Government of Alberta ■

JOB DESCRIPTION

Working Title
Technical Writer/Editor

Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
OHS Resource Lead, Safety, Standards and Compliance 7	Safe, Fair and Healthy Workplaces, OHS Prevention Services/Strategic Evidence and Action	Jobs, Economy, Trade and Immigration

Present Class
Program Services 3

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**).

As a member of the Strategic Evidence and Action (SEA) unit, and reporting to the Occupational Health and Safety (OHS) Resource Lead, the Technical Writer/Editor applies a user-centered, plain language writing technique, and knowledge translation principles to help our stakeholders raise OHS awareness, enhance understanding and stimulate their ability to take positive actions. The Technical Writer/Editor uses their exceptional writing and editing skills to develop and update information resources to ensure all are presented in a consistent and understandable manner. Planning, organizing, and attention to detail are essential for success in your role.

The Alberta OHS program works to prevent work-related injuries, illnesses and fatalities through regulatory compliance action and the provision of information to work site parties. The SEA unit leads in the development and dissemination of externally facing information resources (communication, education and partnership). This enables employers, workers and other work site parties to improve awareness, education and the ability to take positive OHS actions that support a culture of health and safety in the province and supports the prevention of workplace illness and injury. Our goal is to create the conditions necessary for behaviour change through use of our resources.

Although we already have hundreds of publicly available information resources in our arsenal, we continually add to our collection and update existing resources to ensure accuracy and relevance to our legislation, reflect best practices, and that they are based on sound evidence.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in 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**).

What makes you the successful candidate? You possess a superior level knowledge of English. With your keen eye for detail, you strive for the linguistic accuracy of written information to ensure content or purpose is not lost in technical details, yet is understandable to the average Albertan. Using your strong ability to build relationships, you are able to collaborate with colleagues and stakeholders to ensure we meet the needs of OHS program stakeholders.

The successful candidate will have primary responsibility to enact the following key activities:

1. Update existing resources
The OHS program has hundreds of resources (e.g. bulletins, best practices, posters, fact sheets, webinars and eLearning programs) that stakeholders use as reference and provide guidance to our stakeholders. Many of these need to be updated in terms of plain language usage and design in order to maximize their accessibility to a wide range of stakeholders as well as reflect ongoing changes to OHS legislation and align with Government of Alberta (GoA) visual identity and communication standards.

2. Create new resources

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in 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**).

In addition to existing resources, the program continues to produce new resources to meet emerging stakeholder needs, including changes in legislation (e.g. work site party obligations, impairment, violence and harassment, worker participation in OHS). The Technical Writer/Editor supports in the development of these resources with input from technical experts, ensuring content accuracy and compliance with legislation.

3. Evergreen and monitor resources
Work with the OHS Resource Specialists to develop and ensure continuous monitoring for evergreening of resources, according to schedule or as required due to changes in legislative requirements, technical information or organizational branding.

4. Email subscription information products
Produce and distribute a monthly e-newsletter using an automated email marketing platform to proactively engage stakeholders, and send ad hoc newsletter as needed. Solicit content for from existing resources, other business areas, and occasionally external stakeholders. Leverage platform analytics to continuously improve the e-newsletter over time.

5. Act as a divisional resource
Share knowledge and expertise within the Safe, Fair and Healthy Workplaces (SFHW) division for writing, reviewing and editing to produce error-free, clear, concise and consistent content. Maintain a writer's handbook with guidance on writing style and conventions.

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**).

Drive for results - The position has a direct impact on Alberta workers and employers, particularly for stakeholders who have limited knowledge for OHS legislative requirements and seek information to clarify rights and responsibilities of various work site parties. Knowing what outcomes are important and maximizing resources to achieve results that are aligned with the goals of the program are required, while maintaining accountability to team and external stakeholders.

Building collaborative environments - In this position, the Technical Writer/Editor develops and maintains relationships with subject matter experts, industry and association working groups, and the department's Communications and Legal teams to create materials that meet the needs of end users.

Creative problem solving – Using user-centred design, knowledge translation and audience segmentation strategies, the Technical Writer/Editor develops OHS resources that achieve the outcomes of raising awareness, enhancing understanding and stimulating positive OHS actions, while meeting the unique delivery method preferences that exist among stakeholders. The role requires the ability to assess options and implications in innovative ways to achieve desired outcomes and solutions.

Systems thinking - Understands that work done within the Alberta Public Service (APS) is part of a larger integrated and inter-related environment and impacts a variety of other groups/projects inside and outside the APS, and keeps broader impacts and connections in mind. Reviews OHS literature to identify practices with a proven record of injury/illness reduction. Makes connections between OHS programs as well as external initiatives and programs related to the department's mandate.

Agility - Effective delivery of the program often requires meeting emerging needs, and identifying alternative approaches in unclear situations. Additionally, being able to recognize the importance of timing and being prepared to take action when appropriate will be essential.

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**).

Knowledge:
- Advanced written communication and editing skills, including an advanced understanding of how language impacts message and tone
- Knowledge translation and user-centered design principles
- Communication theories and models for application to OHS contexts including health literacy

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**).

- Understanding of a variety of communication channels (traditional and digital) and the effective use of them to reach diverse audiences.
- Consultation/engagement processes and techniques
- Project management processes and ability to manage numerous projects simultaneously
- Knowledge of communication planning and issue management to support organizational goals
- Graphic design and print production techniques is considered a significant asset
- GoA advertising policy, visual identity guidelines, communications policy, website standards and Canadian Press Guide
- Knowledge of department policies and procedures, regulations, legislation and core business is considered an asset
- Knowledge of privacy legislation and other related policies and procedures is considered an asset
- Knowledge of OHS legislation, *Workers' Compensation Act*, and *Employment Standards Code* and Regulation is considered an asset

Skills:
- Superior written, communication skills – focus on plain language writing
- Editing - high attention to detail, including consistency in language, style, formatting, etc.
- Project management, self-management and time management
- Research and analyze technical or legislative information, and organize and structure information
- Stakeholder facilitation (internal and external) to achieve reciprocal understanding
- Proficiency in Microsoft products (including Microsoft 365 apps, Teams, SharePoint)
- Design and desktop publishing skills are considered a significant asset (i.e. turning written content into visuals and creating documents for printing or online publishing)
- Experience developing interactive eLearning courses using authoring software (e.g. Articulate, Rise 360) is a significant asset
- Experience using email marketing platforms (e.g. Campaigner) is an asset

Abilities:
- Develop content and communication strategies
- Complete writing or editing assignments, often on short timelines
- Relationship building
- Develop processes for knowledge management
- Work effectively in a multidisciplinary team environment
- Develop, grow and maintain web content in consultation with the department's Communications liaisons and SEA staff
- Share knowledge and skills with internal staff
- Work independently, identify issues, and work with supervisor to resolve issues

Requirements: Minimum Bachelor's degree in communication/media studies, English, journalism, health promotion, public relations, or related field with two or more years of directly related experience (relevant experience may be considered in lieu of Bachelor's degree)

Advanced written communication and editing skills are required. Proficiency in Microsoft Office Suite applications (MS Teams, Word, Excel, PowerPoint and SharePoint) is required.

Experience in design and desktop publishing applications (Adobe InDesign, Illustrator, Photoshop, Acrobat) is a significant asset. Experience in eLearning authoring software (Articulate) is a significant asset. Experience in email marketing platforms (Campaigner) is an asset.

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

Stakeholders	Interaction Frequency	Nature and Purpose of Contact/Communication
Internal OHS Resource Lead	Daily	The nature of this communication related to work planning, and project implementation. Receive advice and guidance on the development and maintenance of new and existing resources,
SEA Resource team (OHS Resource Specialists)	Daily	Establish/maintain cohesive and effective working relationships between the positions centrally responsible for in-house production of resources.
Other groups within SFHW division and department (e.g. SEA, OHS Delivery, Contact Centre, Policy, Partnerships, Legal, etc.)	Weekly	Work with program staff to ensure relevant and accurate information is available to OHS stakeholders.
SEA Director	As required	Connect as needed as part of the internal resource review process; also periodically discuss current workload, project deliverables, and goal setting.
Communications	As required	Work with ministerial CPE staff to ensure resources meet GoA corporate identity requirements.
Other ministries	As required	Work with staff from other ministries to ensure relevant and accurate information is reflected in OHS information products.
External Project specific – examples WCB, health and safety associations, labour/industry groups, etc.	As required	The nature of this communication will be project-specific. At times communication may occur daily, at other times it will be weekly or monthly.

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

None

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**).

- Update terminology to reflect department, division and branch changes.
- Update content to reflect the position's current responsibilities.
- Revise language to improve clarity.