

Working Title French Services Coordinator		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry Arts, Culture and Status of Women
Present Class		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Through proactive cross-ministry engagement and collaboration, the French Services Coordinator advises both ministries and stakeholders on the design, development and delivery of relevant, quality and cost-effective services and resources in French throughout the government while taking in consideration the spirit and objectives of the French Policy, individual ministry strategic plans, policies and procedures, and approved budgets. To be successful, the incumbent effectively identifies and assesses existing and emerging barriers and opportunities in order to propose new or improved approaches to government services in French through the coordination and optimization of human and financial resources across government. Working closely with other Francophone Secretariat colleagues, the incumbent also plays a key role in the tracking and reporting of new services and resources in French, as well as the development of key performance indicators.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down into different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

The position is responsible for contributing to the implementation of the French Policy by supporting client ministries in the design, development, delivery and reporting of relevant, quality and cost-effective services and resources in French throughout government. This requires a complete understanding of the concepts and spirit of the French Policy. The position will support individual ministry strategic plans by:

1. Promoting, educating and advising on the implementation of the French Policy and its requirements:

Activities:

- Developing and delivering presentations and training to client ministries.
- Engaging proactively and regularly with client ministries to identify and assess existing and emerging barriers and opportunities to improving government services in French.
- Assisting ministries in applying various aspects of the Policy such as the active offer approach; specifically clarifying what services are available in French and ensuring client ministries are effectively and meaningfully promoting those services.

2. Within federal, provincial legislation and policies, providing guidance and advice to client ministries for the development of new initiatives aimed at enhancing the 4 guiding principles established by the French Policy, including enhancing strategic French services and supports.

Activities:

- Supporting and collaborating with client ministries to meaningfully engage with relevant external francophone stakeholders to advance the development of new services in French.
- Providing advice on how services in French should be designed and delivered to maximize existing francophone structures, networks and resources.
- Assessing approaches and service delivery models in other ministries and other jurisdictions and proposing

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options, innovative approaches and models that might fit client ministry realities.

- Coordinating the development of multi-year action plans, annual reports and other documents, as required. This includes providing advice and guidance to client ministries on the development of their multi-year action plans, and providing input on the most appropriate ways the ministry will be able to demonstrate progress on implementing the policy and fulfilling its reporting requirements.
- Working closely with the Francophone Secretariat's Director of Policy and Service Coordination to determine if and how available federal funding can be leveraged and used by other ministries to develop and improve services in French.
- Providing support for Alberta Advisory Council on the Francophonie and French Policy Assistant Deputy Minister Committee meetings, as required.

3. Leading the project planning and measurements of the process which includes progress and success measurement.

Activities:

- Developing key performance indicators.
- Designing, implementing and updating tracking tools.
- Analyzing and preparing reports on effectiveness and progress in the design, development and delivery of services in French within the various client ministries.
- Facilitating progress monitoring sessions with the Francophone Secretariat's team.
- Tracking best practices for future projects.

4. Within Francophone Secretariat's goals, federal *Official Languages Act*, the French Policy and the Diversity and Inclusion Initiative, participating with other branch staff in ongoing opportunity analysis for French Services within the Government of Alberta.

Activities:

- Taking part in regular discussion by providing strategic information leading to opportunities for optimizing synergies between services provided by different client ministries.
- Facilitating communication between ministries to enabling collaboration and maximize federal funding.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision-making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position provides services in line with Alberta's French Policy affecting service delivery of several client ministries to French-speaking Albertans across Alberta.

Reporting to the Francophone Secretariat's Director of Policy and Service Coordination, the position is responsible and accountable for identifying innovative approaches in the provision of government services and supports in French, and for providing advice to client ministries on how they can improve the quality, relevance and impact of the resources and services they provide to French-speaking Albertans. The position is also responsible for evaluating and reporting on new government services and supports in French.

The position must use reasoning, judgment and political acumen to strike balance between different service development opportunities. This includes assessing the political will, the community expectations and the financial and logistical feasibility at the ministry level.

The position is responsible for complex issues management and problem solving which will require different types of approaches and strategies. Advice to be provided will vary greatly from one client ministry to the next, as will the complexity of the issues to be assessed and resolved.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision-making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position is responsible for the ensuring client ministries are well informed and consider innovative, meaningful and cost-effective approaches in the implementation of multi-year action plans for services in French under the French Policy. As position offers no formal authority on client ministry, the incumbent must gain trust and credibility to effectively fulfill the requirements of the position.

As a result of limited staff resources, the position must apply creative means to obtain results through prioritization and risk management techniques.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

This position requires an undergraduate degree, preferably in social sciences, where finely-tuned analytical skills will allow for the consideration of numerous factors and systems and analysis of complex issues, resulting in a greater ability to put forward a variety of options and approaches to help improve the accessibility, quality and relevance of government services intended for French-speaking Albertans.

- The position requires an extremely high degree of bilingualism (English/French) both written and oral. Incumbent is required to develop reports, as well as understand, exchange and explain abstract concepts and ideas simultaneously in both languages.
- Knowledge of the Canadian Francophonie: issues, trends and systems/systems/networks.
- Knowledge of the Albertan Francophonie: issues, trends and systems/systems/networks.
- Knowledge and understanding of key subject areas for multiple client ministries in order to provide them with appropriate advice and options for new and/or improved services in French.
- Knowledge and understanding of the Canadian Constitution, specifically section 23 and its interpretations as well as the federal Official Languages Act and related action plans.
- Sound knowledge of the Alberta French Policy and its spirit both in English and French.
- Understanding of government service development and delivery processes.
- Knowledge of Project Management and metrics.
- Public service development, strategic thinking and issues resolution techniques.
- Good presentation and communication skills are required to negotiate and interact with Senior and Executive Managers in different ministries.

Finally, the position requires superior interpersonal and leadership skills in order to provide strategic advice. The position requires flexibility and agility, to adapt to each client ministry's culture and degree of comfort/readiness. French matters can be sensitive which will require developing a relationship of trust, transparency and shared ownership with the different stakeholders.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Internal

- Francophone Secretariat senior leadership to ensure timely reporting on issues and improvements related to government services in French.
- Other senior government officials from client ministries to provide advice and propose options for engagement with francophone stakeholders and new and improved services in French.
- Key sector community groups related to the client ministries to inform on the government's policies and positions, provide advice on how to align the organization's strategies with the province's strategies and priorities and facilitate engagement with client ministries.

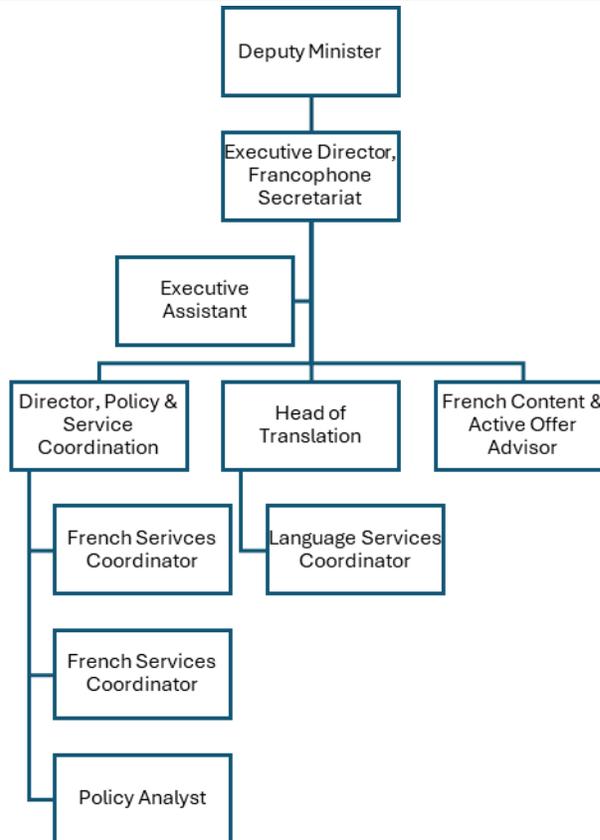
SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

No formal supervision responsibilities.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

No changes.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).



This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.