

Update

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

Current Class

Job Focus

Corporate Services

Supervisory Level

Agency (ministry) code

Cost Centre

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Indigenous Partnerships and Strategic Services

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager Engag Coord & Research

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-10-07

Responsibilities Added:

No changes. Moving description to new template

Responsibilities Removed:

No changes. Moving description to new template

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Engagement Coordination and Research within Children and Family Services (CFS), the Engagement Specialist plays a pivotal role in supporting the smooth execution of ministry engagement initiatives and stakeholder relationship management efforts. This position is responsible for coordinating engagement logistics, facilitating engagement activities, and supporting senior staff in aligning stakeholder engagement initiatives with ministry objectives. The role involves stewardship of stakeholder data, providing technical and operational support for relationship management systems, and contributing to the continuous improvement of stakeholder engagement strategies. Additionally, this role supports the research and development of innovative engagement processes, fosters collaborative relationships across multiple sectors, and ensures ministry leadership has the necessary insights to make informed strategic decisions.

The position operates within a dynamic and multifaceted environment that bridges the ministry, other government departments, Indigenous communities, and stakeholder organizations. This role is integral to the ministry's mission of fostering collaborative and meaningful stakeholder engagement, supporting critical decisions at both the ministry and system levels. The position is key to supporting inclusive, transparent, and innovative stakeholder engagement processes that align with broader ministry goals and priorities. By maintaining effective communication channels, monitoring emerging trends, and building capacity across the ministry, this role contributes to both the strategic planning and operational effectiveness of the branch, division, and ministry as a whole. This position will also need to exercise a high level of problem solving and interpersonal skills to gain consensus, mediate, negotiate (influence) - often working with stakeholders to ensure shared understanding of, and commitment to results.

Responsibilities

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

Engagement Project Support

- Coordinate ministry engagement logistics including travel, accommodations, hosting and other organizational approvals.
- Participate on teams and committees to plan, design and facilitate stakeholder engagement initiatives and support the development of plans and documents for stakeholder engagement events.
- Conduct activities in support of stakeholder engagement planning including stakeholder analysis, e-scans, research, risk analysis and working with senior unit staff to confirm alignment and coordination of ministry-sponsored stakeholder engagement initiatives.
- Facilitate and/or lead engagement events, workshops, sessions, and meetings with program staff and ministry representatives.
- Support the coordination of Minister and Deputy Minister stakeholder engagement including the creation of reports and recommendations, development of itineraries, and support of the above-mentioned activities as required
- Support the analysis of data and documentation secured through stakeholder engagement events, sessions, and initiatives, including the preparation of results, reports and recommendations.
- Initiate, support, maintain, foster and enhance collaborative relationships with representatives of the ministry, other government departments, Indigenous communities, and stakeholder organizations.

Stakeholder Relationship Management Coordination

- Stewardship of ministerial engagement data and related initiatives including stakeholder meetings, department engagements, and initiatives.
- Analysis of ministerial engagement data to inform engagement activities.
- Stakeholder database system support - including providing user technical support and advice, training new users, developing training materials, supporting user guides, and quality control.
- Respond to ministry requests for stakeholder information and interactions.

- Be able to comfortably work within Stakeholder Relationship Management software (i.e., Microsoft Dynamics) and spreadsheet editing software (i.e., Microsoft Excel)
- Collaborate with stakeholder relationship management (SRM) lead on system enhancements, expansions, and continuous improvement.

Engagement Innovation, Research, and Capacity Building

- Support the research, development and implementation of innovative engagement processes that provide stakeholders with opportunities for meaningful input into strategic decisions at the ministry and system levels (e.g., human-centred design, systems thinking, design thinking).
- Design innovative tools (e.g., collaborative online engagement, surveys, polls, and evaluation forms) to facilitate engagement in multiple platforms and venues.
- Identify and monitor emerging trends, issues and opportunities in relation to stakeholder engagement and develop appropriate responses and recommendations.
- Create materials to build engagement capacity and awareness across the ministry

Support Branch, Division and Ministry

- Maintain effective working relationships with communities, clients, and stakeholders to ensure management team is aware of critical issues and has appropriate information to make decisions, particularly in relation to branch strategic plans. Monitor and analyze briefings, reports, news releases, newspaper articles, media coverage and other publications and information sources to identify emerging issues with potential to impact the branch.
- Prepare action request responses, ministerial correspondence, briefing notes, and other documents pertaining to stakeholder engagement issues and events as needed.
- Support and contribute to divisional initiatives including special cultural projects and ad hoc committees.
- Additional projects, tasks, and duties as assigned.

Problem Solving

Typical problems solved:

Problems and solutions encountered in this position may be unknown, but the incumbent also uses engagement knowledge, experience, and creative problem-solving skills in finding solutions to different situations. The position will be supported by engagement specialists and the manager in determining how objectives are accomplished.

E.g.,

- Determining how to bring internal stakeholders with conflicting views together for constructive conversations while considering various methodologies and approaches and relying on political acumen
- Determining how to handle delays in logistical processes (i.e., internal approval processes)
- Determining how best to compile and present information stakeholders in a digestible fashion

These problems require creative problem-solving and creativity in consultation with supervisors and colleagues. It also requires incorporating current engagement trends and jurisdictional analysis along with considerations of project budget, scope, and schedule.

Types of guidance available for problem solving:

Solutions can be found most often in existing policies, best practices, previous projects, and documented guidelines as well as through research and networking.

Supervisor and colleagues are also available to assist in problem-solving challenges.

Direct or indirect impacts of decisions:

Decisions made in this role are low risk and impacts would be managed internally by management

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders

- Stakeholder: *Branch and unit management team and representatives*
 - Interaction nature & purpose: Collaboration, cooperation, information sharing, issues resolution
- Stakeholder: *Ministry staff*
 - Interaction nature & purpose: Collaboration, cooperation, provide advice and consultation, information sharing, issues resolution
- Stakeholder: *Interrelated ministries and other GoA Ministries and Staff*
 - Interaction nature & purpose: Advice, seek direction, share information, collaborate on initiatives, support and cooperation and provide direction

External Stakeholders

- Stakeholder: *Stakeholder organizations, representatives, Indigenous communities*
 - Interaction nature & purpose: Information gathering and sharing, respond to inquiries, and presentations.
- Stakeholder: *Other levels of government and stakeholders of influence*
 - Interaction nature & purpose: Information gathering and sharing and collaboration.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Any field with a focus on public engagement, communication, public participation, stakeholder relations

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

Experience and technical competencies:

Facilitation - Successfully leading meetings, workshops, conversations, and engagement sessions with team, clients, and stakeholders

General Project Management- This includes requesting appropriate background information, preparing and bringing the proper materials to check-ins, meetings, sessions and events.

Communication - This includes communicating effectively and often and contributing to process conversations (e.g. roles, how are we doing this together, etc.).

Engagement Knowledge, Skills, and Abilities - This includes implementing a variety of engagement methods and techniques, being informed of engagement innovations and other related-engagements across jurisdictions.

Stakeholder Relationship Management (SRM) - Proficiency working in SRM tools, specifically Microsoft Dynamics

The following training would be considered an asset:

- Completed International Association for Public Participation (IAP2) training
- Experience in hybrid engagement methods

- Experience in Human-centred design methods, systems thinking, and design thinking
- Experience with SRM tools.

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"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <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 	The engagement specialist will be required to be informed and up to date on various engagement and facilitation trends within the human services field and practices in general and consider how any current or incoming projects may impact the larger system
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <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 and perspectives to make choices 	The specialist will be required to consider problems from various perspectives to find a solution that can work as a win-win for both the client and the engagement team. These solutions should contribute to the improvement of the engagement and facilitation activities of the unit and should use information and consider various methods and information sources.
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 	The specialist will be required to work in a fast-paced environment where there can be several changes in a single day or week. The specialist will need to be able to anticipate what changes may arise given current information and remain optimistic and calm as well as motivated while adapting to the required shift. This role requires a high level of agility and flexibility as there are many politically sensitive topics that are dealt with regularly.

Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	The specialist will be required to produce high-quality deliverables while taking responsibility for their work and being able to delegate tasks to colleagues as needed to help them meet their goals. Using knowledge gained from previous projects with clients will be critical to this role.
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Seeks out learning and knowledge-sharing opportunities: <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	The specialist will be required to reflect on performance after each project using a 'lessons learned' process. This will help inform the team and new projects. The specialist is also expected to bring contributions from the engagement and facilitation field to project meetings and discussions so that everyone can be informed, and collaboration can be enhanced.

Benchmarks

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

Communications Advisor (023PS66) Communications Advisor (023PS76)
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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.

Vacant

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature