

New

Ministry

Describe: Basic Job Details**Position**

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

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 Issues Coordinator supports the Issues Manager and the Assistant Deputy Minister's Office by coordinating key divisional operations, processes, and materials for the Regulatory Compliance, Quality Assurance and Business Supports Division within the Ministry of Children and Family Services.

This position provides professional administrative and coordination support to help ensure divisional work is planned, tracked, and completed efficiently in support of the Assistant Deputy Minister. The role requires strong organizational, time management, and communication skills to align strategic, business, and operational timelines across branches, the division, and the ministry.

The Issues Coordinator supports the preparation and processing of Action Requests, briefings, and correspondence in accordance with departmental processes, timelines, and quality standards. This includes reviewing, editing, coordinating, and tracking divisional materials before they are forwarded to the Issues Manager and/or Assistant

Deputy Minister for review and sign-off.

Strong writing and editing skills are essential. The position helps ensure materials clearly identify issues, are concise and accurate, align with government and ministry policy and positions, and meet the standards required for information provided to the Deputy Minister, Minister and Premier.

The role also supports continuous improvement by developing and maintaining tools, systems, and processes that improve work flow, tracking, quality control, and the timely completion of divisional materials.

Responsibilities

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

The Issues Coordinator supports the effective coordination, tracking and resolution of divisional Action Requests, correspondence and emerging issues. This position works closely with the Issues Manager, ADM office, Ministerial Correspondence Unit, divisional staff and other partners to ensure materials are accurate, timely, complete and aligned with government, ministry and divisional direction. The role also supports quality assurance, process improvement, information sharing and consistent use of ARTS across the division.

Action Request Coordination and Tracking:

- Manages divisional Action Requests through ARTS by assigning work promptly, providing clear direction and timelines, and tracking progress to support timely completion.
- Assigns Action Requests to appropriate branches based on Issues Manager and/or ADM direction, and ensures information is provided to ADMO, DMO and MO within required timelines.
- Prepares Action Requests and briefing packages for Issues Manager review and ADM approval before submission to the Ministerial Correspondence Unit.
- Follows up with branches to obtain status updates, resolve outstanding items, and support seamless service delivery.
- Returns completed Action Requests for closure and prepares responses for mailing, where appropriate.

Correspondence and Briefing Quality Assurance:

- Reviews and edits divisional correspondence, briefings and related materials to ensure responses are clear, accurate, complete, and aligned with government, ministry and divisional policies or positions
- Ensures correspondence meets ministerial correspondence guidelines, departmental quality standards and approved formatting requirements.
- Identifies and resolves inconsistencies, information gaps and quality concerns before materials are forwarded for review and approval.
- Drafts and compiles briefings for the ADM, DM and Minister by coordinating input from program areas, branch leadership, and other divisional contacts.
- Coordinates the preparation of background materials and responses on complex, sensitive or cross-divisional matters.

Issues Identification and Resolution:

- Supports the Issues Manager by identifying emerging and potentially sensitive issues, gathering relevant information and coordinating timely divisional responses.
- Reviews and analyzes information from branches to ensure recommendations are appropriate, evidence-informed and responsive to the issue at hand.
- Works with senior staff to address issues, develop options and recommendations, and support outcomes

consistent with ministry direction, legislation and business plan goals.

- Evaluates alternative approaches within a broader context to support relevant, practical and effective outcomes.
- Researches emerging issues and monitors current events to support informed, timely and coordinated responses.

Strategic Coordination, Process Improvement and Advisory Support:

- Establishes and maintains effective working relationships with the Ministerial Correspondence Unit, ADM offices, divisional staff and other Issues Coordinators.
- Provides advice and guidance to divisional staff on ARTS, correspondence processes, timelines and ministerial correspondence procedures.
- Leads or participates in divisional ARTS meetings to identify operational needs, address challenges and promote consistent best practices.
- Develops and supports systems, tools and processes that improve correspondence quality, timeliness, consistency and efficiency.
- Supports the development of project management processes, critical paths and coordination tools for cross-divisional initiatives and recurring information packages.
- Supports ARTS training and shares resources across the division to build consistency and capacity.
- Collaborates with colleagues to review deadline extension requests and manage complex Action Requests.
- Handles sensitive and confidential information in accordance with applicable privacy, security, records management, disposal and archival requirements.

Problem Solving

Typical problems solved:

The Issues Coordinator uses strong analytical and problem-solving skills to assess incoming Action Requests, determine the appropriate lead area, and identify which branches or other divisions should be engaged to support a complete and accurate response. The role requires a broad understanding of the division, department, and government decision-making processes, as well as the ability to work closely with branch leadership and staff to clarify requirements, identify key issues, assess potential implications, and consider all relevant perspectives before materials are finalized.

The Issues Coordinator must exercise sound judgment and make informed decisions when dealing with sensitive or confidential issues and when liaising with department staff, other Assistant Deputy Minister's Offices, and the Deputy Minister's Office. Completed work is reviewed by the Issues Manager for formatting, accuracy, completeness, and the clear identification of options, including associated pros and cons.

To support and enhance divisional efficiency, the Issues Coordinator identifies and brings forward new procedures and processes for discussion with branch staff and the division leadership team.

The Issues Coordinator also establishes and maintains cover-off support for their role by creating and updating a cover-off manual and providing training to ensure backup staff understand the position and required duties.

Types of guidance available for problem solving:

Guidance is available from the Issues Manager, who supervises this position, as well as from branch Executive Directors and the Assistant Deputy Minister. Additional guidance may be sought from MCU as appropriate.

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

The Issues Coordinator has considerable contact with the Issues Manager, other Issues Coordinators, the Assistant Deputy Minister, Executive Directors, branch directors, managers, divisional staff, and administrative/executive support staff. The position also connects regularly with MCU, other Assistant Deputy Minister's Offices, Communications and occasionally with the Deputy Minister's Office to coordinate responses, clarify instructions for requests, resolve issues, and support timely and complete information sharing.

Required Education, Experience and Technical Competencies

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

If other, specify:

Experience equivalency also acceptable.

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

- Strong organizational, interpersonal, and communication skills.
- Exceptional writing, proofreading, editing, and quality assurance skills, with the ability to prepare clear, accurate, concise, plain-language materials for senior-level review.
- Strong knowledge of language structure, grammar, punctuation, and plain language principles.
- Strong commitment to confidentiality and diplomacy, with the ability to exercise sound judgment and make procedural decisions on sensitive or confidential issues with minimal supervision.
- Ability and willingness to proactively communicate with the Issues Manager on the status of assigned work, including items that are on track, at risk of delay, stalled, or may require extensions or escalation.
- Ability to manage multiple administrative tasks, assess their relative importance, set deadlines, and complete work accordingly.
- Strong time management skills, with the ability to prioritize and distribute work assignments based on urgency, complexity, and required timelines.
- Flexibility to adapt to changing priorities and the demands of a high-volume workload.
- Ability to analyze issues, identify appropriate next steps, and apply sound problem-solving skills.
- Strong organizational knowledge of ministry programs and services.
- Sound knowledge of government administrative protocols, policies, and procedures.
- Knowledge of government records management procedures.
- Strong computer skills, including experience with Microsoft 365 applications, SharePoint, Adobe, and SAP/1GX.
- Comfort using virtual meeting platforms, including Microsoft Teams and Webex.
- Ability to work with minimal supervision while remaining focused, self-motivated, and organized.

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Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	<input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	
Creative Problem Solving	<input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E	<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 	
Agility	<input type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E	<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	
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <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 	<p>Works consistently to improve the quality and timeliness of advice to Senior Officials and Minister.</p> <p>Works to improve the sophistication of the organization by managing projects and ensuring that issues are surfaced and dealt with in a systematic manner.</p>
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations 	
Develop Self and Others	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports 	

