

New

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

50083515

Position Name (30 characters)

Senior Issues Coordinator

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

CA04

Cost Centre

625003

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Housing Division, Policy, Planning and Analytics

☒ Current organizational chart attached?

Supervisor's Position ID

50025870

Supervisor's Position Name (30 characters)

Melissa L'Heureux

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Under the general direction of the Issues Manager (IM), the Senior Issues Coordinator works as a key member of the Issues Management unit that supports the Assistant Deputy Minister's Office (ADMO) of the Housing Division and its Branches. This position is a resource to the entire Division by researching, drafting, reviewing and editing correspondence, briefing materials, and government publications. The Senior Issues Coordinator is called on to provide support identifying and addressing issues and coordinating complex projects across the Division and the Ministry. The daily activities of this position are purposefully fluid to be able to respond to the most current and pressing issues that arise.

The Coordinator helps identify and assess issues to determine their nature and priority, researches and coordinates supporting information, and takes appropriate action to deal with all issues in a timely, accurate and coordinated manner. The Coordinator is responsible for ensuring the messages and information are accurate, responsive and consistent with all other departmental communications (internal and external) and ensures materials are appropriate for the intended audience. The incumbent assists other Branches and Divisions with written communication to ensure Division standards are met and comprehensive information is provided in all written communications and publications.

The Senior Issues Coordinator also performs an essential role in ensuring Albertans have access to the information to support their needs regarding affordable housing. This includes connecting with Albertans living in or in need of affordable housing and with housing providers across the province over the phone or by email.

As a key contact for the coordination and review of projects, requests, and issues flowing through the Division, this

position requires a high degree of time management skills and political acumen. The coordinator also has an in-depth knowledge of Action Request Tracking System (ARTS) to facilitate the authorship of routine correspondence including action requests (ARs) and telephone action requests (TARs). Detailed knowledge of complex and constantly evolving policies, procedures and technical aspects of provincial housing programs is required. The Coordinator is also responsible for having extensive knowledge of federal, provincial, municipal and community programs and services available in the housing spectrum.

Responsibilities

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

1. Provide appropriate messaging and information to support ministry outcomes

- Research, draft, and edit Minister, Deputy Minister and Assistant Deputy Minister briefings
- Ensure messages are consistent, identify correct target audience(s), consider all options, implications, and potential solutions, and include proper methodology and statistical analysis.
- Coordinate standard and follow-up responses for ongoing initiatives and issues, consulting with ministry and divisional staff on content.
- Review alberta.ca web content relevant to the division on a regular basis and provide finalized updates to senior management and communications staff in the division and ministry.
- Ensure all materials are written in plain language, conform to the ministry style guide, and are appropriate for the intended audience of the document.
- Provide strategic writing support and editing expertise for complex and/or highly sensitive information for internal and external audiences
- Plan, coordinate, write, edit and review letters, reports, speeches, presentations, newsletters, question and answer documents, and other publications as required.

3. Identify and respond to issues

- Build and maintain solid collaborative working relationships with ministry and divisional staff to resolve issues, clarify requests, and negotiate usually tight/competing deadlines to meet the needs of all parties.
- Collaborate with the IM, EA and other divisional staff to review division issues, identify program and/or policy impacts, and plan strategies to respond to them.
- Consider potential impacts inclusive of multiple systems (cross ministry initiatives, government policy mandate/direction, and other jurisdictions - both provincial and federal).
- Provide advice and support to department staff of all levels to build capacity and improve overall quality of responses.
- Report and inform management on emerging trends, concerning issues and media coverage.

4. Communicate directly with housing providers and Albertans on behalf of the Housing Division by email and/or telephone.

- Communicate by telephone and/or email with housing service providers and/or the general public on behalf of the division or ministry to provide an immediate response to their questions, complaints, or concerns and provide appropriate program advice.
- Provide a written briefing report of the concern, conversation and outcome following phone conversations.
- Establish contacts with other government offices and organizations to obtain detailed information and coordinate responses for Action Requests, Communication Requests, Alberta Connects, emails and letters.
- Gather and interpret information from other organizations, agencies, online resources and literature in order to provide program advice and clarity related to housing issues.
- Collaborate with Housing Advisors in the Housing Operations unit when needed to identify and discuss any source of conflict or confusion and provide the appropriate resolution or clarification.

5. Coordinate participate and contribute to projects that impact the direction of service delivery and policy of social programs for Albertans.

- Work with senior leadership in the division to coordinate and contribute to projects. This may include: planning and delivery of workshops, meetings, Minister tours or other events; project management; analyzing research results; preparing briefings, presentations, communications or other information materials; internal or external surveys, policy papers; or consultation with stakeholders.
- Coordinate and collaborate with other branches within division on action requests/items, as needed and ensure timely responses to information requests from the Minister, Deputy Minister, ADM, EA, and/or IM.
- Develop methods to measure, analyze, and report on indicators of a given project. Synthesize and evaluate results into reports for consumption of senior leadership.
- Develop and administer processes/communications for projects of various size, scope, duration, and complexity.
- Participate in policy discussions and working groups related to new and existing programs and services for housing subsidy recipients.
- When required, prepare background information, presentation materials and speaking notes for the ADM.

Problem Solving

Typical problems solved:

Creative solutions to problems are encouraged, supported and present in handling sensitive responses that explain the provincial role, responsibility and view while acknowledging individual issues. This involves providing recommendations in the form of briefings to the Minister.

This position must be able to communicate complex and sensitive information in a way that can be clearly understood by the intended audience. The audience can range from the Minister and Minister's office staff to Albertans searching for affordable housing. Determining the audience's expectations involves anticipating the needs, interpreting legislation and regulations and determining the appropriate course of action, in light of existing housing policy and programs.

As a key contact in the ADM office for issues related to action requests, this position operates in an environment that is both highly political and technically based. A solid understanding of the division and ministry priorities and/or goals are imperative in addition to a comprehensive understanding of division and department processes, guidelines, and protocols related to action requests/items.

The day-to-day activities of the position is dynamic and must be strategic and adaptable in order to react to the most urgent and pressing issues that arise in the division or in Alberta. GoA, department, and division business processes (e.g., AR processes) guide the work of the position; within these processes there is freedom for the incumbent to determine how best to proceed. The position has the ability to establish, implement, integrate, and monitor information management systems and administrative processes to ensure all matters referred to the division are appropriately managed and staff are kept up-to-date on new and emerging issues.

Types of guidance available for problem solving:

Issues Manager - Provides direction, information, advice, updates and recommendations.

Executive Advisor - Provides guidance and direction as needed; consultation and recommendations

Housing Division program area representatives (Executive Directors, Directors, Managers, professional and administrative staff) - Provide information for written responses and documents;

Communications - Consult on key messages as required.

Work is normally reviewed on completion for achievement of results, accuracy of information, and implications of decisions or recommendations, with highly unusual or sensitive situations discussed with or referred to the IM and EA. Issues that arise without established policies, processes, and guidelines or clear precedent are discussed with the IM and EA, typically in terms of recommendations made by this position to deal with situations.

Direct or indirect impacts of decisions:

Although this position reports to the IM, it also receives on-going direction from the EA, with accountability for coordinating action requests/issues response to support the ADMO in achieving divisional and ministry goals.

The position produces information and communication that has a direct impact on the credibility of the Minister and ministry, which requires them to act as an expert in written communications for Minister, Deputy Minister, and ADM

responses.

This position works within the parameters of established legislation, policies, guidelines, processes, and procedures. The IM sets general objectives; however, the position has latitude to determine priorities, areas of focus, and approaches to work on a daily basis. This position exercises initiative to ensure that, based on the specific request; effective processes are developed and maintained to address issues.

Key Relationships

Major stakeholders and purpose of interactions:

This position interacts with management and staff within the Housing Division, Communications, the Assistant Deputy Minister's office, and housing service providers (e.g. housing management bodies). Internal areas are also able to utilize the Coordinator for help conveying complex information in an understandable and appropriate way for the target audience.

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

Executive Directors, division management and staff: To provide information, messaging training, advice, direction, and problem solving pertaining to current and emerging issues, initiatives, and activities in the division, operational division plans and strategies, and development and distribution of branch communication materials.

Division and Ministry senior representatives (e.g. Assistant Deputy Minister and Executive Advisor): The Issues Management Unit is the ADMO's primary support to track emerging issues and activities in the Division.

Required Education, Experience and Technical Competencies

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

If other, specify:

Journalism, English, Communications, and/or Political Science

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

Degree or diploma in Journalism, English, Communications, and/or relevant field and at least two years experience in research, front-line work, communications or writing.

The position requires considerable knowledge and understanding of:

- Relevant division and department business and operational plan goals, objectives, and strategies
- Department and division organizational structures, mandates, programs, and services
- Government's role, structure, policies, procedures, and protocols
- Political environment and their implications
- Interests and perspectives of stakeholders, including other government departments
- Relationships of the ADMO and the division to key stakeholders and clients
- Impact of applicable legislation (e.g., *Alberta Housing Act*)
- Office software and computer applications (e.g., Microsoft Outlook, Word, Excel, Visio, Adobe Acrobat, PowerPoint, ARTS, etc.)

The Senior Issues Coordinator must have highly developed and demonstrated:

- Written and verbal communication skills, including ability to communicate effectively with offices of senior department and government representatives and key stakeholders
- Interpersonal and facilitation skills, including ability to handle sensitive and/or difficult situations and negotiate agreement and commitment to action
- Organizational and time management skills to prioritize multiple responsibilities

- Analytical, research and problem solving skills to compile and summarize information and recommend viable solutions
- Ability to track, record, retain, and retrieve practical information in a well-organized manner
- Records management skills
- Awareness of political sensitivities and commitment to confidentiality and diplomacy.

The Senior Issues Coordinator must be able to:

- Plan and coordinate multiple tasks and projects under significant time pressures
- Coordinate complex information flow and assignments within short time frames
- Proactively identify issues and develop potential solutions and recommendations
- Initiate action independently using sound judgment and creativity
- Function independently as well as lead and contribute within a team environment
- Demonstrate initiative and flexibility.

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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	The position has authority to independently engage internal stakeholders as needed to manage issues and support the division leadership team. Analytical and evaluative skills are required to assess issues and inquiries in order to determine their urgency, impact and 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.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains 	The issues the Senior Issues Coordinator works on can often change rapidly in terms of priority or direction from Minister/Deputy Minister. The position must show agility to change course and achieve outcomes under these circumstance

		impact of change on roles, and integrates change in existing work <ul style="list-style-type: none"> • Readily adapts plans and practices 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	The position is always under short timelines to respond to action and information requests, organize technical input and to respond to urgent issues from Deputy and Minister's offices.
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Makes working with a wide range of parties an imperative: <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented <ul style="list-style-type: none"> • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	The Senior Issues Coordinator relies on subject matter experts to develop briefing materials and to respond to urgent information requests. Building and maintaining a strong network of relationships amongst branch subject matter experts is key.
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	The Senior Issues Coordinator is responsible for identifying issues, and analysis possible courses of action and working to implement the solution. The Coordinator takes information from multiple sources to do this work.

Benchmarks

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

Senior Issues Coordinator (50031532), Disability Services Division, Seniors, Community and Social Services.
 Divisional Information Coordinator (50016351), Seniors Division, Seniors, Community and Social Services