

Update

Ministry

Culture, Multiculturalism, and Status of Women

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Public Information Officer

Current Class

Program Services 2

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

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 Community Grants Unit of Arts, Culture and Status of Women administers community grants that reinvest revenues into communities; empower local citizens and community organizations to work together; and respond to local needs. The Unit administers between \$75 to \$100 million through several major grant programs and receives on average 2,000 grant applications on an annual basis.

The Public Information Officer, in the professional delivery of programs and policy, is responsible for the combination of diverse roles. The position encompasses the following:

- research and technical writer for the website and template development for communications with the non-profit sector;
- public relations and communication with stakeholders through phone calls, emails, and through developing and facilitating online webinars from information sessions to technical tutorials (how to videos);
- database maintenance of the Previous Grant Recipient Database (PGRD) and stakeholder contact database,
- policy expertise on the seven regular grant programs (and one-time programs when implemented); and
- the units' technical application support for our online application system.

Overall, the position supports grant applicants and grant recipients with program understanding, processes and

technical support program understanding, address questions and resolve issues.

These functions are carried out to enhance the flow of eligible and appropriately completed grant applications to the right programs; to increase public awareness of Community Grants Programs; to ensure accurate information is disseminated to the non-profit sector in a timely manner (to support the grant management cycle); and to increase diverse organizations within the non-profit sector applying to the various grant programs. The position involves extensive liaison with the non-profit sector, non-profit organizations, unit and department staff, and other government agencies. In carrying out position functions, employee must be familiar with related legislation and regulations; departmental and divisional operational policies and procedures; and applicable program guidelines and grant management cycle processes. A wide variety of information sources are developed by the incumbent and used for reference.

The PIO supports grant recipients through the complete grant management cycle, providing information on reporting requirements, interim and final, as per their agreements, directs them to reporting templates and supports them with uploading their reporting in front office. This role supports the production and coordination of reports; grant approval reports/payments; supports the implementation of the marketing/awareness plan for the branch (and may sit on this committee), and supports the implementation of program enhancements/improvements based on the program developmental evaluation surveys recommendations. The PIO participates on project committees supporting training manual development for staff and stakeholders, and process manual development and updating.

As a GATE system expert this role will support and collaborate with the Systems Coordinator in GATE application builds, auto notifications and participate in UAT for GATE changes, updates and additions. The role will collect applicants feedback on GATE system challenges, changes needed and application flow, share the feedback where needed as needed and as requested.

Development of specific program and process knowledge, a good understanding of program policies and procedure are required. The ability to work in a politically sensitive environment is an asset. The PIO has the ability to adjust to changing priorities and be able to effectively manage time and resources to complete tasks within identified timelines.

Responsibilities

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

1. Is the first line of communication for the general public and applicants with inquiries regarding the Community Grants' programs/funding streams (CFEP, CIP, OIP and other funding grants).

ACTIVITIES

- Acts as the initial contact for inquiries pertaining to the Community Grants' programs, online application process, application progress and provides knowledgeable information and advice on grant recipients inquiries regarding the various aspects of the complete grant management cycle of community grants. Depending on the detailed inquiry the PIO may refer the client to the appropriate program or program staff member for meeting scheduling, complex processes or specific information regarding their application or grant.
- Supports the grant process by accurately and completely informing and advising clients regarding applicable program policies/procedures/requirements.
- Must develop extensive knowledge of nonprofit/charitable legislation, program parameters/guidelines/application/reporting requirements in order to provide accurate responses to stakeholders.
- Provides technical support and guidance for eligible grant applicants to register their organization profile and gain access to the online application system to apply for grants, how to access reporting templates and how to upload in the system.
- Has updated knowledge of various Ministry, Alberta Government and external grant programs for referencing and referral.
- Provides support to grant recipients throughout the complete grant management cycle, from applicant, declines and cancelled applications, to reporting requirements.
- Coordinates ongoing and accessible webinars and information sessions on application process and project budget development to support grant applicants to complete the application process.

2. Has technical and systems knowledge to provide support for grant program workflow and required projects.

ACTIVITIES

- Accesses and develops an excellent working knowledge of the GATE (Grants Administration Tracking & Evaluation) both program office and front office, Corporate Registries, 1GX, Service Alberta, Communications/CPE, and Alberta.ca, etc.
- Provides support to applicants to access and navigate through the initial application and front office (online application) process to submitting final reporting.
- Develops, updates and coordinates ongoing and accessible webinars and information sessions to support grant applicants to complete online applications, provide a quality project budget and complete appropriate application attachments. Support grant recipients in providing reporting on their grants, how to upload in Front Office and what needs to be supplied to meet the conditions of their grant agreement.
- Updates to GATE are ongoing to ensure applicant and program information is accurate and current for reporting, payment, mass emailouts, surveys, etc.
- Identifies and relays to program staff any application shortcomings regarding applicant submissions, missing documentation, reporting issues, status changes, etc.
- Updates program webpages and documents as required.
- Develops understanding of and ability to produce all required reports and supports Systems Coordinator for all adhoc reports.
- Coordinates, prepares and proofs Grant Approval Report packages for management review and approval.
- Coordinates, prepares and confirms all electronic funds transfer information for payment
- Oversees the email stakeholder listing and the email delivery software, develops and manages update notifications on the grant programs and other notifications to stakeholders, grant applicants and recipients.
- Supports financial accounting and IT system changes and updates as needed.

3. As a member of the Unit, provides input in the development of program policy, procedures and processes.

ACTIVITIES

- Supports the development of program policies, and will develop and update procedures and process manuals as needed.
- Ensures processes and procedures are current for program workflows.
- Meets regularly with program areas and management to remain current on issues, changes and requirements.
- Contributes to the development and update of Unit workflow and operational plans.
- Prepares GATE reporting, update summaries, data summaries and ministerial correspondence (Ministerial Information Request (MIR), Briefing Notes input, etc.) that may be highly politically sensitive.
- Maintains a professional demeanor and confidentiality in dealing with highly sensitive political and internal information relating to funding, stakeholders and unit discussions.
- Ability to work on multiple projects and priorities.
- Responsible for forwarding appropriate related information to various staff and team managers as required.
- Identifies systems and process/procedural issues, IT challenges, that may affect workflows.
- Clearly understands role, unit operations and positions and branch/division and ministry priorities and initiatives.
- Attend and participate in unit discussions, unit and branch initiatives and projects.

Problem Solving

Typical problems solved:

stakeholder inquiries: eligibility, application process, systems access/support, accounting/reporting,

decline and cancellation notifications and debriefs, website/webpage information and resource maintenance. May deal with angry applicants, stakeholders and or delinquent (didn't meet reporting deadline) grant recipients.

Unit workflow: IT system issues/challenges/builds UAT/critical changes or fixes, application issues (online application system/applicant not understanding process or application requirements); grant reporting issues (not acceptable reporting documentation, how to find/complete reporting templates) data updates, data verification issues, current data errors, reporting errors, systems management issues, website updates/information update timeliness.

Senior management/minister office: data/reports requests in short time frames, ministerial correspondence, applicant/program/budget status updates to provide and verify information, payment schedules

Types of guidance available for problem solving:

Colleagues and management, ITM GATE team support, weekly meetings, 1:1 discussions
 Online training, process and system manuals - system updates, GOA technical support
 Unit member mentorship (Systems Coordinator) and branch/division/ministry information sessions

Direct or indirect impacts of decisions:

Direct impacts: Stakeholder communication delays, application delays, workflow delays, rework, timelines missed, current and timely data/information/reporting,
 Indirect impacts: grants not paid on time to recipients, angry stakeholders due to unclear or timely information provided, stakeholders uncertainty regarding application or reporting processes, program changes to process, procedures, realignment of priorities.

Key Relationships

Major stakeholders and purpose of interactions:

Direct stakeholder relationships through application and reporting supports, information sessions and inquiries. Cross unit and branch relationships to support programs, processes, projects and more.

Required Education, Experience and Technical Competencies

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

If other, specify:

Could have a diploma, assc. degree or a degree and relevant related experience in comms, grant prog, IT.

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

The roles requires at least two years experience in public relations/communications with stakeholders (client services), technical writing, and/or facilitation background (developed and implemented workshops and webinars, etc.). Could also have an education or business background with demonstrated experience in online presentations or teaching. The role requires an excellent understanding of IT systems usability and functionality, demonstrated skills in budgeting and/or accounting. Experience in grant funding is preferred.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder	The PIO will be supporting the implementation of new online applications and processes for the unit. They need to understand the bigger picture of long-term impacts for Community Grants and the applicants.

		<p>perspectives</p> <ul style="list-style-type: none"> • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>Be able to communicate professionally the benefits of the changes while also collecting stakeholder perspectives for future improvements. Works collaborative across the unit and branch to ensure key messages, appropriate tools and resources are used and shared with stakeholders.</p>
Creative Problem Solving	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>The position supports grant applicants and grant recipients with program understanding, processes and technical support addressing questions and resolve stakeholder issues. As a GATE system expert this role will support and collaborate with the Systems Coordinator in GATE application builds, auto notifications and participate in UAT for GATE changes, updates and additions. The role will collect applicants feedback on GATE system challenges, changes needed and application flow, share the feedback where needed as needed and as requested.</p>
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>This is a front line position that supports the flow of applications into the Community Grants Online system. The role develops several tools and resources to facilitate understanding of the programs and GATE system. The role requires a strong network across the unit and branch, including stakeholders in order to understand how to position communications, and implement processes to support work flows and</p>