

### New

Ministry

Primary and Preventative Health Services

#### Describe: Basic Job Details

##### Position

Position ID

Position Name (200 character maximum)

Divisional Coordinator and Issues Manager

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code    Cost Centre    Program Code: (enter if required)

##### Employee

Employee Name (or Vacant)

##### Organizational Structure

Division, Branch/Unit

Primary and Preventative Health Care Division

Current organizational chart attached?

Supervisor's Position ID

[Redacted]

Supervisor's Position Name (30 characters)

Assistant Deputy Minister

Supervisor's Current Class

[Redacted]

#### Design: Identify Job Duties and Value

##### Job Purpose and Organizational Context

Why the job exists:

Reporting to the Assistant Deputy Minister (ADM) and operating as a trusted member of the Divisional Leadership Team (DLT), the Divisional Coordinator and Issues Manager (IM) serves as the ADM's principal strategic advisor, confidant, and coordinator on issues management. The role exists to ensure the ADM and the division are consistently positioned to anticipate, prioritize, and respond to emerging operational, strategic, economic and political issues in a timely, coordinated, and valuable way.

This position combines deep issues management expertise with operational leadership of the ADM's office. It provides strategic counsel to the ADM on the intersection of divisional work, departmental priorities, government-wide objectives, and the broader economic environment. The role also ensures that management and administrative excellence in the day-to-day operation of the ADM's office and supports the effective functioning of the division as a whole.

This role manages an information process in coordination with the other ADM Offices (ADMOs), the Ministerial Correspondence Unit, and the Deputy Minister's Office (DMO) to ensure all requests, briefings

and decision-making items are accurate, appropriate, complete and are addressed in a timely manner.

The IM is someone with the judgment, independence, and credibility to surface issues early, recommend solutions, and drive outcomes, even in the absence of formal authority.

## Responsibilities

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

### Information Management and Coordination

- Establish, implement, integrate and monitor effective communication and information management processes to manage the flow of information, inquiries and decision making items that are received in the ADMO, while ensuring items are routed and addressed.
- Liaise across the ministry to ensure that internal communications are appropriate and are meeting needs.
- Ensures that the ADM is fully briefed on emerging issues, risks, options, and recommended solutions, including implications for government.
- Review and coordinate approval of briefing materials and DM/Minister correspondence from the Ministerial Correspondence Unit and Policy and Legislative Coordination team.
- Executive Team (ET) meetings: coordinate with Executive Directors (EDs) and the ADM to develop the content for ET meetings. Ensure that materials are provided to DMO in advance and ensure critical conversations occur in a timely fashion to deliver on ministry goals and government priorities.
- Minister/Deputy Minister (MDM) meetings: coordinate with DLT and cross-divisional IMs to determine the timing for upcoming MDM meetings and develop in a timely fashion, high quality materials for DM approval and Minister review.

### Represents the ADM's direction and serves as the ADMO liaison on corporate department initiatives

- Pro-actively manages the department's internal communications of corporate GOA key messages (e.g., PSC messages about employee engagement; SA messages about 1GX, etc.).
- Represents the ADM's perspective on department initiatives, such as employee engagement initiatives and department-wide staff meetings/town-halls.

### Issues Management

- Provide professional support and assistance to the Chief of Staff and Minister's Office to ensure that the ADM and Minister are briefed on current and emerging issues.
- Work with other ADMOs to ensure division heads are kept apprised of issues affecting their respective areas and develop options/alternatives for ADM's consideration, as needed.
- Work with the Communications Branch to ensure all messages and communications on ministry initiatives are consistent and aligned with broader government priorities. Also, respond to media requests from the Communications Branch in a timely manner.
- Promote information sharing, relationship building and coordination of issues management staff across the department.
- Collaborate with other departments or agencies on current and emerging issues.
- Pushes back, with credibility and diplomacy, on requests that are out of scope or are misaligned with the priorities of the division, based on a deep understanding of divisional and departmental mandates.

### Tracking and Reporting

- Responsible for weekly, bi-weekly and ad hoc reporting on priority initiatives and issues for the ADM, Executive Team, the Minister's Office and Executive Council.
- Maintains the annual planning calendar, weekly policy/legislation internal tracker and other planning documentation in collaboration with the Strategic Policy and Planning Branch of the Strategy, Support, and Integrated Services, and Rural Health Division.
- Tracks and reports on ministry priorities and relationships to the broader government agenda using Executive Council's Initiative Tracking System (ITS) and other applicable tools.

### Leadership

- Engage with colleagues to provide oversight to the work of ADMOs, Ministerial Correspondence Unit and

the Policy and Legislative Coordination team to ensure deliverables and outcomes meet the needs of the ADMO and Minister's Office and are timely and relevant.

- Develops, implements, and continuously improves systems and processes to manage issues, correspondence, approvals, and executive work flows.
- Acts as an expert resource and decision-maker for administrative, operational, financial, HR, IT and information-management matters across the division.
- Works closely with cross-divisional partners/counterparts to pro-actively identify emerging issues; monitor strategic initiatives/key projects; ensure briefing materials are received by the DMO in a timely fashion and reflect the DMO and MO's strategic direction; and approval processes are consistently followed.
- Maintains a real-time understanding of divisional capacity and workload; recommends reprioritization or alternate approaches when capacity is constrained.

## Problem Solving

Typical problems solved:

The ADMO is a fast-paced, high-stakes environment requiring exceptional judgment and performance. The IM applies strong systems-thinking to anticipate issues, understand interdependencies and assess impacts across the division, department and government.

The IM is faced with continual situations involving ambiguity, exercising extensive judgment and problem-solving skills to support the DMO to achieve Ministry mandates and priorities. The position is relied on to anticipate, detect and assess complex issues to determine their level of urgency and provide leadership to others in developing associated approaches for resolution. Issues are complex, diverse and often politically sensitive and can range from day-to-day operational concerns, to those associated with the transformation or development of new government policies.

Sound decision-making and the ability to stay calm under pressure, while continually identifying and acting on priorities are essential attributes of this position. The IM has a critical role in managing the operations of the ADMO, including defining and managing issues and information management and operational processes.

The IM must understand the complex relationships and facilitate decision-making processes involving diverse division and ministry representatives. In addition to coping with obstacles such as conflicts with time-lines, resource allocation and priorities, this position anticipates, identifies, and analyzes trends and issues and develops strategic response options in consultation with senior division and ministry representatives.

The position will work within significant time constraints and within a high-volume environment to ensure the effective handling of complex multi-faceted issues. This requires excellent judgment, interpersonal relations, communication skills, as well as strategic thinking.

Difficult or challenging situations are often derived from having to balance the needs of the ministry, divisions, branches and external stakeholders. This position must be able to deal effectively with complex systems, conflicts and challenges. The IM must be able to provide strategic advice and coaching to the divisional management team and staff.

Given the high degree of complexity, many situations will require a high level of tact, diplomacy and systems oriented creative and strategic thinking. The IM must be flexible and aware of Ministry and corporate parameters when deriving solutions and making decisions. This requires an ability to think strategically and innovatively, keeping ministry interests at the forefront and ensuring high-level standards and expectations are considered and addressed.

The IM functions within the context of established policies, statutes, directives, and guidelines, with key pieces of legislation setting parameters for the work including the *Freedom of Information and Protection of Privacy Act*, the *Financial Administration Act*, the *Government Organization Act*, the *Public*

**Service Act, and the Government Accountability Act.**

Types of guidance available for problem solving:

The IM operates with a high degree of autonomy, supported by the ADM and the DLT, and is expected to function independently in providing solutions to complex and politically sensitive issues while keeping the ADM informed of progress.

Interpersonal, facilitation and consultation skills are required to build partnerships; address sensitives and/or controversial situations; negotiate agreement and commitment to action; and convince others of merits of proposals and initiatives. Peer collaboration across the department and broader GoA is critical to success.

Leadership and relationship management skills are necessary to maintain positive relationships and high levels of credibility with senior Ministry and government representatives and officials with varied, complex and often conflicting expectations and perspectives.

Direct or indirect impacts of decisions:

This position functions independently to meet organizational objectives and to provide continual operational service to the ADMO, such as review and coordination of briefing material and decision making items and oversight of approval processes. Often, time constraints do not permit cross-checking of briefing material before it goes to the Minister or ADM. The position must be aware of policies in appropriate areas to act as the final check on such material.

The position must be able to coordinate input and consult with other ADMOs and the DMO and Minister's Office to resolve issues which may have political involvement, usually on an urgent basis. The IM will have freedom to apply judgment and establish and implement information management systems and operational processes to ensure all matters are referred to the ADMO are dealt with.

The IM, independently assesses issues and situation, determines who needs to be involved and informed and the impact and priority of the matter. This role participates in the key functions of the ADMO and provides an understanding of the directions on key issues. Little or no direction is provided when goals are assigned and requires knowledge of business, processes and desired outcomes to succeed.

**Key Relationships**

Major stakeholders and purpose of interactions:

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Public Administration	Business	

If other, specify:

Social Sciences

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

A minimum four years of related experience in a leadership role with proven success in formulating policy, managing complex issues, project management experience and experience in a diverse multi-stakeholder environment. Related experience or education may be considered as an equivalency on a one for one basis.

**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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Observes and understands larger impact of role:	

		<ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> <li>• Breaks down problems into small parts</li> <li>• Constructively questions and challenges the norm</li> <li>• Open to other's perspectives and aware of own</li> <li>• Contributes ideas for improving processes, and adapts existing practice to address problems</li> </ul>	
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> <li>• Uses common sense and past experience to approach ambiguous problems</li> <li>• Prevents emotions from affecting others negatively</li> <li>• Looks for information on changes</li> <li>• Open to new ideas and helping co-workers</li> </ul>	
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> <li>• Sets goals and prioritizes work</li> <li>• Identifies and corrects areas for improvement</li> <li>• Suggests actions; asks for advice when lacking information or multiple priorities</li> <li>• Operates within APS</li> </ul>	

		value system	
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	
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"> <li>• Reflects on performance and identifies development opportunities</li> <li>• Takes initiative to stay current</li> <li>• Shares with the team even when not asked</li> <li>• Actively coaches and mentors direct reports</li> </ul>	

**Benchmarks**

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

Divisional Coordination and Issue Manager (Position ████████ )