus and understands nuanced detail of widely different topics in a single day (e.g., pharmaceutical funding issues, health workforce policy, public health measures).

		<ul style="list-style-type: none"> • 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"/>	<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 	<p>Takes responsibility to review, and where necessary edit for quality, accuracy, and comprehensiveness of correspondence, even when content has already been approved by executives.</p>
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	<p>Identifies when existing processes and resources (e.g. ARTS processes, MCU Correspondence Guide) require revisions, and brings peers and leadership together to work collaboratively on revisions.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta:

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.