

New

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Issues Coordinator

Requested Class

Program Services 3

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:

Reporting to the Executive Director, Modernization and Strategic Integration (MSI), the incumbent works directly with the Executive Director and the branch leadership team to manage critical and emerging issues from a strategic communications and issues management perspective. The Issues Coordinator is the primary link to emerging issues and activities in the Branch and ensure situational awareness and information with Branch leadership and staff. This key position collaborates with internal and external stakeholders to assess issues, determine their nature and priority, research and coordinate supporting information and takes action to develop appropriate responses.

This position also provides analysis and ongoing issues management support to ensure the effective delivery of programs and frameworks that fall within MSI's mandate. This requires the individual, at the request of branch leadership, to prepare briefings and recommendations for consideration, initiate and coordinate responses, and provide value-added information and strategic messaging in a timely manner.

The IC plays a critical role in establishing, implementing, integrating and monitoring effective issues management and communication processes. The IC works under high pressure situations to provide timely and accurate advice on current emerging issues and ensure information is disseminated to the affected program areas in an efficient and effective manner. A strong understanding of communications, policy and

departmental organization is required, as well as linkages of these items to all aspects of delivery.

The IC acts as the key branch contract for the Executive Director when responding to the Assistant Deputy Minister's office (ADMO) and other divisional branches. The IC works closely with branch staff, the Executive Director, as well as the Issues Manager in the ADMO of Traffic Safety Services.

Responsibilities

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

1. Identifies and prioritizes risks, challenges, and issues and recommends strategies to ensure the branch and division achieves successful outcomes. Independently develops strategies, communicates and interprets direction from the ED to branch representatives.
 - Summarize and share information gained from staff learnings and interactions across the Ministry and the GOA.
 - Research trends, identify best practices and provide an assessment of impact and application/implementation.
 - Ensure the Executive Director and branch leadership team members are kept informed on issues affecting their respective areas.
 - Actively participate in branch operational planning, monitor operational progress and prepare operational reporting.
 - Prepare weekly and quarterly branch situation reports, highlighting priority issues and information.
 - Leads other projects as required by the Executive Director or branch leadership team.
 - Attend meetings on behalf of the Executive Director and branch as required.
 - Represent the branch on appropriate departmental committees.
 - Provide secretariat support for branch leadership as needed and follow up and track action items from branch leadership meetings.
 - Review AR's for content, ensuring a strategic approach is taken and that ministry policies are adhered to. May also approved certain AR's on behalf of the ED (Telephone Action Requests, jurisdictional scans).
2. Proactive communication and information management and liaison for the branch (internal and external).
 - Establish, implement, integrate and monitor effective communication processes and information management systems to manage the flow of information and inquiries that are received, ensuring inquiries are routed appropriately, responses are prepared and issues are addressed.
 - Works collaboratively with the ADMO, and subject matter experts as the primary liaison within the Branch to ensure the provision of accurate and consistent key messages for the stakeholders including communications materials.
 - Leads coordination and integration efforts across program areas and branches and ensure the branch leadership team is informed of significant developments, emerging issues or concerns in the day to day operations of the branch and division.
 - Coordinate information from various staff members, other government departments, agencies and stakeholders into an integrate and comprehensive response to queries.
 - Work with the ADM's office to implement consistent and efficient processes to respond to all request for information.
 - Coordinating and preparing when necessary background information, presentation materials and speaking notes for the ED.
3. Actively participate and play a leadership role within the MSI Branch in achieving the mandate and goals of the department through effective Branch Management, planning and support.
 - Work with Branch directors and Branch leadership team to provide input and recommendations relating to issues, opportunities and challenges associated with branch operations.
 - Coordinate in house meetings for the Executive Director.
 - Work closely with the Executive Director and branch leadership team to determine key priorities and goals for the year.
 - Work with the branch leadership team in the development and ongoing review of the branch operational plan (quarterly reporting updates).
 - Provide advice, guidance and coordination of Branch Operations Planning, Business Continuity Planning,

performance management and other recurring processes.

- Monitor progress against Branch operational targets and prepares operational reporting.
- Provides regular communications to the branch management team on the progress and achievement of performance measures relative to operational/business planning goals and objectives.
- Facilitates weekly, monthly and quarterly reports to ensure projects remain on time and on budget.
- Coordinates all financial material and assists in the preparation of the branch's budget.
- Participate in committees, teams and working groups to promote thoroughness, strategic awareness and consistency in issues management.
- Review key branch documents and plans as required from a strategic issues management perspective.
- Review FOIP requests and identify potential issues related to the release of information prior to the Executive Director's sign-off.
- Provides cover-off in the Assistant Deputy Minister's Office for the ADMO Issues Manager.

4. Remain current and informed as to Ministry issues, proactively develops, oversees and manages a comprehensive system of responses to urgent, emergent and ongoing issues for the branch Teams to facilitate the smooth operation of the unique work done across the Branch.

- Track major branch initiatives to ensure timely progress, follow up on action items identified by the ADM to the Executive Director.
- Provide branch leadership with briefings on incoming information and requests from internal and external stakeholders.
- Ensure briefing information is succinct, accurate, identifies potential risks and issues for the department and is delivered within timelines.
- Anticipate and identify emerging issues, manage and maintain communication/information on existing legacy issues.
- Ensure the ADMO is aware of potential issues that may be of interest to the media or may receive political attention.
- Develop weekly reports for the branch leadership highlighting priority issues.
- Prepare, analyze and communicate action request metrics quarterly by branch leadership team; identify trends and opportunities for workload planning.

Problem Solving

Typical problems solved:

The Issues Coordinator (IC) is responsible for coordinating branch communication, issue prioritization and management. These issues may involve end-to-end processes for business planning and reporting and enterprise risk management or the life-cycle of strategic projects/initiatives, including implications to scope, schedule, budget and the overall effect of the project on the traffic safety/transportation ecosystem. The IC must use their knowledge of Ministry/Divisional matters and expertise gathered from subject matter experts in this regard to coordinate and disseminate appropriate messaging. Analytical and evaluative skills are required to assess issues and inquiries in order to determine their urgency, impact, influence, connecting to the appropriate program staff to ensure a coordinated and timely response. Strong collaboration and coordination skills are required to ensure that each of the internal and external parties impacted by a specific issue is linked into the solution. Considerable influence is also required to assist the ADMO in promoting collaborative approaches to issues management. This position requires a high level of business, political acumen and judgment to recognize issues that may have a potential impact, prioritize and act on resolving many of the issues independently among constantly changing and competing issues.

This position is responsible for cross-checking briefing material before it moves to the ADMO. The IC must be able to coordinate input and consult with branch staff to resolve issues that may have political involvement and sensitivity. The incumbent independently assesses situations/issues, determines who needs to be involved and informed and the impact to establish issue priority.

The position is continually faced with situations involving ambiguity and must exercise judgment and problem solving skills. The nature of the issues that are presented range from the day to day issues arising from internal operations to emergent issues arising from the ADM or DM's office.

This position is relied on to anticipate, detect and assess complex issues to determine their level of urgency and provide direction to branch staff in developing associated approaches for resolution.

Types of guidance available for problem solving:

Communication must be responsive to the legislative, audit and policy requirements. Deadlines must be met and content must be accurate and processes must be sound.

The Executive Director, Modernization and Strategic Integration determines and assigns major accountabilities to the Issues Coordinator and is available for consultation and guidance as necessary. The Issues Coordinator, however, is expected to research and develop solutions for day-to-day issues, research and write briefing notes and jurisdictional scans independently.

Direct or indirect impacts of decisions:

The position supports the government's commitment to open, responsive, effective communication with stakeholders, government members and the public. Through this effective communication, the role enhances government relationships which have been built based on the values of honesty, fairness, professionalism and accountability.

This position plays a significant leadership role in managing relationships with partners and key stakeholders and working collaboratively to solve problems. It requires significant knowledge of all Branches across the Division.

The Issues Coordinator is responsible for apprising the ADM and ED of major issues that arise, as well as strategies and progress in resolving those issues. Ongoing responsibilities and day to day management of issues and operations are done independently. The strategies and processes that are handled and implemented by this position impact the operational accountability of the ED, ADM and Deputy Minister. This position has a key role in communicating information and providing direction to staff on behalf of the ED across the branch. The Issues Coordinator independently develops responses to inquiries and issues coming down from the ADMO.

This position is the primary portal for the Executive Director and stakeholders to address issues, concerns and inquiries; disseminate information and assess needs, determine appropriate work in areas within the Branch for response, track and respond with an outcome to the originator.

Works collaboratively with other Branches and Divisions on joint assignments, initiatives or projects.

Key Relationships

Major stakeholders and purpose of interactions:

This position will have ongoing and regular contact with a variety of staff and external stakeholders regarding implementation, maintenance and enhancement of issues management, programs/initiatives, as well as providing staff with the tools and knowledge to enable effective communication and issues management.

Executive Director, management and staff - to provide information, training, advice, direction and problem solving pertaining to current and emerging issues, initiatives, and activities in the branch, operational business plans and strategies and the development and distribution of communication materials.

Division and Ministry senior representatives (examples: Assistant Deputy Minister and Issues Manager) - The Issues Coordinator is the ADMO's primary link to emerging issues and activities in the branch.

Division and Ministry peers (examples: Other Issues Coordinators, Issues Managers, etc) - to share information, collaborate and provide recommendations to issues management and communications to ensure divisional initiatives and priorities are being addressed in a consistent manner, where appropriate.

Required Education, Experience and Technical Competencies

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

If other, specify:

Post-secondary education in public policy, administration, business or communications is required.

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

The position requires:

Sound knowledge and understanding of:

- English grammar and usages, and appropriate Canadian Press, plain language and Government of Alberta writing styles;
- The Action Request Tracking System, Sharepoint and Microsoft Office and Ministry correspondence guidelines;
- Government strategic business plan goals and policy direction as it relates to the Ministry and divisional mandates;
- Ministry and divisional business plan goals, strategic priorities, accountability processes, traffic safety issues, programs, resources, policies and legislation;
- GOA and ministry internal planning, administrative processes and practices;
- Performance measurement and reporting theories, methodologies, principles and techniques and
- Issues management methodologies, practices and principles.
- Fiscal planning and forecasting cycle/processes.
- Quality assurance principles.
- Political, societal, and executive decision-making environment in which the division and ministry operate.
- Project management theory, and process improvement.

Knowledge of interdependent GOA initiatives, policies and procedures.

Human resource management practices, policies and procedures.

Project management skills to ensure efficient and timely delivery of the branch's initiatives and programs.

Creativity and in depth research, writing, and editing skills including knowledge of how language and tone impact messaging. The ability to communicate in writing, with a variety of audiences, including government officials, business leaders and general public.

Awareness of and sensitivity to, political issues.

Knowledge of Freedom of Information and Protection of Privacy legislation.

The position requires the following skills and abilities:

- Ability to build productive relationships within the branch, division, Ministry, GOA and with all partners.
- Ability to lead a variety of initiatives and projects.
- Innovative and creative problem solving, strategic thinking and systems thinking skills.
 - Ability to act independently to clarify and resolve issues and manage trends.
 - Ability to analyze complex issues and synthesize findings to identify actions and solutions.
 - Ability to make decisions and advise on appropriate actions to be taken with limited or no direction.
- Ability to manage resources and time, work under pressure and under high demands in a fast paced environment.
- Strong communication and interpersonal skills. Strong command of the English language, both spoken and written.
- Change management and project management skills.
- Coaching and mentoring skills.
- Organizational skills to manage and coordinate a variety of projects and initiatives. Strong time management skills to prioritize and balance multiple demands and short time frames.
- Exceptional attention to detail to ensure accuracy of issue response.
- Ability to remain self-motivated and resourceful, and the ability to work with minimal supervision.
- Familiarity with stakeholder groups and their issues.

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 type="radio"/> A <input checked="" type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E	<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 	<p>Collaborates independently with internal and external stakeholders depending on the issue to find resolution.</p> <p>Incumbent will ensure understanding of how issues might impact other areas of the traffic safety ecosystem. Position must integrate many diverse considerations when formulating options for resolving issues related to the traffic safety ecosystem.</p>
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 	<p>Finds ways to incorporate information into a succinct response on a variety of complex topics.</p> <p>Finds solutions for meeting deadlines when information is not readily available.</p> <p>This role requires significant analytical, interpretive and evaluative thinking to synthesize a diversity of information and to anticipate the impact of senior leadership's actions and initiatives. Ability to assess options and implications in new ways to achieve outcomes and solutions. Brings the right people together to resolve program issues and concerns.</p>
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 	<p>Issues coordinator works in a dynamic environment where priorities change on short notice. The</p>

		improve work processes <ul style="list-style-type: none"> • 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 	incumbent must take a proactive leadership role to anticipate, assess and readily adapt to changing priorities and effectively respond to and resolve program issues and concerns. While maintaining awareness of changing priorities, the incumbent must proactively shift strategic focus and activities as appropriate.
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"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	Issues coordinator needs to heavily leverage skills and knowledge of others to draft responses to inquiries. The incumbent is expected to bring people together, facilitate meaningful dialogue and motivate others to achieve results.
	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>		

Benchmarks

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

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.