

## Update

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (200 character maximum)

Current Class

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****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

The new role introduces broader leadership and oversight of corporate support functions, including responsibility for integrating and aligning services with ministry priorities, government direction, and legislative requirements. It expands accountability to include end-to-end oversight of corporate services, such as purchasing, contract support, and occupational health and safety, in addition to existing areas like emergency management and accommodations. There has been an increase in facility and accommodation planning with the stand-up of the Compassionate Intervention Commission and Statutory Director's Office.

There is also a stronger emphasis on strategic consequence management, including identifying emerging corporate risks and developing mitigation strategies at a ministry-wide level. The role enhances responsibility for information, privacy, and access functions by positioning the individual as a senior advisor to executive leadership, with oversight of compliance with key legislation and broader privacy risk

management. Responsibility of the Access to Information Portfolio is increasing due to the ending of PPHS support of this file.

Additionally, it introduces a more formal role in cross-government coordination and reporting, ensuring consistent engagement on enterprise initiatives (e.g., Red Tape Reduction, Anti-Racism, French Policy) and strengthening relationships across ministries.

The position places greater focus on governance, accountability, and executive decision support, including contributing to corporate planning, performance measurement, and high-quality briefing materials, alongside expanded expectations for people leadership, capacity building, and organizational development.

Responsibilities Removed:

The update is to bring the job description up to date and does not have any major responsibilities removed.

One change is that the role no longer includes tactical, program-level information management duties, such as coordinating metadata standards, addressing e-discovery challenges, and providing direct advice to program areas on privacy legislation impacts.

### **Job Purpose and Organizational Context**

Why the job exists:

The Director, Corporate Support provides senior strategic leadership for ministry-wide corporate and enabling functions that underpin effective, compliant, and resilient operations for the ministry and its agencies. The role is accountable for ensuring foundational corporate services are integrated, legislatively compliant, and aligned with ministry and government-wide priorities, while remaining responsive to evolving organizational and operational needs.

Within the Strategic and Corporate Services Branch, the Director leads enterprise functions that strengthen governance, risk management, and organizational readiness, enabling the delivery of ministry priorities. The position plays a key role in coordinating, reporting on, and advancing interdepartmental and cross-government initiatives, including Red Tape Reduction, French Policy, Anti-Racism initiatives, and other enterprise-wide commitments.

As a member of the branch and divisional leadership team, the Director brings a systems-level perspective, political acuity, and a service-oriented mindset to ensure corporate supports are value-adding, outcomes-focused, and contribute to ministry performance and broader Government of Alberta objectives.

### **Responsibilities**

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

#### **1. Provide Strategic Leadership for Corporate Support Functions**

- \* Leads the planning, integration, and delivery of corporate support services to ensure alignment with ministry priorities, government direction, and legislative requirements.
- \* Ensures corporate services are proactive, user-focused, and enable effective program delivery.
- \* Identifies emerging corporate risks and develops mitigation strategies in collaboration with branch and ministry leadership to support consequence management and business continuity.

#### **2. Lead Corporate Services and Operational Enablement**

- \* Provides executive oversight for general corporate services, including emergency management, business continuity, accommodations, facilities coordination, purchasing and contract support, and occupational health and safety.
- \* Ensures workplace health and safety practices meet legislative requirements and work with cross-ministry partners to ensure Mental Health and Addictions supports meet or exceed Government of Alberta standards.
- \* Represents the ministry in discussions with shared service partners and other ministries on corporate service delivery and continuous improvement.

\* Provides leadership to Manager, Corporate Services, to assist in organization of corporate services resources, policy and processes.

### **3. Lead Information, Privacy, and Access Functions**

\* Provides strategic oversight of information management, privacy, and access to information functions to ensure compliance with the *Health Information Act*, *Protection of Privacy Act*, *Access to Information Act*, and related legislation.

\* Oversees the development and maintenance of Information Sharing Agreements, Privacy Impact Assessments, and timely responses to access requests.

\* Serves as a senior advisor to executive leadership on information and privacy risks, issues, and emerging trends.

\* Provides leadership to Manager, Information Access and Privacy, to assist in organization of access to information and privacy resources, policy and processes.

### **4. Coordinate Cross-Government and Interdepartmental Initiatives**

\* Leads and coordinates ministry reporting and engagement on cross-government initiatives such as Red Tape Reduction, French Policy, Anti-Racism programming, and other enterprise priorities.

\* Ensures consistent, accurate, and timely reporting to central agencies and partner ministries.

\* Builds strong working relationships across government to advance shared objectives and represent ministry interests effectively.

### **5. Strengthen Governance, Planning, and Accountability**

\* Supports corporate planning, reporting, and governance processes within the branch and across the ministry as required.

\* Ensures corporate activities are aligned with government priorities, approved business plans, and performance measures.

\* Contributes to executive decision-making through high-quality briefing materials, analysis, and recommendations.

### **6. Lead, Develop, and Support People**

\* Provides leadership, coaching, and performance management for direct reports, fostering a respectful, inclusive, and high-performing work environment.

\* Builds leadership capacity within the Corporate Support Unit and supports employee learning and development.

\* Models the values of a professional, non-partisan, and inclusive public service.

## **Problem Solving**

Typical problems solved:

The Director operates within a broad and complex policy, legislative, and governance environment where solutions are rarely prescriptive and issues are often multifaceted. Problems typically involve navigating competing priorities, evolving government direction, fiscal and human resource constraints, and diverse stakeholder expectations across divisions and system partners. The role frequently requires balancing risk management, compliance obligations, service delivery expectations, and operational realities, while maintaining a system-wide perspective and alignment with ministry and government-wide objectives.

Solutions are developed through rigorous analysis, consultation, negotiation, and the application of sound professional judgment. The Director is expected to anticipate emerging issues, assess impacts across programs and partners, and resolve conflicts or gaps that may affect timelines, outcomes, or system integration. Emphasis is placed on developing practical, timely, and defensible solutions that support sustainable implementation, enable informed executive decision-making, and advance priority initiatives.

Types of guidance available for problem solving:

The Director of Corporate Support operates with a high degree of autonomy, applying advanced professional judgment, system-level thinking, and extensive public-sector experience to address complex and often ambiguous challenges. Strategic direction is informed by the Executive Director and Assistant

Deputy Minister of the SOSS Division, as well as through engagement with senior leadership across the Ministry and participation in departmental and cross-government decision-making tables. The Director provides expert analysis, strategic advice, and recommendations to executive and policy decision-makers, ensuring alignment with Ministry priorities, legislative requirements, and public service values.

To advance effective and sustainable solutions, the Director draws on input from internal branches, Recovery Alberta, the Centre of Recovery Excellence (CoRE), and professional networks to test assumptions, integrate diverse perspectives, and assess operational feasibility. The role maintains purposeful engagement with stakeholders to remain grounded in operational realities, particularly when supporting initiatives aligned with the Alberta Recovery Model or the Compassionate Intervention framework, ensuring corporate support strategies are practical, responsive, and implementation-ready.

#### Direct or indirect impacts of decisions:

Decisions made by the Director of Corporate Support have a direct and significant impact on ministry operations, compliance posture, organizational reputation, and the ability to deliver on government priorities. Effective leadership in this role enables the consistent and reliable functioning of corporate services, supports informed executive decision-making, and ensures that strategic initiatives are resourced, governed, and implemented in a manner that aligns with legislative, policy, and financial authorities.

The Director represents the Ministry on cross-government committees and working groups, where conduct, judgment, and decision-making directly influence interdepartmental relationships and the Ministry's credibility as a system partner. The role exercises substantial autonomy within established authorities and works closely to support agencies and partners such as Recovery Alberta, the Centre of Recovery Excellence (CoRE), and the Compassionate Intervention Commission. Through these relationships, the Director helps ensure alignment, manage shared risks, and support coordinated delivery across the broader recovery and mental health and addiction system.

### Key Relationships

#### Major stakeholders and purpose of interactions:

##### Internal:

**Deputy Minister's Office** - Provides briefings, advice, and coordinated corporate support on strategic priorities, cross-government initiatives, and emerging corporate risks.

**Assistant Deputy Minister, System Oversight and Strategic Services** - Provides strategic advice, analysis, and updates related to corporate services, information and privacy, and cross-government commitments; supports alignment with divisional priorities and government direction.

**Executive Director, Strategic & Corporate Services** - Works closely to align corporate support functions with branch priorities, corporate planning, and reporting requirements.

**Branch Leadership and Program Areas** - Collaborates to deliver responsive corporate services, provide guidance on information and privacy matters, and support operational and policy objectives across the ministry.

**Agencies and System Partners (Recovery Alberta, CoRE, Compassionate Intervention Commission)** - Provides coordinated corporate support, guidance, and advisory services; facilitates alignment of corporate processes, information management, and governance practices across agencies to support integrated system delivery and shared objectives.

##### External:

**Other Government of Alberta Ministries** - Coordinates and reports on cross-government initiatives such as Red Tape Reduction, French Policy, Anti-Racism, and other enterprise-wide priorities.

**Central Agencies and Shared Service Partners** - Works collaboratively to advance corporate policy

alignment, service delivery, and continuous improvement.

**Office of the Information and Privacy Commissioner** - Engages on matters related to access requests, investigations, privacy compliance, and legislative interpretation.

**External Agencies and External Stakeholders** - Supports governance, information sharing, and collaborative initiatives where corporate services or information and privacy considerations apply.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

University degree in public or business administration. Equivalences will be considered.

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

- \* Demonstrated senior leadership experience in corporate services, governance, or public sector operations.
- \* Strong knowledge of emergency/consequence management, business continuity, and occupational health and safety.
- \* Strong knowledge of information and privacy legislation (FOIP, HIA) and corporate policy frameworks.
- \* Experience leading cross-government or interdepartmental initiatives.
- \* Proven ability to provide strategic advice to executive leadership.
- \* Excellent written, analytical, and oral communication skills.
- \* Strong people leadership, coaching, and performance management skills.
- \* High degree of political acuity, judgment, and systems thinking.

**Assets**

- \* Certification or additional education in emergency management, occupational health and safety, and or facilities/accommodations oversight.
- \* Project management training or certification.

**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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> <li>• Uses wide range of techniques to break down problems</li> <li>• Allows others to think creatively and voice ideas</li> <li>• Brings the right people together to solve issues</li> <li>• Identifies new solutions for the organization</li> </ul>	<p>Applies analytical and innovative thinking to resolve complex, non-routine issues where solutions are not clearly defined. Identifies root causes, assesses risks, and develops practical options that balance compliance, service delivery, and operational realities. Draws on best practices, stakeholder input, and cross-government expertise to improve systems, remove barriers,</p>

			and implement solutions that enhance organizational effectiveness and resilience.
Agility	○ ○ ○ ○ ●	<p>Creates an adaptable environment:</p> <ul style="list-style-type: none"> <li>• Fosters agility, proactive and flexible practices</li> <li>• Leads and creates momentum for change</li> <li>• Champions plan of action and overcomes barriers through proactive anticipation</li> <li>• Quickly understands and reacts to environment, establishing flexible culture</li> </ul>	<p>Responds effectively to shifting priorities, emerging risks, and evolving government direction by adapting strategies, plans, and processes in real time. Maintains composure and sound judgment in fast-paced or ambiguous environments, while supporting leaders and staff through change. Proactively identifies opportunities for improvement, clearly communicates the impacts of change, and ensures continuity of service and progress toward outcomes despite uncertainty.</p>
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	<p>Fosters strong, respectful, and productive relationships across the ministry, with agencies, and with cross-government partners. Creates inclusive environments where diverse perspectives are encouraged and leveraged to achieve shared outcomes. Effectively facilitates dialogue, resolves conflict, and builds consensus on complex issues, while modelling APS values and reinforcing a culture of trust, accountability, and collective responsibility.</p>

<p>Drive for Results</p>	<p>○ ○ ○ ● ○</p>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul>	<p>Demonstrates a strong commitment to achieving outcomes by setting clear expectations, monitoring progress, and addressing barriers proactively. Balances multiple priorities while maintaining focus on deliverables that advance ministry and government objectives. Uses performance insights, sound judgment, and decisive action to ensure commitments are met, risks are managed, and resources are used effectively to deliver high-quality corporate support services.</p>
<p>Systems Thinking</p>	<p>○ ○ ○ ● ○</p>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> <li>• Plans for how current situation is affected by broader trends</li> <li>• Integrates issues, political environment and risks when considering possible actions</li> <li>• Supports organization vision and goals through strategy</li> <li>• Addresses behaviours that challenge progress</li> </ul>	<p>Demonstrates a comprehensive, system-wide perspective by understanding how corporate services, information and privacy, and cross-government initiatives interconnect to support ministry and government priorities. Anticipates downstream impacts of decisions across programs, agencies, and partner ministries, and integrates diverse perspectives into strategic advice. Aligns corporate support activities with long-term organizational objectives, government direction, and APS values, ensuring decisions contribute to sustainable and coordinated outcomes.</p>