

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Issues Coordinator

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant - New Position

Organizational Structure

Division, Branch/Unit

Finance&Capital Planning, Corp and Capital Planning

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Ministry of Health is committed to supporting the key strategic initiatives and core business of government outlined in the Government of Alberta (GoA) Strategic Business Plan and is committed to a stable, accountable, high quality and sustainable health system. The Corporate and Capital Planning Branch is part of the Finance and Capital Planning Division and is responsible to direct and oversee Corporate Processes, including the development of Ministry's Business Plan, Annual report, and Enterprise Risk Management policy and framework, and Capital Planning Processes, including the development of annual Health Capital Plan and management of approved capital programs by collaborating with Alberta Infrastructure, Treasury Board and Finance and other internal and external stakeholders.

Reporting to the Executive Director of Corporate and Capital Planning Branch, the incumbent works directly with the Executive Director and the branch leadership team to manage critical and emerging issues from a strategic communication and issues management perspective. The Issues Coordinator (IC) is the primary link to emerging issues and activities in the branch and ensures situational awareness and information sharing to staff within. This key position collaborates with internal and external stakeholders to assess issues, determine their nature and priority, research and coordinate supporting information, and takes action to develop appropriate responses.

This position also provides analysis and ongoing issues management support to ensure the effective delivery of programs and frameworks that fall within the branch's mandate. This requires the individual, at the request of the branch leadership, to prepare briefings and recommendations for consideration, initiate and coordinate responses, and provide value-added

information and strategic messaging in a timely manner.

The IC plays a critical role in establishing, implementing, integrating, and monitoring effective issues management and communication processes. The IC works under high pressure situations to provide timely and accurate advice on current and emerging issues and ensures information is disseminated to the affected program areas in an efficient and effective manner. A strong understanding of communications, policy, and departmental organization is required, as well as the linkages of these items to all aspects of delivery.

The IC acts as the key branch contact for the Executive Director when responding to the Assistant Deputy Minister's (ADM) office and other divisional branches. The IC works closely with branch staff, the Executive Director, as well as the Issues Coordination Manager in the ADMO of the Finance and Capital Planning Division.

Responsibilities

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

Participation on the branch management team.

- Identify and prioritize risks, challenges, and issues and recommend strategies to support the branch and division in achieving successful outcomes.
- Summarize and share information gained from staff learnings and interaction across the Ministry and the GoA.
- Research trends and identify best practices; providing assessment of impact and application/ implementation.
- Ensure the Executive Director and branch leadership team members are kept informed on issues affecting their respective areas.
- Support branch operational planning, monitor operational progress, and prepare operational reporting.
- Prepare weekly branch situation reports, highlighting priority issues and information.
- Lead and support other projects as required by the Executive Director or branch leadership team.
- Attend meetings on behalf of the Executive Director and branch, as required.
- Represent the branch on appropriate departmental committees..
- Provide secretariat support for branch leadership as needed and follow up and track action items from branch leadership meetings.
- Reviews ARs for content, ensuring adherence to the ministry policy.

Primary communication liaison for the branch (internal and external).

- Establish, implement, integrate, and monitor effective communication processes and information management systems to manage the flow of information and inquiries that are received, ensuring inquiries are routed appropriately, responses prepared, and issues addressed.
- Reviews and analyses incoming and outgoing correspondence for content, strategic positioning, style, alignment with priorities and tone ensures that follow-up is appropriately directed.
- Work collaboratively with the ADMO, Communications, and subject matter experts as the primary liaison within the branch to ensure provision of accurate and consistent key messages for the media and other stakeholders.
- Collaborate with branch staff to support the coordination and integration of activities across program areas and branches and ensure the branch leadership team is informed of significant developments, emerging issues, or concerns in the day-to-day operations of the branch and division.
- Coordinate information from various staff members, other government departments, agencies, and stakeholders into an integrated and comprehensive response to queries.
- Work with the ADM's office to implement consistent and efficient processes to respond to all requests for information.

Support the branch in achieving the mandate and goals of the department.

- Work with the branch directors and branch leadership team to provide input and recommendations relating to issues, opportunities, and challenges associated with branch operations.

- Coordinate in-house meetings for the Executive Director.
- Work closely with the Executive Director and branch leadership team to determine key priorities and goals for the year.
- Work with the branch leadership team in the development and ongoing review of the branch operational plan (i.e., quarterly reporting updates).
- Provide advice, guidance and coordination of the Branch Operations Planning, Business Continuity Planning, performance management, and other recurring processes.
- Monitor progress against branch operational targets, and prepares operational reporting.
- Provide regular communications to the branch management team on the progress and achievement of performance measures relative to operational/business planning goals and objectives.
- Participate in committees, teams, and working groups to promote thoroughness, strategic awareness, and consistency in management of issues.
- Review key branch documents and plans as required from a strategic issues management perspective.
- Review FOIP requests and identify potential issues related to the release of information prior to the Executive Director's sign-off.

Issues research and tracking.

- Remain current and informed as to Ministry issues, proactively recommend and provide an evaluation of issues and potential strategies to resolve issues.
- Track major branch initiatives to ensure timely progress; follow up on action items identified by the ADM to the Executive Director.
- Provide branch leadership with briefings on incoming information and requests from internal and external stakeholders
- Ensure briefing information is succinct, accurate, identifies potential risks and issues for the department and is delivered within timelines.
- Anticipate and identify emerging issues ; manage and maintain communication/information on existing/legacy issues.
- Ensure that the ADMO is aware of potential issues that may be of interest to the media or may receive political attention (e.g. in session).
- Develop weekly reports for the branch leadership highlighting priority issues.
- Prepare, analyze, and communicate action request metrics quarterly to branch leadership team; identify trends and/or opportunities for workload planning.

Problem Solving

Typical problems solved:

The issues coordinator is responsible for coordinating branch communication, issues prioritization and management. These issues may involve end-to-end processes for business planning and reporting and enterprise risk management or health capital project life cycle, including implications to scope, schedule and budget and the overall effect to the project on the health care system. The IC must use their knowledge of Ministry/Divisional matters and expertise gathered from subject matter experts in this regard to coordinate and disseminate appropriate messaging. Analytical and evaluative skills are required to assess issues and inquiries in order to determine their urgency, impact and influence, connecting to the appropriate program staff to ensure a coordinated and timely response. Strong collaboration and coordination skills are required to ensure that each of the internal and external parties impacted by a specific issue is linked into the solution. Considerable influence is also required to assist the ADM's office in promoting collaborative approaches to issues management. This position requires a high level of business and political acumen to recognize issues that may have potential impact.

This position is responsible for cross-checking briefing material before it goes to the ADM. The IC must be able to coordinate input and consult with branch staff to resolve issues that may have political involvement and sensitivity. The incumbent independently assesses situations/issues, determines who needs to be involved /informed, and the impact to establish issue priority.

Types of guidance available for problem solving:

Communication must be responsive to legislative, audit, and policy requirements. Deadlines must be met,

content much be accurate and processes must be sound.

The Executive Director, Corporate and Capital Planning, determines and assigns major accountabilities to the Issues Coordinator and is available for consultation and guidance as necessary. The issues coordinator, however is expected to reach out to other branch members, subject matter experts and external stakeholders to research the issue as required.

Direct or indirect impacts of decisions:

The position supports the government's commitment to open, responsive, effective communication with stakeholders, government members and the general public. Through this effective communication, the role enhances government relationships which have been built based on the values of honesty, fairness, professionalism and accountability.

This position plays a significant role in managing relationships with partners and key stakeholders and working collaboratively to solve complex problems.

Key Relationships

Major stakeholders and purpose of interactions:

The position will have ongoing and regular contact with a variety of staff and external stakeholders regarding implementation, maintenance, and enhancement of issues management programs/initiatives, as well as providing branch staff with the tools and knowledge to enable effective communication and issues management.

Executive Director, management and staff: To provide information, training, advice, direction, and problem solving pertaining to current and emerging issues, initiatives, and activities in the branch, operational business plans and strategies, and development and distribution of branch communication materials.

Division and Ministry senior representatives (e.g. Assistant Deputy Minister and Issues & Coordination Manager): The Issues Coordinator is the ADM's office's primary link to emerging issues and activities in the branch.

Ministry peers (other Issues Coordinators): To share information, collaborate, and provide recommendations to issues management and communications to ensure divisional initiatives and priorities are being addressed in a consistent manner, where appropriate.

Ministry specialists: To share and exchange information and collaborate on training/information sessions.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Public Administration	Business	

If other, specify:

Post-secondary education in public policy, administration, business, or communications is required

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

The position requires:

- Sound knowledge and understanding of:
 - o English grammar and usage, as well as appropriate Canadian Press, plain language and Government of Alberta writing styles;
 - o The Action Request Tracking System, Sharepoint, and Microsoft Office;
 - o Government strategic business plan goals and policy direction as it relates to the Ministry and divisional mandates;
 - o Ministry and divisional business plan goals, strategic priorities, accountability processes, health capital planning processes, issues, programs, resources, policies, and legislation;
 - o GoA and ministry internal administrative policies, processes, and practices;
 - o Performance measurement and reporting theories, methodologies, principles, and techniques; and
 - o Issues management methodologies, practices, and principles.
- Knowledge of interdependent GoA initiatives, programs, and services.
- Human resource management practices, policies and procedures.
- Project management skills to ensure efficient and timely delivery of the branch's initiatives and programs.
- Creativity and in-depth research, writing, and editing skills, including knowledge of how language and tone

impacts messaging. The ability to communicate in writing, with a wide variety of audiences , including government officials, business leaders, and general public.

- Awareness of, and sensitivity to, political issues.
- Knowledge of the Freedom of Information and Protection of Privacy (FOIP) legislation.

The position requires the following skills and abilities :

- Ability to build productive relationships within the branch, division, Ministry, GoA, and with all partners.
- Ability to lead a variety of initiatives /projects.
- Innovative and creative problem solving skills, as well as strategic thinking skills.
 - Ability to act independently to clarify and resolve issues and manage trends.
 - Ability to analyze complex issues and synthesize findings to identify actions and solutions.
 - Ability to make decisions and advise on appropriate actions to be taken with limited or no direction.
- Ability to manage resources and time, work under pressure and under high demands in a fast-paced environment.
- Strong communication and interpersonal skills. Strong command of the English language, both spoken and written.
- Change management and project management skills.
- Coaching and mentoring skills.
- Organizational skills to manage and coordinate a variety of projects and initiatives. Strong time management skills to prioritize and balance multiple demands and short time frames.
- Exceptional attention to detail to ensure accuracy of issue response.
- Ability to remain self-motivated and resourceful, and the ability to work with minimal supervision.
- Familiarity with stakeholder groups and their issues.
- Conflict resolution skills.

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"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	Collaborates independently with internal and external stakeholders depending on the issue to find resolution.
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: <ul style="list-style-type: none"> • 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 	Finds ways to incorporate information into a succinct response on a variety of complex topics. Finds solutions for meeting deadlines when information is not readily available.

		and perspectives to make choices	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	Issues coordinator works in a dynamic environment where priorities change on a short notice.
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	Issues coordinator needs to heavily leverage skills and knowledge of others to draft responses to inquiries.

Benchmarks

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

Priority Issues Coordinator in Pharmaceutical & Supplementary Benefits