

Program Services – Subsidiary 2

APS Benchmark Listings

Sub.	Bench- mark No.	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Program Services 5 (Point Range 439 - 518)												
002	025PS49	Agriculture & Forestry	Farmers' Market Specialist	F	I	2	264	38	100	B	100	464
002	025PS51	Municipal Affairs	Case Manager	F	I	2	264	38	100	B	100	464
002	025PS53	Health	Senior Policy Advisor	F	I	2	264	38	100	B	100	464
002	025PS54	Human Services	Policy & Legislation Consultant	F	I	2	264	38	100	B	100	464
002	025PS52	Health	Senior Claims Officer	F	I	2	264	33	87	R1	100	451
Program Services 4 (Point Range 371 - 438)												
002	024PS54	Human Services	Program Delivery Supervisor - Wetaskiwin	E+	I	2	230	33	76	R3	115	421
002	024PS06	Human Services	Housing Advisor	E+	I	2	230	38	87	R1	100	417
002	024PS37	Environment & Parks	Environmental Assessment Coordinator	E+	I	2	230	38	87	R1	100	417
002	024PS55	Service Alberta	Head Librarian	E+	I	2	230	38	87	R1	100	417
002	024PS56	Service Alberta	Senior Investigator	E+	I	2	230	33	76	R2	100	406

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002	024PS57	Human Services	Fraud Investigation Supervisor	E+	1	2	230	33	76	R2	100	406
002	024PS07	Agriculture & Forestry	Development Officer	E+	1	2	230	38	87	B	87	404
002	024PS08	Agriculture & Forestry	4-H Marketing & Communications Specialist	E+	1	2	230	38	87	B	87	404
002	024PS09	Culture & Tourism	Tourism Product Development Coordinator	E+	1	2	230	38	87	B	87	404
002	024PS10	Seniors & Housing	Policy Advisor	E+	1	2	230	38	87	B	87	404
002	024PS11	Labour	Senior Technical Advisor	E+	1	2	230	38	87	B	87	404
002	024PS14	Culture & Tourism	Senior Sport Consultant	E+	1	2	230	38	87	B	87	404
002	024PS58	Comms. & Public Engage.	Communications Advisor	E+	1	2	230	38	87	B	87	404
002	024PS60	Advanced Education	Senior Planning Officer	E+	1	2	230	38	87	B	87	404
002	024PS61	Infrastructure	Senior Accommodation Planner	E+	1	2	230	38	87	B	87	404
002	024PS62	Health	Workforce Analyst	E+	1	2	230	38	87	B	87	404
002	024PS65	Econ. Dev. & Trade	Trade & Investment Development Officer	E+	1	2	230	38	87	B	87	404
002	024PS67	Environment & Parks	Education Program Coordinator	E+	1	2	230	38	87	B	87	404
002	024PS68	Service Alberta	FOIPP Access & Privacy Advisor	E+	1	2	230	38	87	B	87	404
002	024PS69	Service Alberta	Business Analyst, ITSM	E+	1	2	230	38	87	B	87	404
002	024PS20	Treasury Board & Finance	Senior Economist, Office of Statistics & Information	E+	1	2	230	38	87	C1	76	393
002	024PS22	Energy	Business Analyst, Forecasting	E+	1	2	230	38	87	C1	76	393

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002	024PS63	Health	Policy Analyst	E+	I	2	230	38	87	C1	76	393
002	024PS26	Municipal Affairs	Assessment Advisor, Regulated Property Assessment	E+	I	2	230	33	76	B	76	382
Program Services 3 (Point Range 314 - 370)												
002	023PS60	Service Alberta	Investigator 2	E	I	2	200	33	66	R2	87	353
002	023PS61	Human Services	Fraud Investigator	E	I	2	200	33	66	R2	87	353
002	023PS62	Human Services	Career & Employment Consultant	E	I	2	200	33	66	R2	87	353
002	023PS63	Labour	Employment Standards Officer	E	I	2	200	33	66	R2	87	353
002	023PS28	Culture & Tourism	Head, Corporate & Community Relations	E	I	2	200	33	66	R1	76	342
002	023PS35	Culture & Tourism	Sport Consultant	E	I	2	200	33	66	B	66	332
002	023PS36	Econ. Dev. & Trade	Technology Development Officer	E	I	2	200	33	66	B	66	332
002	023PS66	Comms. & Public Engage.	Communications Advisor	E	I	2	200	33	66	B	66	332
002	023PS67	Service Alberta	Reference Librarian	E	I	2	200	33	66	B	66	332
002	023PS68	Advanced Education	Research, Planning & Policy Analyst	E	I	2	200	33	66	B	66	332
002	023PS69	Advanced Education	Planning & Performance Measurement Consultant.	E	I	2	200	33	66	B	66	332
002	023PS70	Energy	Business Analyst, Mineral Development	E	I	2	200	33	66	B	66	332
02	023PS71	Health	Lead Security Advisor	E	I	2	200	33	66	B	66	332
002	023PS72	Seniors & Housing	Policy & Planning Consultant	E	I	2	200	33	66	B	66	332

002	023PS73	Econ. Dev. & Trade	Industry Development Officer	E	I	2	200	33	66	B	66	332
002	023PS74	Agriculture & Forestry	Area PIEOP Officer	E	I	2	200	33	66	B	66	332
002	023PS76	Education	Communications Advisor	E	I	2	200	33	66	B	66	332
002	023PS75	Econ. Dev. & Trade	Workplace Economist	E	I	2	200	33	66	C1	57	323
Program Services 2 (Point Range 269 - 313)												
002	022PS74	Infrastructure	Systems Administrator	E-	I	2	175	33	57	R1	66	298
002	022PS69	Service Alberta	Investigator	E-	I	2	175	29	50	R1	57	282
002	022PS70	Human Services	Assistant Fraud Investigator	E-	I	2	175	29	50	R1	57	282
002	022PS76	Agriculture & Forestry	Land Use & Environmental Research Analyst	E	I	1	175	33	57	C1	50	282
002	022PS41	Econ. Dev. & Trade	Intergovernmental Officer	E	I	1	175	33	57	C1	50	282
002	022PS40	Advanced Education	Research & Policy Analyst	E	I	1	175	33	57	C1	50	282
002	022PS75	Seniors & Housing	Program Officer	D+	I	2	175	29	50	R1	57	282
002	022PS71	Education	Editor	E-	I	2	175	29	50	B	50	275
002	022PS73	Comms. & Public Engage.	Communications Advisor	E-	I	2	175	29	50	B	50	275
002	022PS44	Indigenous Relations	Consultation Officer	E-	I	2	175	29	50	B	50	275
002	022PS77	Human Services	Web Coordinator	E-	I	2	175	29	50	B	50	275
Program Services 1 (Point Range 228 - 268)												
002	021PS74	Environment & Parks	Public Information Officer	D	I	2	152	29	43	R1	50	245
002	021PS77	Advanced Education	Student Funding Advisor	D	I	2	152	29	43	R1	50	245
002	021PS79	Service Alberta	Intern-Business Analyst	E-	I	1	152	29	43	R1	50	245
002	021PS81	Agriculture & Forestry	Web Liaison Officer	D+	I	1	152	29	43	R1	50	245

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002	021PS78	Indigenous Relations	Research & Policy Intern	E-	I	1	152	29	43	C1	38	233
002	021PS80	Agriculture & Forestry	Research Assistant	E-	I	1	152	29	43	C1	38	233

Last Review / Update: 2017-12-12

Subsidiary 2

Benchmark Evaluation - 025PS49

Identification Section

Working Title: Farmers' Market Specialist
Department: Agriculture and Forestry
Division, Rural Extension and Industry Development
Branch/Unit: Division, Local Market Expansion Branch
Reports To: Branch Head, Local Market Expansion
Levels to D.M.: 4
Job Description: [025PS49](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [025PS](#) - Program Services 5

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

F12 264

Creativity/Problem Solving

38% 100

Responsibility

B 100

TOTAL JOB POINTS

464

Comments on Role

The Farmers' Markets in Alberta Program creates an operational framework that facilitates direct market access for community-based entrepreneurs who make, bake, or grow the products they sell. Basic operating guidelines, provincial program-awareness initiatives, and the education of vendors, managers and consumers are the key components of this community-based program.

The Farmers' Market Specialist is a member of the Branch Strategic Advisory Team and is responsible for driving the strategic planning, coordination and implementation of the Farmers' Markets in Alberta Program. This includes determining new and emerging market and business opportunities for expansion and growth, leading project teams in the Farmers' Market Initiative, coordinating program funding, and providing expert guidance on the policy and guidelines surrounding the program. In partnership with industry and the ministry, the position provides innovative leadership by counselling, advising and teaching Alberta farmers, business and scientific principles that result in the development of agri-based business in Alberta. Through these activities, the position contributes to the growth of the agriculture and food industry in Alberta.

Throughout the province, this position is credited for having the most senior knowledge in this area. The scope of the job is provincial in nature. If the work affected a smaller region within the province

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or there were several similar specialists throughout the province, the position's scope would be narrowed and it would not be classified at the Program Service 5 level.

Comments on Evaluation

Knowledge:

Content:

- **F:** Throughout the province, this position is credited for having the most senior knowledge to farmers' markets in Alberta. The scope of the job is provincial in nature. Position is also recognized by peers in the agriculture industry as a leader in agri-food business development in Alberta. It is the "go to" position in the ministry for farmers' market-related issues. The Farmers' Market Specialist must thoroughly understand the agri-tourism industry, business planning methods and practices, principles of industry development and agricultural science. It leads and represents the department in strategic planning initiatives and the development of business opportunities within the agri-food industry. If the work affected a smaller region within the province or there were several similar specialists throughout the province, the position would have an E+ rating.

Complexity and Diversity:

- **I:** Position leads a variety of projects specific to the Farmers' Markets in Alberta Program. Complexity and Diversity is not rated at the II level as the work is related to a single, narrowly focused program within the ARD.

Human Relations Skills:

- **2:** Position leads the ministry in promoting the agricultural industry to external stakeholders. It develops partnerships and networks to ensure the Farmers' Markets program in Alberta continues to be viable. Conflict resolution skills are required to manage the expectations of a wide variety of stakeholders, ranging from industry representatives, farmers in Alberta, to government organizations.

Creativity/Problem Solving:

38%: Issues that arise in the position may be complicated and require solutions that are implemented over the long term (compared to "quick fix"/short term solutions). The position works under broadly defined guidelines and practices, but as the subject matter expert of the Farmers' Market Program, is required to work with considerable independence and minimal past precedents.

Responsibility:

B: This position is responsible for the development and implementation of the Farmer's Market Program with a focus on advising and consulting with key stakeholders in the agri-tourism industry.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Subsidiary 2 Benchmark Job Description - 025PS49

Identification Section

Working Title:	Farmers' Market Specialist
Department:	Agriculture and Forestry
Division, Branch/Unit:	Rural Extension and Industry Development Division, Local Market Expansion Branch
Reports To:	Branch Head, Local Market Expansion
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Farmers' Markets in Alberta Program creates an operational framework that facilitates direct market access for community-based entrepreneurs who make, bake, or grow the products they sell. Basic operating guidelines, provincial program-awareness initiatives, and the education of vendors, managers and consumers are the key components of this community-based program.

The Farmers' Market Specialist is a member of the Branch Strategic Advisory Team and is responsible for driving the strategic planning, coordination and implementation of the Farmers' Markets in Alberta Program. This includes determining new and emerging market and business opportunities for expansion and growth, leading project teams in the Farmers' Market Initiative, coordinating program funding, and providing expert guidance on the policy and guidelines surrounding the program. In partnership with industry and the Ministry, the position provides innovative leadership by counselling, advising and teaching Alberta farmers, business and scientific principles that result in the development of agri-based business in Alberta. Through these activities, the position contributes to the growth of the agriculture and food industry in Alberta.

Position is responsible for developing the regulations for a group to form an ‘approved’ farmers market. Through the regulations, the position ensures that basic requirements for food and public safety are met, along with the potential viability of the market. The position has the decision-making authority on a market’s status, approved or unapproved, as designated by the Minister. As the only specialist in this area, the position oversees approximately 120 markets and thousands of vendors. This involves addressing issues and concerns from Managers, Vendors and customers, and interpreting regulations. The position has the opportunity to exercise dispute resolution skills when dealing with issues between vendors and markets.

The position would assist producers in alternate business ventures, such as cooperatives. There may be legal implications to these ventures, and it is the job of this position to facilitate the best possible outcome for the clients (may involve working with legal council). The position also works with the Agri-peneur Feasibility Team to conduct research on topics such as what are the successful qualities of markets. This translates into strategic analysis for the position, building policies to support the findings, and educating vendors or potential vendors on how to launch viable products. The position also develops educational programs and info-line material to address issues in food safety practices

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Lead and develop Farmers’ Markets, market managers, vendors and related organizations in Alberta.**

Activities:

- Identify opportunities for Alberta Farmers’ markets through Competitive Intelligence (environmental scanning).
- Interpret, analyze and communicate new trends, market opportunities, ideas and leading-edge technologies for Alberta Farmers’ Markets as they relate to Agriculture and Rural Development (ARD) and agriculture sector goals.
- Lead Alberta Farmers’ Market managers and vendors through the business and market development process.
- Establish solutions as a partner in projects that ensure the farmers’ market industry develops.
- Build industry capacity by fostering independence and skill development in the Alberta Farmers’ Market Association (AFMA).
- Resolution of industry, stakeholder, market, vendor and market manager conflict where appropriate.

Examples include:

- Lead consultative review of provincial guidelines governing Alberta Approved Farmers' Markets.
- Lead development and delivery of provincial Farmers' Market Food Safety Training for market managers and vendors.
- Lead development and delivery of leadership training for market managers and AFMA staff.
- Lead development of new business models for farmers' markets including new generation co-operative business model for market incorporation.
- Participate in provincial, national and international conferences and workshops as a member of organizing committee, speaker or professional resource. Examples: North American Farmers' Direct Marketing Association Conference, Step It Up Provincial Conference.

2. Capture, identify and interpret information to create value for all involved in the Alberta Farmers' Market Program and farmers' market projects.

Activities:

- Provide effective Project Management (initiate, design, develop, implement, oversee and evaluate), both as a leader and a partner, for individual and joint venture projects to address the identified needs of new and emerging related projects.
- Partner, coordinate, leverage and access internal and external funding for projects and programs.
- Develop effective tools to communicate with internal and external partners including newsletters, and communicate via internet, intranet, radio, TV, demonstrations or tours, workshops and seminars.
- Package timely and relevant information for clients and partners.
- Provide technical solutions to the Ag-Info Centre to ensure prompt client driven service.
- Deliver professional development to peers that expand leading-edge science and business knowledge and technologies as they relate to farmers' markets in Alberta.

Examples include:

- Leadership of key ARD initiatives related to Alberta Farmers' Market Program. Position leads in the identification, evaluation and implementation of this key initiative at a strategic and operational level through direct contact with individuals at all levels of an organization, industry or company including senior management, CEOs and other industry leaders.

- Lead development of research terms of reference, securing internal and external funds, and form partnerships to complete research related to farmers markets.
- Interpret research conducted by a variety of sources to identify trends and potential emerging opportunities in the farmers' market industry. Ensure those opportunities are included in strategic plans and are communicated to individuals at all levels of an organization, industry or company including senior management and other industry leaders.

3. Lead the development of strategic alliances, partnerships and networks to ensure viable Farmers' Markets in Alberta.

Activities:

- Facilitate strategic alliances with industries and partners through personal contact, meetings, conferences, and workshops to develop initiatives.
- Identify needs and barriers of key business development issues, including social and political issues, sensitivity to cultural differences, and regional issues.
- Advocate for clearer policies and business regulations that support business development or ag-entrepreneurship.
- Identify, coach and link industry and/or producer business organizations to sources of funding to ensure completion of viable projects.
- Lead departmental strategic planning initiatives for relevant business opportunities.
- Ensure market sponsors, managers and vendors cooperate for the good of the program, the market and the community, ensuring conflicts at this level are resolved where possible.

Examples include:

- Lead development of Farmers' Market Food Safety Training Program that involves Alberta Health and Wellness and the Alberta Farmers' Market Association.
- Collaborate with the Alberta Farmers' Market Association on developing and delivering training programs for the farmers' market industry and coach them on developing funding proposals to implement these programs.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Provides leadership and organizational development that creates new business activity at the interface of Farmers' Markets and the agriculture industry.
 - Creates and expands new industry opportunities from research and production to the consumer.
 - Leads in challenging the bounds of mainstream agriculture.
 - Collaborate across ministries and with multi-levels of government, industry and companies from senior management to support staff to accomplish stated goals.
- Partners with industry associations (i.e. Alberta Farmers' Market Association, Alberta Farm Fresh Producers Association, Travel Alberta, Peace Region Economic Development Alliance) and stakeholders (i.e. Growing Alberta, Community Futures, AFSC, post-secondary institutions, ACAAF, WED).
 - Collaborates with other ARD specialists and project teams to identify and plan regional and provincial initiatives that lead to growth and sustainability of the agriculture and food industry for the benefit of rural communities.
 - Leads and serves on multi-disciplinary and geographically diverse project teams that provide problem solving and issue resolution in and beyond the agriculture and food industry.
 - Works outside existing policies and processes to create new synergies.
 - Pushes beyond existing comfort levels in individuals, organizations, and institutions
 - Continually seeks new, innovative solutions for products and services.
 - Advocates and engages in the development of clear policies and regulations that support agri-based industries.
 - Manages projects varying in size and range from individual entrepreneurial initiatives to large-scale multi-million dollar stakeholder initiatives.
 - Scope of projects include opportunities for growth on a local, regional, provincial, national and/or international level.
 - Farmers' markets are incredibly political so handling issues between vendors, sponsors and market managers requires diplomacy to respectfully be tough on the issues and not on the people involved.
 - As an ex officio board member of the Farmers' Market Association, this position role on the board is to provide advice and guidance so that the association develops leadership skills so that they can identify programming, funding opportunities and partners in order to become increasingly self sufficient.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Requires 4 year B.Sc. degree, (Masters preferred) in Agriculture or related field plus 6 years progressively responsible experience and extensive knowledge of agricultural and/or food industry.
- Extensive knowledge of agriculture and food industry issues with expert knowledge of the Alberta Farmers' Market Program.
- Recognized by peers in the agriculture industry as leading edge and the “go to” in ARD for farmers' market related issues.
- Exceptional problem solving skills.
- Broad and in depth understanding of the organization and agriculture industry.
- Able to understand both the big picture and specific deliverables.
- Demonstrate strong leadership ability and people skills.
- Full working knowledge of scientific methodology and competency in understanding scientific reports.
- Thorough knowledge in a specific biological or socio-economic field or discipline of agriculture i.e. farmers' market program.
- Basic knowledge of market and industry trends and competitive intelligence.
- In depth abilities to lead projects.
- Demonstrated excellence in communication.
- Ability to work effectively under ambiguous and conflicting expectations with clients.
- Strong facilitation, negotiation and conflict resolutions skills.
- Thorough knowledge of business development principles and their application.
- Knowledge of policy, legislation and regulations related to the industry.
- Strong decision making skills.
- Innovative, self directed, resourceful and able to implement change.
- Proficient at facilitating strategic alliances, business relationships, networks and partnerships with others at all levels within and beyond the department to deliver business and rural development opportunities in Alberta Farmers' Markets

Contacts

(Main contacts of this position and the purpose of those contacts.)

Internal to ARD:

- Local Market Expansion Initiatives Team – this involves strategic planning for the Initiative and determining strategies, being a co-lead of one of the strategies, leading projects within the strategy as well as within other strategies in the Initiative.
- Growing Forward managers – to determine funding allocations for this initiative in order to help clients better understand and access grant dollars.
- Food Safety Division – sharing information about food safety best practices.

- Regulatory Services Division – referring issues of non-compliance.

External:

- Farmers’ market managers and market boards – providing advice, interpretation, coaching to incorporate minimum standards for market operations.
- Regulatory agencies - Alberta Health Services (public health inspectors), Canadian Food Inspection Agency (fair labeling program), Health Canada (ingredients, health claims, etc), ARD Regulatory Services (meat inspection as well as enforcement), etc.
- Industry association (Alberta Farmers’ Market Association –dealing with market issues and complaints, develop programming, provide advice and guidance.
- Alberta Farm Fresh Producers Association – work with executive directors to develop training programs for farm direct marketing clients.
- Community Groups – assisting them to establish farmers’ markets in their communities.
- Farmers’ Markets Canada – information sharing.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 025PS51

Identification Section

Working Title: Case Manager
Department: Municipal Affairs
Division, Municipal Government Board
Branch/Unit:
Reports To: Director, Projects & Administration, Senior Manager
Levels to D.M.: 4
Job Description: [025PS51](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [025PS](#) - Program Services 5

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

F12 264

Creativity/Problem Solving

38% 100

Responsibility

B 100

TOTAL JOB POINTS

464

Comments on Role

This position is responsible for case management functions associated with the appeal functions of a provincial tribunal. The work involves complex property assessment including the knowledge components of linear property assessment, planning and inter-municipal issues and sub divisions and annexations. The position is required to handle a major caseload, to case manage and coordinate complex appeals, to finalize tribunal decisions and ensure the objectives of the Board are carried out. The position is expected to act independently in the majority of activities, to work as part of an interdisciplinary team of case managers and board members. This is one of six positions conducting this work in the various disciplines of annexation, linear property, property assessment and inter-municipal issues.

Comments on Evaluation

- Knowledge:**

Content:

- F:** Position requires a law degree and specialized experience in an area of the Municipal Government Act (linear property assessment) or extensive specialized experience in Linear Property Assessment with an assessment accreditation, to assist the Board with legislative

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and technical interpretations. This position is the Municipal Government Board's expert resource in the legalities of linear property assessment, which merits its F rating; to recognize a deep, specialized knowledge in the area of linear assessment practices, principles and legislation, along with legal matters pertaining to a quasi-judicial board (administrative law, case law, etc.). Appeals are extremely complex, requiring knowledge of managing both complicated technical issues and multiple parties' interests. Although its scope is concentrated within a narrow legal area, the significant depth of knowledge makes up for the lack of breadth in the position.

Complexity and Diversity:

- **I:** Position must fully understand the property assessment programs of the Ministry, procedures of the Board, as well as, legislative procedures to guide the appeal process and provide research and interpretations for the Board. Position facilitates the appeal process between the appellants and the Board. This level of coordination and risk assessment is captured within an 'I' for Complexity and Diversity.

Human Relations Skills:

- **2:** The position is considered at the human relations 2 level as case management involves resolving scheduling conflicts for parties (appellants, individuals representing an organization, lawyers, Municipal Affairs staff, content experts, and Board Members), supervising research activities, providing advice to board members and stakeholders, and being able to translate complex legal concepts to assist board members in fully understanding them.

Creativity/Problem Solving:

38%: There is complex research and analysis involved in the case management of the position. The position will also need to provide technical/legal writing, and thus works at the highest level of operational thinking (38%). Position works within the guidelines of the board and the legislation. Position was considered stronger than a 33% as functional practices and precedents are generally not available because each case will have unique challenges.

Responsibility:

B: Position plays a consultative/advisory role to the board, making this a balanced position that performs some research and some service delivery. Position is expected to provide Senior Management with policy and procedural recommendations on how to improve program delivery.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

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The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive font with a small square icon to the right.

Subsidiary 2 Benchmark Job Description - 025PS51

Identification Section

Working Title:	Case Manager
Department:	Municipal Affairs
Division, Branch/Unit:	Municipal Government Board
Reports To:	Director, Projects & Administration, Senior Manager
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position is responsible for case management functions associated with the appeal functions of a provincial tribunal involving complex property assessment including the knowledge components of linear property assessment, planning and inter-municipal issues and sub divisions and annexations. The position is required to handle a major caseload, to case manage and coordinate complex appeals, to finalize tribunal decisions and ensure the objectives of the Board are carried out. The position is expected to act independently in the majority of activities, to work as part of an interdisciplinary knowledge expert team of case managers and board members. The areas of expertise include the various disciplines of annexation, linear property, property assessment and inter-municipal issues.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Conduct case management for assessment appeals. Develop and coordinate a process to facilitate the identification and refinement, and resolution of issues prior to the appeal reaching the appeal board and following legislation as outlined in the Municipal Government Act. Failure to resolve majority of appeals before hearing may result in backlog of cases and an inability to meet legislated timeline of 150 days to hear and resolve complaints.**

Activities:

- Independently interact with parties to the appeal to gain agreement on a process and to guide the parties through the process to the appeal hearing. This also includes the resolving of scheduling conflicts, coordinating exchange of information, preliminary hearings, facilitate hearing settings, and facilitate decision making and completion of board orders.
- As part of case management, prepare briefing material and training for appeal panel members on technical issues. As a part of this process the case manager is responsible for translating complex issues/terminology into a language that is understood by the board members.
- The position must draft and complete board orders based on the decision of the panel (in complex hearings). This requires a thorough understanding of the technical assessment and legal issues faced by the board, and an ability to reflect the decision of the board without imposing personal reasoning or other extraneous views.

2. **Carries out assigned appeal cases within the assigned portfolio. This normally involves doing the following with a high level of independence.**

Activities:

- Consult with intake staff when difficulties are encountered with respect to deficient complaints. For example the complaint is incomplete or does not meet the requirements of the MGA.
- Planning and scheduling work to meet the requirements of internal and external stakeholders and of MGB management.
- Liaise with parties to complaints to ensure that they understand the MGB disclosure and hearing processes.
- Encourage discussion between parties to facilitate understanding of substantive issues raised.
- Encourage settlement of complaints without recourse to hearing through discussion.
- Coordinating and conducting background research and analysis on appeal cases including obtaining stakeholder input to scheduling, issues under appeal, relevant similar board decisions, relevant court cases and legislative interpretations.
- Identifying sensitive issues and assisting tribunal members in facilitating the evaluation of alternative solutions.

- Preparing information bulletins, briefing materials, newsletter articles and presenting the same to Board members and/or outside stakeholders when assigned.
- Facilitating the review and synthesizing of input on appeal cases and ensuring that board panel exercises fair, equitable and correct decisions within their legislative mandate.
- Implement or coordinate approved procedures adopted by the independent quasi-judicial tribunal.
- Drafting of decisions that conform to the principles of administrative law and are founded appropriately on the legislation and evidence presented as weighed and interpreted by the tribunal.
- On a regular scheduled basis travel throughout the province and coordinate the weekly activities of appeal panels in the various locations.

3. Coordinates assigned multidisciplinary resources (i.e. board members, legal professionals, and expert witnesses on assessment, planning property valuation, engineering etc.) on complex appeals.

Activities:

- Ensure that the roles of all parties and procedures are understood and that the appeal process is carried out in a fair, equitable, correct, effective and efficient manner.

4. Conducts risk assessment for complex cases which, due to resource restrictions, do not meet the criteria identified for case management.

Activities:

- Prepare issues paper for the appeal panel, thoroughly identifying the issue(s), history and background, relevant legislation, relevant board decision and court decisions, possible questions to be posed by the appeal panel and ramifications of possible decisions.
- This information needs to be compiled and prepared for the Board in a manner in which the complex issues have been broken down and identified in a concise and simplified manner.
- Ensures that proper documentation is prepared, all necessary preconditions to a hearing have been met, and any procedural decisions are made; that Board Members make a clear and reasoned decision based on the evidence before them; decisions are drafted and issued; and board orders are completed accurately and reflect panel decisions.

5. Formulates policy, program and procedural recommendations to MGB senior management.

Activities:

- These include recommendations to senior management on current issues, assigned issue management categories, research on other appeal jurisdictions and related department and government policies which may impact the decisions of the tribunal.
 - Provide authoritative advice and input to board members and stakeholders.
6. **Provide general advice on the governance and operations of the Board to the department, other department, associations and other stakeholders.**
 7. **When required, represent the MGB at departmental activities interdepartmental activities, municipal functions, association functions or other stakeholder functions.**

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position involves advising board members concerning technical and procedural matters that arise frequently during hearings. Such matters often arise without notice, and require immediate resolution in a fair and open manner.

Since this position is integrally connected to the proper functioning of the quasi-judicial process, it has significant financial and political consequences for all parties involved, including taxpayers, municipalities, and other branches of the Government of Alberta. Areas in which these parties may be affected directly include property tax, education tax, annexation, and subdivision approval.

This position involves facilitating and drafting clear decisions to provide guidance to disputants, Municipal Assessment Review Boards, and the general public concerning the interpretation and application of the Municipal Government Act and its subordinate legislation. These decisions are frequently published by reporting services and may be scrutinized by the Courts for fairness and legal accuracy. In this way the position affects a much broader audience than just parties appearing before the MGB.

This position needs to deal with important matters independent from MGB senior management since panel decisions are required in most cases immediately and away from the central office. As well in situations of case management in developing and adapting a workable process to lead

the parties to a resolution. This position is also required to brief the MGB Chair, as well as the Minister, DM or ADM of decisions of a politically sensitive nature.

The annual volume of the case load is significant. The MGB hears complaints concerning approximately 15,000 to 25,000 cases a year, shared with only 6 other Case Managers.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Law degree with several years of related experience; or Assessment accreditation with extensive experience in the field of assessment
- Knowledge of principles of administrative law and procedural justice
- Knowledge of principles of assessment
- Knowledge of Municipal Government Act and subordinate legislation (ACAR and MRAT)
- Knowledge of Municipal Government Board procedure
- Knowledge of relevant case law and previous decisions of the Municipal Government Board
- Strong facilitation, mediation and consensus building skills
- Excellent writing skills as well as the knowledge and ability to prepare board orders and legal decisions
- Analytic and logical reasoning skills
- Strong project management and organizational skills

Contacts

(Main contacts of this position and the purpose of those contacts.)

Property owners/Tax agents/lawyers to set up hearings and encourage complaint resolution.

Municipal agents to set up hearings and encourage complaint resolution.

Assessment Services staff to co-ordinate hearings and encourage complaint resolution.

MGB staff members to access various areas of expertise, including legal, assessment, and scheduling.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Position does not have any supervisory responsibilities.

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 025PS53

Identification Section

Working Title: Senior Policy Advisor
Department: Health
Division, Strategic Directions, Planning and Performance,
Branch/Unit: ADM's Office
Reports To: ADM, Strategic Directions
Levels to D.M.: 2
Job Description: [025PS53](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [025PS](#) - Program Services 5

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

F12 264

Creativity/Problem Solving

38% 100

Responsibility

B 100

TOTAL JOB POINTS

464

Comments on Role

Under the general direction of the Assistant Deputy Minister of Strategic Directions, this position provides leadership, coordination, development, facilitation and knowledge/skill transfer to internal and external teams involved with health policy issues and initiatives within the ministry and across the government and throughout the province. This involves designing, planning, leading and evaluating major projects and contracts, as well as the coordination of cross-government initiatives. In leading these highly complex processes, this position acts as a change agent interacting with interest groups, research groups, business and industry, social policy groups, and staff from the ministry and Alberta Health Services. This position operates in an environment which is both highly political and technically based. As a stand alone job, this position is considered the policy expert for the entire Strategic Directions Division and acts as a mentor for other Policy Analysts throughout the Department.

Comments on Evaluation

Knowledge:

Content:

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- **F:** As the Divisional policy expert, the position requires the application of knowledge in a wide variety of situations. Due to the diversity and complexity of the work performed in the Division (e.g. pharmacy, quality, access to services, performance measurement etc), the position must be able to utilize their strong policy skills to develop a variety of high level policy that is unique to the subject area. In this manner, a wide breadth and depth of content knowledge with regard to policy development and government processes is required in order to provide strong advice and recommendations directly to senior management. As the recognized expert for such a comprehensive area of healthcare, this position is required to both acquire and utilize a high level of knowledge and thus warrants a rating beyond the “E+” level.

Complexity and Diversity:

- **I:** The position integrates several responsibilities in order to ensure there are high level policies that will support a sustainable healthcare system in Alberta. An ability to determine the needs of today and those of the future is essential in evaluating and monitoring the success of the policies that are being developed. Although they do not directly supervise employees, they provide direction and guidance to the project teams that they lead, and must be aware of how their work relates to others in the Department and across Government. The responsibilities are not so diverse that they warrant a rating beyond an “I” due to the narrow focus on policy development and implementation.

Human Relations Skills:

- **2:** The position provides advice and recommendations to senior executive management as well as to the Alberta Health Services Board and other external stakeholders. The position must be able to persuade and influence others as well as lead projects and cross-ministry teams. The building of strong relationships with various internal and external stakeholders is key to this role.

Creativity/Problem Solving:

38%: The position works at the highest level of operational thinking. Through the development of new and creative policies and strategies, the position must act as a change agent and must lead the Department in finding solutions to various healthcare issues. Thinking is within a broadly defined environment, where there is great latitude to decide on the direction of the projects.

Responsibility:

B: The position is involved in policy development, analysis and review for health-related issues and provides senior management and various stakeholders with expert consultation. Due to its involvement in the implementation of health policy by leading project teams and making recommendations for policy improvements, the position is a balanced profile.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Alberta 

Subsidiary 2 Benchmark Job Description - 025PS53

Identification Section

Working Title:	Senior Policy Advisor
Department:	Health
Division, Branch/Unit:	Strategic Directions, Planning and Performance, ADM's Office
Reports To:	ADM, Strategic Directions
Levels to D.M.:	2

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Under the general direction of the Assistant Deputy Minister of Strategy Directions, the Senior Policy Advisor provides leadership, coordination, development, facilitation and knowledge/skill transfer to internal and external teams involved with health policy issues and initiatives within the ministry and across the government and throughout the province. This involves designing, planning, managing and evaluating major projects and contracts, as well as the coordination of cross-government initiatives. In the leadership of these highly complex processes, this position acts as a change agent interacting with interest groups, research groups, business, industry, social policy groups, and staff from the ministry and Alberta Health Services. This position operates in an environment which is both highly political and technically based. Responsibilities also include advanced research, policy development drafting and departmental correspondence and briefing notes.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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1. **Develop and support strategic initiatives and projects at the broad system level that are focused on addressing health policy trends and issues. As an expert in the department on policy analysis, this position would:**

Activities:

- Conduct analysis to identify strategic upcoming trends, issues and pressure points.
- Develop proposals, concept papers, discussion papers and directions to address these trends, issues and pressure points (i.e. prepare a concept paper which outlined the factual information on certain health policy issues which could be the foundation discussion paper from which proposed policy recommendations are developed).
- Write and develop strategies to implement proposals/directions.
- Develop necessary reports, briefings and presentations within, at times, very tight timeframes.
- Act as the content resource expert to the Executive Director(s) and Assistant Deputy Minister for advice, solutions, etc.
- Provide specialist policy support to others in the department.
- Create, develop and write agendas, issue papers, correspondence, briefing notes, presentations and background materials for executive team and Minister.
- Create and write departmental positions on health policy issues and trends and provide advice and input into the development of provincial policies on socio-economic issues.

2. **Provide innovative policy solutions and methodologies to address complex health policy issues :**

Activities:

- Prepare written reports/option papers/discussion papers/concept papers and briefing materials, with recommendations for executive management and Minister. Prepare documents, such as ministerial reports for Minister to seek approval from cabinet committees and cabinet.
- Outline, analyze, write and evaluate policy options.
- Research and define policy issues.
- Develop project proposals and plans to obtain information, including stakeholder input, and manage processes.
- Lead and coordinate efforts with other departments and governments and other committees, as appropriate. Lead and chair cross-ministry committees.
- Monitor and scan environment, on an ongoing basis, to anticipate and identify potential health policy issues.
- Undertake public and stakeholder consultation activities to clarify issues and obtain input.
- Compare federal government legislation and policy changes, and those of other provinces and territories, in relation to existing Alberta policy and legislation.

- Support the implementation of policy and program change.

3. Support larger policy development teams including collaboration and coordination responsibilities:

Activities:

- Chair committees and call adhoc meetings as required on cross ministry issues.
- Being sought after to participate in departmental, interdepartmental and intergovernmental committees and working groups on health policy issues and other related topics.
- Write final report and briefing materials, with recommendations for next steps for executive management or Minister.
- Conduct policy research and analysis, including review of literature and background information.
- Define data and information needs.
- Determine consultation methods to use.
- Collect, analyze and interpret data results, including providing direction to junior research staff.
- Through cross-ministry networks, provide information and advice, from Health and Wellness' perspective on the implications on other ministry's initiatives.

4. Undertake project management responsibilities on complex multi-stakeholder projects:

Activities:

- Develop project charter, work plans and implementation plans with goals, resource allocations and timeframes.
- Coordinate meetings with stakeholders including business, industry associations, unions and employees.
- Manage external contractors. Prepare requests for proposals and manage the process of evaluating and hiring contractors.
- Monitor project processes, outputs, deliverables and budget using a variety of project management tools. Make adjustments as necessary.
- Write, or coordinate compilation and delivery of final product.
- Evaluate project results and develop and present recommendations for next steps.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Policy developed by this position significantly affects the direction of the department. Policy could impact pharmaceutical programs (over \$1.2 billion a year), and compensation schemes.

Position writes or is consulted on provincial strategies being developed by the division on pharmaceutical strategy, access strategy and research and life sciences strategies.

Position would also act as a resource to other divisions on policy expertise and developing strategies.

Due to the breadth and highly complex and politically sensitive issues impacting health issues (workforce availability, access to services, differing needs from urban and rural, adopting technology and innovation, managing population growth, the position must be able to concurrently undertake multiple projects on a diverse range of complex issues.

Position identifies opportunities for new policy development and intergovernmental policy coordination.

Position has contact with all levels of government, and across jurisdictions, industry leaders in all sectors impacted by health issues, public interest groups, unions, universities, colleges, research institutes, aboriginal associations, Ministers, MLA's and the public.

Leads policy development/strategic planning projects on health issues and trends that often impact other levels of government as well as business, industry, employers and employees.

Work on high profile and visible projects which have significant provincial impact on legislation and funding priorities, policy review and program review (Advanced Education and Technology, Seniors and Community Supports, and Employment and Immigration)

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Position requires 5 or more years of directly related experience as well as a graduate degree related to business and commerce, economics or social development.

Knowledge required for this position includes:

- Advanced understanding of the workings of governments with a focus on the political, administrative reporting, services and finance.
- Excellent understanding of the social, political and organizational processes of managing change.
- Excellent knowledge of government's role, structure, policies and procedures, particularly those related to policy formation, regulatory reform and legislation development, planning and accountability.
- Knowledge and understanding of political environments and their implications.
- Advanced skill in the ability to develop, lead and work within multi-disciplinary teams on a wide variety of complex and at times politically sensitive activities.
- Thorough understanding of consultation approaches and strong public consultation skills.
- Understanding of the interests and perspectives of stakeholders, including other government departments.

Skills and expertise required for this position includes:

- Excellent conceptual, analytical and problem solving skills. Ability to summarize and synthesize complex materials. Ability to identify key issues and develop responses and solutions.
- Excellent written and verbal communication skills, including the ability to clearly convey ideas when public speaking or doing presentations. Must have the ability to listen to others.
- Excellent interpersonal skills with the ability to build relationships with a mix of stakeholders and staff.
- Excellent dispute resolution skills and ability to work in a highly charged environment.
- Excellent creativity and the ability to think strategically and critically on a broad scale in the development of innovative and feasible options and strategic solutions to issues, trends, programs and services.
- Ability to multi-task with vague direction while working in an uncertain environment is necessary.
- Ability to think conceptually, understand the environments and determine a course of action that will achieve results.
- Excellent understanding of project management methodologies and tools.
- High level of self-management with strong results orientation.
- Excellent leadership and supervisory skills. The ability to mentor staff.
- Political sensitivity and the ability to maintain a neutral and objective approach.

Contacts

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(Main contacts of this position and the purpose of those contacts.)

Clients	Frequency	Nature and Purpose of Contact
Internal		
Deputy Minister	As required, occasional	Provide support and advice towards the attainment of division/department goals, information sharing, resolution of issues
ADM	Daily	Provide advice and recommendations on specific program and policy areas. Provide direction and support on the attainment of division/department goals, information sharing, resolution of issues
Executive Directors across the Division	As required	Provide direction on specific program and policy areas. Lead initiatives in the development of policies in the division/department
Other division staff	Daily	Information sharing, provide support for resolution of issues
External		
Health Authority contacts (e.g., program leaders)	As required	Sharing of information; relationship building; monitoring of issues
Interest groups; social policy groups	As required	Sharing of information; relationship building

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2016-03-11

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Subsidiary 2

Benchmark Evaluation - 025PS54

Identification Section

Working Title: Policy and Legislation Consultant
Department: Human Services
Division, Workforce Supports Division, Income and Child
Branch/Unit: Supports Branch
Reports To: Executive Director, Income and Child Support
Levels to D.M.: 3
Job Description: [025PS54](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [025PS](#) - Program Services 5

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

FI2 264

Creativity/Problem Solving

38% 100

Responsibility

B 100

TOTAL JOB POINTS

464

Comments on Role

The Policy and Legislation Consultant provides leadership in legislative and regulatory changes and provides policy/procedures expertise for the design, development and maintenance of the integrated Income Support program. This expert knowledge and support is provided both within the Division and external to the Division.

- Internally it is provided to the Workforce Supports Senior Management Team, the Divisional Management Team and the individual work units.
- Externally, it is provided to Program Specialists and Managers within Delivery Services, other Divisions such as Corporate Services, Government Departments such as Advanced Education and Technology (AE&T), Senior and Community Supports (SCS), Housing and Urban Affairs (HUA) and partner organizations which includes public and private post secondary institutions and contracted training providers.

Comments on Evaluation

- Knowledge:**

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Content:

- **F:** Reporting to the Executive Director, Income and Child Support, this position is the department expert regarding how all programs administered under the Income and Employment Supports Act interact with the legislation. In addition to extensive knowledge of policy and provincial legislation, the incumbent needs a comprehensive knowledge of other legislations that impact E&I programs, including the Employment Insurance Act and the Income Tax Act. The position must understand the implications of funding policy changes on client income through Employment Insurance and impact on income tax. This position also requires an awareness and understanding of the programs of other departments, e.g., Seniors and Community Supports and Education and Technology and the relation between funding programs of those departments with those of E&I. The F level recognizes the leadership and expertise associated with moving required policy change through the legislative process.

Complexity and Diversity:

- **I:** Provides leadership for complex legislative and regulation changes that are integrated and frequently involve multiple stakeholders. This position requires a full understanding of policy work, E&I programming and the legislative process. Strong project coordination skills are critical to this role.

Human Relations Skills:

- **2:** This position facilitates changes to legislation from the program perspective. This involves consultation with directors within E&I and in other ministries and jurisdictions. Requires advanced skills in group facilitation and consensus building. This position works in a collaborative relationship with Legislative Services. Position will also deal directly with Alberta Justice when questions arise that are program focused.

□ Creativity/Problem Solving:

38%: There can be multiple changes to regulations that are in progress at any one time. The incumbent must be fully cognizant of the ramifications of changes overlapping with legislation not yet proclaimed. This position is utilized as the expert resource in this area. Role has a strong strategic planning element to it. The position operates with a high level of autonomy and a high degree of accountability for achieving time-sensitive results.

□ Responsibility:

B: This position identifies issues, defines problems, provides analysis and develops strategies. The primary focus of this position is consultative and advisory.

Last Reviewed: November, 2009

Last Review / Update: 2015-05-25

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Subsidiary 2 Benchmark Job Description - 025PS54

Identification Section

Working Title:	Policy and Legislation Consultant
Department:	Human Services
Division, Branch/Unit:	Workforce Supports Division, Income and Child Supports Branch
Reports To:	Executive Director, Income and Child Support
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Policy and Legislation Consultant provides expert legislative knowledge and policy/procedures expertise for the design, development and maintenance of the integrated Income Support program. This expert knowledge and support is provided both within the Division and external to the Division.

- Internally it is provided to the Workforce Supports Senior Management Team, the Divisional Management Team and the individual work units.
- Externally, it is provided to Program Specialists and Managers within Delivery Services, other Divisions such as Corporate Services, Government Departments such as Advanced Education and Technology (AE&T), Senior and Community Supports (SCS), Housing and Urban Affairs (HUA) and partner organizations which includes public and private post secondary institutions and contracted training providers.

The Consultant provides leadership in the legislative and regulatory changes and supports the policy design to ensure the program (and its policies) supports the Government and Ministry goals. The consultant works in a complex environment where programs are governed by two main legislated Acts (and their subsequent regulations) and delivered under two distinct and separate methods. Adding to this complexity is the existence of a Shared Services Agreement and Accountability Framework Agreements (AFA) that govern external delivery partners which

must be considered when reviewing program legislation. Programs are also delivered in the context of Federal legislation and agreements (Employment Insurance Act and the Labour Market Development Agreement).

The Consultant is responsible for:

- Leading and coordinating legislative and regulatory changes within the Workforce Supports Division and is a key advisor in how other legislation (Federal or Provincial) interacts with the Ministry's Income Support program.
- Leading inter-divisional and Divisional project teams, preparing Briefing Notes, 3-column documents and other related documents for legislative amendments and coordinating stakeholder activity.

The Consultant is also one of six members appointed by the Minister to the Health Benefits Review Committee. (HBRC). This Provincial Committee has the delegated authority to make binding decisions on requests for "specialized" health benefits that are not part of negotiated agreements with Professional Associations for clients in the Assured Income for the Severely Handicapped (AISH) and IS programs.

The primary clients of the legislative development activities are the Minister and Executive and Senior Department staff. The impact of these policies are Province wide with over 48,000 clients (and an additional 30,000 dependents) receiving financial support a month, and many adult-training institutions administering or being affected by elements of the legislation.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Leads the Legislative Amendments for the Income and Child Support Services Branch with the Workforce Supports Division to ensure the legislation and policy aligns with Government and Ministry strategic goals.**

Activities:

- Working from an approved or proposed policy direction, analyzes the legislative options to regulate the policy and recommends a preferred plan of action. This position facilitates the consultation process with staff and Management to ensure their needs are met by the recommendation. Options can include Act and regulation changes or Ministerial Orders.
- Consults with Legislative Services and Senior Management in the Division to establish a legislative timeline for taking the proposed legislation through the

Government approval process. Based on this timeline, the Consultant establishes a Branch work plan and tracks progress to ensure documents are completed when required.

- Prepares and develops the regulation package (i.e., 3-column document and supporting materials) which contain the explanation for the proposed changes. These materials are drafted for any or all of the following Committees; Agenda and Priorities Committee, Cabinet Policy Committee and/or Treasury Board and then become the drafting instructions for Legislative Counsel in Alberta Justice.
- Reviews the draft legislative changes from Alberta Justice to ensure that the wording changes reflect the intent that the program area was seeking and that there are no unintended consequences. Provides feedback via Legislative Services to Alberta Justice to ensure the legislation meets the program needs. In complex situations, the Consultant may meet with Alberta Justice to explain the program needs and why there are concerns with the proposed wording. This process is critical yet time consuming and can result in other sections of the legislation being redrafted as they are in conflict with the new wording.
- Prepares the required “final” documents for approval by the Divisions Executive Management before proceeding for Cabinet approval.

2. Coordinates and supports Legislative amendments within the Workforce Supports Division.

Activities:

- Coordinates and supports the Division’s other business areas to ensure their program needs are reflected in the legislative amendments, which follow the process outlined above.
- Liaises with Management and program staff to ensure there is a common understanding of what changes are being proposed. The Consultant is involved in working groups to provide legislative and program expertise to resolve particular program issues where the input from different program areas is required.
- Given the interdependence of the Act and Regulations between the program areas, conducts an evaluation of the impact of the proposed changes on other business areas. As the expert in how the legislation interacts with the program area, this position identifies and recommends possible solutions to resolve issues.
- Utilizes their legislative knowledge, communication and negotiation skills to influence an outcome that meets the needs of the different program areas while still meeting the Government and Ministry goals.
- Supports the Senior Program Planners in preparing documents for legislative amendments, coordinates this program activity into a Divisional submission and liaises with Legislative Services.
- Coordinates and supports multiple legislative packages that are at various stages of the process and ensures staff are aware of these changes when working with other regulatory projects/work teams.

3. **As a member of the HBRC makes decisions on the provision of health benefits not covered by provincially negotiated agreements.**

Activities:

- Appointed as one of six members by the Minister of E&I to the HBRC, that has the delegated authority to make binding decisions on requests for “specialized” health benefits.
- Reviews requests for “specialized” health benefits not covered under negotiated agreements between the GOA and Professional Associations (opticians, ophthalmologists, pharmacists, doctors, etc) for adults and children covered under the Alberta Adult Health Benefit program, Alberta Child Health Benefit program, the IS program and the AISH program.
- Based on medical reports/evidence, program principles and committee best practices, participates as a team member in making binding decisions related to these requests.
- In emergency situations, can render a decision for a health benefit request as the sole decision maker.
- Participates in long term strategic planning for the HBRC and as a Committee recommends changes to the negotiated agreements with the Associations.

4. **Legislative and program consultation on project teams, committees and other Ministries.**

Activities:

- Acts as the program representative on project teams and committees, both intradepartmental and interdepartmental, where legislative input is required. These groups vary considerably: senior’s financial benefits (external), development of new or revised systems to support the program, work with the Canada Revenue Agency, Citizenship and Immigration Canada, Public Trustee, Office of the Ombudsman and Alberta Justice.
- Prepares briefing notes for the Minister, Executive and Senior Management on the issues.
- Develops the content and provides information sessions on the program for the public, external stakeholders, delivery partners and department staff.
- Supports the Executive Director by responding to enquiries from other Provincial Income Support Directors with respect to program and legislative issues.
- Provides expert advice on the program and legislation to lawyers representing the Ministry on client situations.
- Consults with other program areas in the Division and other areas of the department to provide expert input into Ministerial requests.
- Provides expert advice and assistance to divisional and delivery staff or management on interpretation of legislation and policy, or on application to particular cases where there is concern about setting precedents.

- For new or major initiatives where the field is required to significantly change existing practice, the Consultant provides more in-depth support to: identify the nature of the change, determine the implementation steps, ensure that all involved components are informed of and contribute their perspective to the implementation plan.
- Contributes to development of information-sharing agreements with other jurisdictions or other government departments to share client data in order to improve client service or achieve program goals.

5. **Legislative/Policy Review and Design.**

Activities:

- Identifies legislative and policy issues that need to be addressed and recommends appropriate action to deal with them. This identification occurs as a result of environmental scanning, external contacts such as Training Providers and staff from other Government Ministries, questions from the public or government MLA's, and Ministry staff both within the Division and external to the Division.
- Conducts issue-related research and inter-provincial regulatory comparisons to determine appropriate options and solutions.
- Initiates and completes all liaison, negotiation and problem-solving work with other contributors from within and external to the Division.
- Recommends the appropriate course of action to senior management for approval.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

One of the goals in the E&I Business Plan is that “All Albertans share in and contribute to the economic prosperity of Alberta”. Various pieces of legislation and Labour Market agreements provide the framework and legislative authority for much of the programming that supports this goal. The delivery of these programs is complex and is affected significantly by political decisions and priorities established in Government strategic plans and Ministry business plans.

Delivery of the IS program brings additional complexity and external factors in the mix. Income Support is delivered through a variety of methods:

- Learner Income Support program is done through a Shared Services Agreement with AE&T and AFA's with Training Providers,

- Non-EI learners operate under the IESA regulations while Apprentices and EI learners operate only through policy, and
- Eligibility and financial benefits for Expected to Work (ETW) and Not Expected to Work (NETW) clients are determined by department staff.

The Consultant is responsible for taking these delivery methods into consideration when legislative changes are being considered. The IS program is followed by the Federal Department of Indian and Northern Affairs (INAC) for individuals living on reserve.

The Consultant:

- Acts as the Workforce Supports Division’s expert on the processes involved in changing legislation and regulations, and as such becomes project manager on changes to legislation or regulations administered by the Division.
 - Is the provincial content expert for this legislation from a program (versus legal) perspective.
 - Acts as a key advisor in how legislation interacts with ministry programs. This requires strong familiarity with all programs administered under the Act and how these programs interact with the legislation.
- Needs to understand the legislation and mandates of other Ministries that have “common” clients and ensure this is reflected when policies and legislative amendments are considered. In Alberta, SCS delivers the AISH program which has overlap with the NETW clients who are AISH eligible yet remain on the IS caseload. Similarly, there is overlap with AE&T as both Ministries offer funding for the same training programs.
 - Works with complex, highly sensitive and interdependent program issues; undergoes rapidly shifting priorities with very tight timelines.
 - Enjoys a high degree of autonomy while functioning in a team environment with colleagues.
 - Decides how the work is to be done, what the content is, what the important factors are that need to be considered, who to consult and how to involve other necessary expertise to address the problem.
 - Creates the link between the social policy and the practical, on-the-ground program that is delivered by staff and Training Providers to thousands of Albertans.
 - Decides what research is required and conducts the search for information as needed.

The impact of the Consultant’s work is felt throughout the entire Delivery system and across the province by the people who receive these services. Decisions and recommendations made by the Consultant can immediately affect the lives and well-being of thousands of recipients of department benefits and services. This adds considerable pressure to be right, sensitive, thorough and quick. The Consultant’s information and advice is used by the Minister and the government to make vital decisions on current and future programs.

As a member of the HBRC, decisions are made using the authority of the Minister to approve health benefits for clients with unique medical needs that fall outside of established agreements with various professional associations.

The Consultant reports to the Executive Director, Income and Child Support. Expectations for work are also determined by other Executive Directors within the Division as the Consultant is managing legislative or regulatory projects on behalf of other Branches.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The Consultant requires:

- Expert knowledge of applicable legislation and regulations that govern the program (i.e. *Income and Employment Supports Act; Government Organization Act; Freedom of Information and Protection of Privacy Act; Income Supports, Health and Training Benefits regulation; Recovery regulation; Recovery, Administrative Penalties and Appeals regulation; Training Provider regulation; Child and Adult Support Services regulation and the Grants, Donations and Loans regulation;*
- Comprehensive knowledge of other applicable legislation that impacts E&I programs (i.e. *Income Tax Act; Student Financial Assistance Act; Alberta Centennial Education Savings Plan Act; Assured Income for the Severely Handicapped Act; Employment Insurance Act; etc.);*
- Expert knowledge and understanding of the Provincial legislative processes;
- Comprehensive knowledge about Divisional programs and how the legislation and regulations affects and impacts them;
- Comprehensive knowledge of the Labour Market Development Agreement and the Labour Market Agreement;
- Expert knowledge of the social policy context in which the program operates, the history, framework, and rationale for the program, its placement within the suite of E&I programs, and its contribution to the achievement of E&I's Business Plan;
- Well-developed understanding of issues, trends and developments in social policy in the provincial, inter-provincial and international context;
- Understanding of health issues and principle-based decision making;
- Thorough understanding of all areas that impact program success: delivery structure, systems issues, budget constraints, communications issues;

- Thorough understanding of other programs that provide financial support within Alberta (e.g., day care subsidy, social housing, student financial assistance) and within Canada (e.g., National Child Benefit, Employment Insurance).
- Applied knowledge of legal precedents, practices, interpretations, and interface of related legislation (both provincial and federal);
- Applied knowledge of strategic planning and legislative and policy development process;
- Applicable Government and ministry policies, standards and information systems.

Skills and expertise required for this position includes:

- Excellent interpersonal skills, relationship management and communication skills, including the ability to consult and negotiate with Divisional staff (program planners and senior management), and communicate directions that maybe in conflict within the Division's branches;
- Providing a leadership role in amending legislation, taking into account and balancing a wide range of conflicting influences to ensure that policies are integrated to facilitate the effective delivery of programs and services;
- Excellent project planning and management skills to take new or modified policy through the legislative process as well as to manage multiple policy development initiatives;
- Excellent conceptual, analytical and critical thinking skills with abilities to analyze information and risks (e.g., legal, IT systems, delivery, finance, political) to produce a practical and persuasive product;
- Excellent writing and problem solving skills and the ability to influence other;
- Ability to develop an idea from the conceptual stage through to implementation, to translate concepts and objectives into a clear and meaningful program structure;
- Ability to deal tactfully and confidentially with sensitive political issues;
- Strong organizational skills and ability to work independently as well as part of project teams;
- Ability to deal with stress and short, critical timelines; Strong verbal and written communication skills including the ability to develop and deliver presentations.
- Strong verbal and written communication skills including the ability to develop and deliver presentations.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Legal experts with AEI – Legislative Services and with Alberta Justice.

Management and professional staff within the divisions of Workforce Supports and Delivery Services.

Federal jurisdictions, including Canada Revenue and Employment Insurance.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Not applicable.

Last Review / Update: 2015-05-25

Subsidiary 2

Benchmark Evaluation - 025PS52

Identification Section

Working Title: Senior Claims Officer
Department: Health
Division, Branch/Unit: Corporate Operations, Finance and Administration Branch, Corporate and Administrative Services
Reports To: Director, Third Party Liability
Levels to D.M.: 4
Job Description: [025PS52](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [025PS](#) - Program Services 5

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

F12 264

Creativity/Problem Solving

33% 87

Responsibility

R1 100

TOTAL JOB POINTS

451

Comments on Role

Reporting to the Third Party Liability Director, the position exists to maximize the recovery of health service costs incurred by the Crown due to accidents of third parties. This position also assists in the establishment of the annual aggregate assessment payable by Alberta automobile insurers.

The Senior Claims Officer works within a complex medical framework within a legal realm, resolving the most complex claims which includes, deciding upon appropriate settlements in complex claims files ranging in values from \$50,000 to over \$1,000,000.00, including medical malpractice files of any value and class action lawsuits. This position is a key resource person to the TPL unit identifying issues including liability, quantum, causation and damages issues. This role improves upon governing legislation and program policies/procedures through building strong relationships with lawyers, insurance companies and external stakeholders and internally playing a leadership role through updating legal reference material and passing on knowledge and information to TPL team members.

Comments on Evaluation

Knowledge:

Content:

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Classification: Public



- **F:** The position requires advanced knowledge and experience with medical legislation (Hospitals Act and Regulations & Limitations Act), medical terminology and legal knowledge, in order to determine whether the Crown has a claim. Position must be able to review medical reports, chart notes and other documents from hospitals, physicians and other health care providers to determine the mechanism of injury and the causes and effects of traumatic and non-traumatic medical conditions in order to appropriately assess liability issues. Position must also have knowledge of third party liability, knowledge of contributory negligence law, and the effects of limitations laws in order to provide instruction to legal counsel and to ensure the necessary legal steps are taken to conclude claims. The use of complex medical knowledge within the legal realm justifies an 'F' in Content Knowledge.

To understand the case files and what is a reasonable settlement, the position is familiar with medical procedures, the knowledge of causation (i.e. is it reasonable to expect that the actions of 'person A' worsened the medical condition of 'person B'), and how to accurately quantify current health costs and any future medical needs of the injured party that is paid for by health care. Claims over \$50,000 usually mean that the accident was more severe and that there are many medical and legal complications to analyze or resolve the case file.

Complexity and Diversity:

- **I:** Position works within defined legal and medical frameworks and must understand how work relates to the work of others, however is not required to integrate, plan or organize the work of others. There are often competing objectives and interests that must be coordinated by this position. Settlements can be class action lawsuits involving large numbers of claimants, lawyers, physicians and complex medical and legal issues. For example, if a limitation period has expired and the Crown's claim has not been properly protected, position must be able to effectively communicate with insurance companies, lawyers, and the Claims Officer on how and why the Crown's claim is still being advanced and defend the legitimacy of the claim. Position must have an awareness of and consider these interests when performing its role.

Human Relations Skills:

- **2:** Position assists management in negotiating the aggregate assessment with the Insurance Bureau of Canada. Position also negotiates with insurance companies to recover money owed to the Health system because of third party liability accidents. A '3' in Human Relation Skills was not ultimately assigned to the position because although finding settlements is the focus of the work, the position is not continually involved in face-to-face negotiation. Settlements are made in a number of ways such as through letter writing, telephone calls, or the courts. In the case where a situation goes to court, the position will guide or influence the lawyer representing the Ministry to manage the case in the best interest of Health of Wellness. Obtaining accurate and relevant information from physicians, claimants, and lawyers requires highly developed communication skills.

□ **Creativity/Problem Solving:**

33%: This position is responsible for identifying the issues (limitation, quantum, or causation issues) on a third party liability file. They then must identify, define and analyze the course of action to be taken on the file and the appropriate amount to be recovered from the wrongdoer or their insurance company. For example, this position must assess how to proceed based on legislation and case law analysis and interpretation, to maximize recoveries of health services costs incurred by the Crown on behalf of injured beneficiaries. Creativity is required in negotiating claims, understanding medical issues, dealing with complex legal matters, and finding ways to improve program processes and procedures. Solutions are found within the body of medical and legal knowledge and experience. Position is stronger than a 29% because the problems encountered by the position are not always standard and there are many variables in which to consider. Position was not considered at 38% because there is access to assistance from the Director, TPL and the solutions are often known because of the structured environment, including existing legislation and guidelines, that the position works within.

□ **Responsibility:**

R1: Position has responsibility for deciding upon appropriate settlements in claims files in excess of \$50,000. This includes determining the appropriate amounts of legal fees and disbursements, writing off non-collectible claims, providing legal releases, and ensuring the necessary Court documents are filed to conclude the Crown's involvement in claims. Program/service delivery focus.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 025PS52

Identification Section

Working Title:	Senior Claims Officer
Department:	Health
Division, Branch/Unit:	Corporate Operations, Finance and Administration Branch, Corporate and Administrative Services
Reports To:	Director, Third Party Liability
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Third Party Liability Director, the position exists to maximize the recovery of health service costs incurred by the Crown due to accidents of third parties. This position also assists in the establishment of the annual aggregate assessment payable by Alberta automobile insurers.

The Senior Claims Officer works within a complex medical framework within a legal realm, resolving the most complex claims which includes, deciding upon appropriate settlements in complex claims files ranging in values from \$50,000 to over \$1,000,000.00, including medical malpractice files of any value and class action lawsuits. This position is a key resource person to the TPL unit identifying issues including liability, quantum, causation and damages issues. This role improves upon governing legislation and program policies/procedures through building strong relationships with lawyers, insurance companies and external stakeholders and internally playing a leadership role through updating legal reference material and passing on knowledge and information to TPL team members.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Develop and settle claims in excess of \$50,000.00

Activities:

- Know and interpret the Hospitals Act and Regulations to determine whether the Crown has a claim.
- Decide which health services provided to an injured beneficiary were the result of injuries sustained. This requires knowledge of medical terminology, the mechanisms of injuries, and the causes and effects of traumatic and non-traumatic medical conditions. Must be able to review reports, chart notes, and other documents from hospitals, physicians, and other medical health providers.
- Decide whether the injured beneficiary will require future health care. Must be able to read, interpret, and act upon medical-legal reports written by physicians and other health experts. Must be able to calculate health service costs and appropriately discount for future contingencies. Must be able to provide clear, concise instructions to health service providers to ensure that the correct information is received in order to calculate future health service cost claims.
- Determine limitation dates for claims and decide what steps need to be taken to ensure the Crown's not limited to hiring legal counsel and providing them instructions, ensuring that the Crown's claim is protected and advanced in legal proceedings, and negotiating agreements with insurance companies.
- Decide what steps need to be taken to protect the Crown's interests. This typically includes, but is not limited to, hiring legal counsel and giving them instructions, ensuring that the Crown's claim is protected and advanced in legal proceedings, and negotiating agreements with insurance companies.
- Decide upon and complete appropriate settlements in claims files. Settlement decisions are made without any requirements for further approval, and can be on claims ranging in value from \$50,000 to in excess of \$1,000,000.00. Settlements can also be on class action lawsuits involving large numbers of claimants and very complex medical and legal issues.
- Ensure that all necessary steps are taken to conclude claims, including payment of appropriate amounts of legal fees and disbursements, writing off non-collectible claims, providing legal releases, and ensuring that the necessary Court documents are filed to conclude the Crown's involvement in claims.

2. Assist in establishing annual aggregate assessment.

Activities:

- Develop and implement procedures to review aggregate assessment payable by Alberta automobile insurers for the cost of health services provided to motor vehicle accident victims.
- Decide upon and recommend appropriate contributory negligence, liability and other factors to be applied in establishing the assessment each year. Must have knowledge of legal liability issues in motor vehicle accidents, and ability to determine fault in collision situations. Must also have knowledge of contributory negligence issues, such as appropriate amounts to reduce claims if injured persons are not wearing seatbelts or are seated too close to airbags.
- Retain and work with actuarial and other experts to determine an appropriate assessment amount. Analyze and provide feedback on expert reports. Must have excellent working knowledge of health service cost data, liability and contributory negligence issues, data on motor vehicle collisions and injuries, and other relevant information. Must also be able to clearly understand study procedures and methodologies, and how they can affect conclusions and outcomes.
- Participate in negotiations with the automobile insurance industry in settling aggregate assessments.

3. Improve governing legislation and program policies/procedures.

Activities:

- Decide upon and recommend required amendments to governing legislation and regulations. Must thoroughly know and understand governing legislation and regulations and be able to apply working knowledge and legal knowledge to identify problems and possible improvements.
- Review, revise and implement Third Party Liability (TPL) unit policies and procedures to improve efficiency and effectiveness and to increase revenue recoveries.

4. Prepare briefing memoranda and respond to Action Requests.

Activities:

- Prepare and review briefing notes, correspondence and respond to action requests. Must have superior research, analysis and writing skills and be able to decide which issues and information are most important for recipients.

5. Act as Resource Person for TPL Claims Officers.

Activities:

- Provide legal education and information to Claims Officers.

- Assist Claims Officers with difficult, complex or problematic files. Must have superior working knowledge and ability to communicate with lawyers and insurers who are often opposed in interest to the Crown.
- Create and update legal reference material by regularly reviewing case law and providing updates to the TPL unit.

6. Communicate with and provide advice to stakeholders.

Activities:

- Communicate with lawyers and insurance companies to provide information, advice, and instructions on the TPL program, on governing legislation and regulations, and address their issues and concerns.
- Promote and ensure compliance of lawyers and insurance companies with Hospitals Act and Regulations and other relevant legislation and procedures affecting the Crown's claims.
- Develop and carry out educational presentations to lawyers and insurance companies about the TPL program. Decide upon contents of the presentations and which lawyers and insurance companies to approach for meetings. Meet with lawyers and insurance companies to deliver presentations and address their issues. Follow-up with insurance companies and lawyers on possible improvements to processes and procedures in order to develop strong ongoing working relationships with TPL.

7. Assist TPL Director with budget and team management functions.

Activities:

- Acting Director of TPL when Director is absent.
- Leadership role within TPL and assistance with team supervision and management.
- Must know and understand budget development and tracking systems. Must determine and monitor accruals for the fiscal year.
- Swear Affidavits of Records and prepare and sign Director's Certificates, which are proof of the Crown's claims. Affidavits of Records are sworn and Director's Certificates are signed only by the Director of TPL and the Senior Claims Officer.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Senior Claims Officer is responsible for claims ranging in values from \$50,000 to over \$1,000,000.00, medical malpractice files of any value and class action lawsuits.

Must decide how to maintain, settle, and write off files to maximize revenue. Decisions must be based on sound knowledge of legal liability issues, damages quantum assessments, and use of effective negotiation skills.

Must take appropriate action to ensure that the Crown's interests are protected and claims advanced, and that legal counsel are made aware of the nature of the Crown's claims and legal requirements to advance such claims. Often requires legal knowledge surpassing that of lawyers who act for the Crown and ability to educate lawyers and communicate that knowledge.

To recover future costs, must be able to calculate costs that will be incurred. This will involve obtaining and reviewing medical-legal expert reports, liability reports, and assessments. Responsible for negotiating cost-sharing arrangements with legal counsel when disbursements must be incurred.

Must have strong working knowledge of lawsuit processes, procedures, and requirements. Knowledge must include case law, legislation and regulations, and the Rules of the Court. Must also have strong foundation in and knowledge of medical terminology, the cause and effect of medical conditions and the diagnosis, treatment and nature of traumatic and non-traumatic medical conditions.

Position requires thorough understanding of legal liability, quantum and damages issues. Must ensure to take part in continuing legal education and to pass on knowledge and information to TPL team members.

Automobile insurers throughout Alberta are affected by the aggregate assessment. The amount of the assessment has significant implications for overall TPL recoveries. Senior Claims Officer is responsible for helping establish an annual aggregate assessment that is fair and reasonable and reflects the costs incurred by Alberta Health and Wellness in treating motor vehicle collision victims.

Stakeholders include other government Departments, such as Alberta Finance, insurance companies in Alberta, other provinces in Canada and the United States, the public, lawyers in Alberta and elsewhere in Canada and the United States, and all possible wrongdoers causing injuries to beneficiaries.

The Senior Claims Officer must play a strong leadership role within the TPL team.

Summary:

- The position impacts Alberta Health and Wellness revenue and budgetary expenditure targets.

- Amount of revenue recovered directly affects insurance companies and lawyers who represent the Crown.
- Job diversity exemplified by handling individual claims, establishing the aggregate assessment, researching and writing briefing notes, involvement in revenue and expenditure target setting and monitoring, organizing and performing presentations for lawyers and insurers, and other job functions.
- Complexity demonstrated by need for significant legal knowledge and experience, substantial medical knowledge and highly developed communication skills.
- Creativity consistently required in negotiating and settling claims, understanding medical issues, dealing with complex and novel legal matters, and finding and implementing way to improve claim notification, program processes and procedures, and meet or exceed revenue targets and minimize expenditures.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Must have extensive and current legal knowledge. Knowledge and experience with the Crown's claims must usually meet or exceed the knowledge and experience of the lawyers representing the Crown. Must often educate lawyers and insurers about the Crown's claims, which require a very high degree of knowledge and experience.
- Extensive working knowledge of the Hospitals Act and regulations, personal injury law and general legal principles (e.g. limitations of actions and the Rules of Court) is critical in order to provide instructions to legal counsel and to appropriately advise and inform stakeholders.
- In depth knowledge of medical terminology and the cause and effects of traumatic injuries. Must be able to decide which health services were provided as a result of an injury and which were not. Must be able to read, interpret, understand and apply medical information from experts.
- Knowledge of personal injury law, legal practice rules and procedures and steps in law suits, insurance practices and procedures, medical/trauma terminology.
- Must be aware of process and format for ministerial correspondence, including briefing notes, action requests, ministerial orders etc.

Skills and Abilities:

- Ability to negotiate
- Legal Research
- Public speaking/presentation
- Strong writing and interpersonal communication skills
- Strong human resource management skills
- Understanding of budgeting and financial transactions

Education/Courses/Certificates/or Licenses:

- University degree, preferably in Law or equivalent
- Medical education and knowledge sufficient to perform job functions
- Insurance training
- Management development and staff relations

Work Experience:

- Previous government experience
- Extensive experience in negotiation
- Strong background in personal injury law, insurance principles, medical malpractice, and civil procedures
- Background in insurance or in dealing with insurers

Contacts

(Main contacts of this position and the purpose of those contacts.)

None.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 2

Benchmark Evaluation - 024PS54

Identification Section

Working Title: Program Delivery Supervisor - Wetaskiwin
Department: Human Services
Division, Delivery Services
Branch/Unit:
Reports To: Site Manager, Manager 2
Levels to D.M.: 5
Job Description: [024PS54](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

33% 76

Responsibility

R3 115

TOTAL JOB POINTS

421

Comments on Role

The Program Delivery Supervisor for Wetaskiwin provides leadership, support, direction and consultation to professional staff delivering Workforce Supports programs. As a member of the area management team, this position assists in developing and implementing area plans; facilitates changes in program direction; assists staff to develop and implement plans to improve individual performance; and conducts environmental scanning to ensure that quality customer service goals are maintained, service delivery impacts are identified and changes implemented. The position influences outcomes of strategic directions in the region and the front line staff level of satisfaction/productivity in the work environment. This position ensures that program services are administered in accordance with accepted practices and guidelines as defined by legislation and by departmental policy and procedure. This position interacts with clients to resolve complex issues in a variety of situations. The Supervisor has an integral role in the financial management associated with Employment and Immigration (E&I) programs, as it supervises staff that has been given the legislative authority to initiate, approve and disperse AEI program funds. The Supervisor represents AEI in the community, liaising with various interest groups and representing the Department in many capacities.

Comments on Evaluation

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Knowledge:

Content:

- **E+:** This position requires a deep knowledge of the income support and skill investment programs, as well as applied theoretical knowledge related to career development theory and practice. Content knowledge is normally acquired through a related university degree, plus substantial, applicable work experience. The push (+) on the E recognizes the depth and breadth of knowledge required, including specialized knowledge of income and employment programs supervised, as well as, knowledge and understanding of labour market and workforce issues, plus applicable legislation, regulations, policies and procedures and sound knowledge of the area/region served and its community resources. Also required is a sound understanding of the theory and practice of supervision.

Complexity and Diversity:

- **I:** This position consults and collaborates with a wide range of institutions, contracted service providers, professional individuals, community agencies and government departments. A major focus of this position is the translation of department and region business plan goals into area specific work plans, directed at meeting information and service needs of the local community. The Supervisor is responsible for building relationships with community stakeholders to gather relevant information about needs and trends of the community. As a member of the area management team, this position provides information and analysis to support regional planning that will meet local community needs. Supervision of staff adds an additional dynamic to the role.

Human Relations Skills:

- **2:** The Supervisor provides leadership to professional and administrative staff serving a diverse client group. Clients present with multiple barriers to employment and general functioning, including mental health issues, addictions and physical disabilities. The Supervisor leads, motivates and supports staff in dealing with client interactions that present assorted challenges. The Supervisor establishes and maintains a working environment and supervisory relationships that support employee satisfaction, productivity and wellness.

Creativity/Problem Solving:

33%: When working with staff, clients and community organizations, the Supervisor determines the best approach to use to address various situations, based on this position's own body of knowledge and experience. Generally, objectives, practices and procedures are clearly defined and the position applies independent judgement to determine how objectives will be accomplished.

Responsibility:

R3: This position is responsible for the delivery of programs and services within an area of a region. The supervising manager is physically located in another area of the region (Drumheller). For that reason, the resulting accountability associated with the PUR warrants the R3 profile.

NOTE: There are multiple Program Delivery Supervisor positions across the province. When the supervising manager is located in the same office as the Program Delivery Supervisor, then the responsibility profile will be assessed as R2.

Last Reviewed: November, 2009

Last Review / Update: 2015-05-25

Subsidiary 2 Benchmark Job Description - 024PS54

Identification Section

Working Title:	Program Delivery Supervisor - Wetaskiwin
Department:	Human Services
Division, Branch/Unit:	Delivery Services
Reports To:	Site Manager, Manager 2
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Program Delivery Supervisor for Wetaskiwin provides leadership, support, direction and consultation to professional staff delivering Workforce Supports programs. As a member of the area management team, this position assists in developing and implementing area plans; facilitates changes in program direction; assists staff to develop and implement plans to improve individual performance; and conducts environmental scanning to ensure that quality customer service goals are maintained, service delivery impacts are identified and changes implemented.

This position influences outcomes of strategic directions in the region. It ensures that program services are administered in accordance with accepted practices and guidelines as defined by departmental policy, procedure and legislation. This position interacts with clients to resolve complex issues in a variety of situations. This role is an integral component of financial management in Employment and Immigration (EI) programs, as it supervises staff given the legislative authority to initiate, approve and disperse EI program funds. The Supervisor represents EI in the community, liaising with various interest groups and representing the Department in many capacities.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Leadership

As a member of the area management team, contributes directly to the development and implementation of regional operation plans, goals and strategies, and to the building of effective and highly motivated unit teams.

Activities:

- Oversees the delivery of services according to the strategic direction of the department and the regional / area operations plans.
- Compiles, analyzes and presents area/region program delivery data/trends to support the area management team in their review of operational goals and plans. Provides input to the planning process related to both current and projected needs within the area/region, including relevant information from regional environmental scans and ongoing liaison with community stakeholders.
- Provides input to the area management team in their review of specific issues related to proposed changes to departmental policy or delivery processes, through identifying area/region needs or providing area/region feedback on proposed changes.
- Translates area/region goals and business plans into more detailed and specific unit goals, objectives and plans. Clarifies department and unit goals and assists staff in determining how their work contributes to achieving these goals.
- Implements effective change strategies and leads change at the unit level. Supports staff in dealing with change through modeling, coaching, mentoring, and staff training.
- Facilitates a positive work environment. Encourages staff to contribute to continuous improvement in the delivery of information and services, works to build a fair, safe and healthy environment for staff, facilitates clear and open communication within the office, recognizes staff accomplishments, and fosters team learning, development and capacity building.
- Monitors and reports on progress towards operational goals throughout the year. Highlights areas of concern, risk, or opportunity related to program delivery, to the area management team, and provides supported recommendations for action.

2. Supervision

Supervises and coordinates activities of unit staff delivering EI programs to clients in the area/community. Utilizes effective supervisory practices to develop and maintain a skilled client-focused staff.

Activities:

- Responsible for the direct supervision of unit staff delivering program information and services to local area/community clients. Participates in the recruitment of staff and provides orientation and training to new employees in all the roles supervised.
- Supports the consistent interpretation and application of legislation, policy and procedures by providing advice and consultation to staff. Monitors work to ensure adherence to departmental policies and procedures.
- Establishes unit and individual objectives, monitors and provides feedback on performance on an ongoing basis, as well as through the department performance review process.
- Models, fosters and supports personal and professional development of staff. Assesses staff training needs and supports development of individual training plans to facilitate competency development. Encourages staff participation in career path processes that benefit individual and organizational development.
- Coordinates the overall performance, conduct and attendance of worksite staff within delegated authority, consulting with managers on performance issues that may require action outside of delegated authority.

3. Program Administration

Responsible for the delivery of program information and services consistent with the strategic directions of the area/region and the Department Business Plan. Supports

Activities:

- Monitors unit work to ensure department programs are administered to meet the requirements of legislation, policy and procedures. Through consultation with management team, other Supervisors, and Specialists, ensures that the interpretation and application of legislation, policy and procedures are consistent with regional targets, standards and goals.
- Coordinates day-to-day operations of the unit, assigning/providing back up and cover off for unit staff, other supervisors and management, as required to meet service delivery needs.
- Manages human and financial resources to achieve operational goals. This position is responsible for the effective use of human, technical and operating resources within the allocated budget.
- Keeps up to date on trends, program issues and changes in legislation/precedent/procedures. Identifies service delivery gaps. Participates on committees to resolve policy issues. Reviews unit caseload and other statistics to ensure the work is appropriately processed.
- Ensures the accurate and timely delivery of EI program services information to staff, stakeholders and public.
- Advocates on behalf of clients to employers, landlords, contractors and other community agencies.

- Conducts case consultations with individual workers. Participates in case conferences on complex or contentious cases. The Supervisor has a significant role in dealing with clients when situations escalate significantly. Mediates and resolves issues between clients and workers and amongst team members.
- Coordinates the appeal process, reviews worker decisions, interviews client and makes supervisory decisions on informal appeals, facilitates resolution to clients in crisis. Prepares information and represents the Department at Appeal Board Hearings and/or Health Benefits Review Committee.
- In response to Action Requests, the Supervisor reviews worker's decision and file information in order to provide information. Prepares the initial backgrounder, in accordance with provincial standards.
- Approves and co-ordinates services to applicants and recipients for EI programs/services.
- Ensures that the personal information of EI customers and stakeholders is handled in a manner consistent with EI privacy and security requirements. (e.g. Client files, information gathering, information storage etc.)

4. **Community Liaison and Partnership Development**

Co-ordinates and facilitates communication with business and community stakeholders with the objective of addressing the needs/issues of the client and the local labour market.

Activities:

- Actively participates in Community Initiatives designed to improve the quality of life for Albertans.
- Networks with community members, agencies and other stakeholders to develop communication networks that will enhance service delivery.
- Establishes client service protocols with other areas of the department, other government departments, MLA offices and other stakeholders in the community.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Program Delivery Supervisor consults and collaborates with a wide range of institutions, contracted service providers, professional individuals, community agencies and government departments. A major focus of this position is on translating department and region business plan goals into area specific work plans, directed at meeting information and service needs of the local community. The Supervisor is responsible for building relationships with community

stakeholders to gather relevant information about needs and trends of the community. As a member of the area management team, this position provides information and analysis to support regional planning that will meet local community needs.

The Supervisor provides leadership to professional and administrative staff serving a diverse client group. This position employs a high degree of resourcefulness and creativity in supporting staff to meet the varied and often multiple needs of clients. Not all interactions with clients are voluntary, as some Albertans may be poorly motivated or in a crisis situation. Clients present with multiple barriers to employment and general functioning, including mental health issues, addictions, physical disabilities, etc. The Supervisor leads, motivates and supports staff in dealing with client interactions that may be stressful. The EI supervisor establishes and maintains a working environment and supervisory relationships that support employee satisfaction, productivity and wellness.

Stakeholders: (may include)

- Public and private post secondary educational institutions
- Schools
- Contracted service providers – various professionals
- Other provincial government departments, agencies and boards
- Departments within other levels of government
- Community agencies
- Aboriginal communities and organizations
- Employers, Employer Organizations, and Industry Sector Associations
- Alberta public

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- University graduation in Social Sciences, Humanities, Business, or a related field and considerable, progressively responsible experience, at a full working level, in the Income and Employment and/or Labour Market Programs. Supervisory experience is an asset.
- Knowledge of all relevant legislation, regulations and guidelines.

- Knowledge of Labour Market Development Act programs, Employment Insurance program, as well as other Federal programs and Services, Alberta Education eligibility, etc.).
- Understanding and application of theoretical knowledge pertaining to leadership, supervision, team building, goal setting and performance management.
- Understanding and application of theoretical knowledge in human development and behaviour, social policy, labour market, career planning and development, career and employment counseling, and diverse barriers to employment and social functioning.
- Specialized knowledge of income and employment programs supervised, as well as, knowledge and understanding of Labour Market and Workforce issues along with applicable legislation, regulations, policies and procedures.
- Working knowledge of department resources, programs and services, as well as community resources, programs and services.
- Sound knowledge of the area/region and understanding of how regional needs impact planning and forecasting.
- Working knowledge of Master and Subsidiary Agreements and Human Resource accountabilities delegated to this position.
- Working knowledge of area operational plan, regional operational plan and the departmental business plan.
- Knowledge of relevant computerized information systems.
- Knowledge of assessment principles, practices and applications.
- Knowledge and understanding of multi-cultural issues.

Skills and Abilities:

- Leadership skills, including team building, motivating and influencing.
- Strong communication skills (written and verbal), including interviewing (one on one) group facilitation and public speaking/presentation skills.
- Strong conflict resolution, crisis management, problem solving and mediation skills.
- Ability to manage change.
- Ability to assess risks.
- Strong organizational skills for both time and task management.
- Ability to support and respect diversity in the workplace.
- Ability to work in a dynamic fast paced environment, with frequent interruptions, and crisis situations.
- Ability to generate and implement creative solutions to complex issues.
- Public relations, networking skills.
- Planning and organization skills.
- Community liaison/relations.

Contacts

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(Main contacts of this position and the purpose of those contacts.)

The incumbent in the Supervisor role would have contact with a wide range of internal and external personnel including:

External contacts:

- Contracted Service Providers
- MLA and MP
- Community Stakeholders
- Municipal politicians such as Councillors, Mayors and Reeves
- Local Police and RCMP
- Business owners and managers
- Business Organizations such as Chambers of Commerce, Rotary, etc.
- Local Regional Economic Development Associations (REDA)
- Learning Institutions such as Colleges, Universities, etc.
- Medical practitioners such as Doctors, Nurses etc.

Internal contacts:

- Area and Site Managers
- Regional Director
- Program Specialists
- HR Managers and Consultants
- Supervisors and Managers from other Governments and other Government Departments
- Program and Administrative Support Staff

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Administrative Support Supervisor (AS 4), Career and Employment Consultants (PS 3), Support and Financial Support Coordinator (PS 1), Business and Industry Liaison (PS 3).

Last Review / Update: 2015-05-25

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The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive script font, followed by a small square icon containing a stylized 'A'.

Subsidiary 2

Benchmark Evaluation - 024PS06

Identification Section

Working Title: Housing Advisor
Department: Human Services
Division, Housing Operations
Branch/Unit:
Reports To: Field Office Manager, Housing Operations
Levels to D.M.: 4
Job Description: [024PS06](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

R1 100

TOTAL JOB POINTS

417

Comments on Role

Reporting to the Field Office Manager of Housing Operations, the Housing Advisor interprets a number of housing statutes and programs and oversees the operations of a housing portfolio administered by housing management bodies, management agencies and private not for profit organizations located in various areas throughout the province ensuring social housing is administered in the most efficient and cost effective manner.

The Housing Advisor is responsible for the administration of a housing portfolio consisting of an average of 16 housing organizations managing a total of 4,600 units. The position provides a high level of advisory, consultative, facilitative, and monitoring/enforcement services associated with the provision of social housing while fulfilling the Provincial Mandate of helping Albertans stay in their homes through the Rent Supplement Program and the Homeless and Eviction Prevention Fund.

Provides assistance to management bodies in developing policy frameworks and best practices and also participates in the development of departmental policy and legislative changes to ensure concurrence with the department business plan objectives, stakeholder needs and all applicable legislation.

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Comments on Evaluation

□ Knowledge:

Content:

- **E+:** The Housing Advisor requires knowledge and training in consultation, mediation and presentation techniques. Position also requires knowledge of property management practices, administrative law, financial administration, municipal administration, housing related legislation as well as knowledge of budget processes and financial analysis. The push (+) recognizes the breadth of specialized knowledge required to perform consulting and advisory duties in a wide range of functionally diverse areas such as property management, municipal administration and housing related legislation.

Complexity and Diversity:

- **I:** The Housing Advisor responds to the needs of a variety of stakeholders, which include the three levels of government, management bodies, Health Services, private sector developers, private non-profit organizations, social agencies and the general public. The position provides advice and information to each of these client groups as well as provides an enforcement role to ensure compliance with the department business plan, Alberta Housing Act and Regulations or applicable legislation, and that organizational performance targets are met. It also provides a leadership role in delivering the department's programs in accordance with the Departmental Business Plan.

Human Relations Skills:

- **2:** With the role of the position possessing advisory and facilitative components as well as monitoring, and enforcement with respect to administering social housing under the Alberta Housing Act and Regulations or other relevant legislation, the Housing Advisor requires consultation, mediation, negotiation, investigation and communication skills. As a "front line" advisor, the Housing Advisor can be involved in controversial situations requiring a quick response and, as such, must not only have the background to respond, but also a high level of communication skills.

□ Creativity/Problem Solving:

38%: Working within a number of housing statutes and programs, and policies, the position must formulate solutions to issues that involve competing interests of various stakeholders. Social/senior's housing is proceeding in the direction of promoting partnerships, which deliver not only the housing component but also the support services needed by clients in those units. Accordingly, the position must understand the complexity and interdisciplinary nature of the issues for failure to do so may result in the escalation of conflict, political repercussions and strained relations between stakeholders with the department. Utilizing its broad body of knowledge and experience, with the ability to investigate new ideas are major components of this position.

□ **Responsibility:**

R1: The position provides leadership in the delivery of the department's programs including the provincial homeless initiative, seniors self-contained and lodge programs, community housing program, rent supplement programs, private non-profit and special purpose housing programs and the rural and native and remote housing programs. Activities include the provision of analytical and pertinent information relating to these programs; ensure compliance to applicable policies and legislation by conducting operation reviews, lodge reviews and assigned investigations; lead the budget review and approval process as well as monitor operating costs throughout the year and ensure the provincially owned social housing portfolio is well maintained.

Last Reviewed: November, 2009

Last Review / Update: 2015-05-25

Subsidiary 2 Benchmark Job Description - 024PS06

Identification Section

Working Title:	Housing Advisor
Department:	Human Services
Division, Branch/Unit:	Housing Operations
Reports To:	Field Office Manager, Housing Operations
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Field Office Manager of Housing Operations, this position interprets a number of housing statutes and programs and oversees the operations of a housing portfolio administered by housing management bodies, management agencies and private not for profit organizations located in various areas throughout the province. The Housing Advisor is responsible for the administration of a housing portfolio consisting of an average of 16 housing organizations managing a total of 4,600 units. The position provides a high level of advisory, consultative, facilitative, and monitoring/enforcement services associated with the provision of social housing while fulfilling the Provincial Mandate of helping Albertans stay in their homes through the Rent Supplement Program and the Homeless and Eviction Prevention Fund.

The position provides legislative, policy and program advice to management bodies, Members of the Legislative Assembly, Municipalities, provincial government ministries such as Alberta Seniors and Community Supports, Employment and Immigration, federal ministries such as Parks Canada, the private sector (Public, Private, Partnerships - P3), private not for profit agencies and the general public. The position is required to consult with a broad range of stakeholders to facilitate the increase of affordable housing and strengthen the ministries governance and accountability framework while maintaining the Provincial Values of respect, integrity, excellence and accountability. The Housing Advisor can be called upon to provide

advice to a housing operators applying for a grant from Housing and Urban Affairs or Seniors and Community Supports.

The Housing Advisor is also required to negotiate financial agreements with management bodies and other stakeholders, (e.g. Workers' Compensation Board -Alberta) and is responsible for ensuring that fiscal targets are met and that the physical and financial integrity of the provincial social housing portfolio is maintained.

The management component of this position requires decisions, that are regularly contentious, value based, involving highly sensitive issues, and requires critical human relation skills. The position requires a high degree of problem solving ability, as often, problems must be first identified and strategies for solution are largely developed by the incumbent through judgment, experience, and analytical interpretation and research.

Highly developed communication, and facilitation skills are essential as the position is required to represent the department at official functions and public forums and is also required to serve in an acting manager role for the Branch. The position is required to regularly attend board meetings, municipal council meetings and on occasion legislative assembly meetings, necessitating the need for excellent dispute resolution and mediation skills.

The position provides assistance to Management Bodies in developing policy frameworks and best practices and also participates in the development of department policy and legislative changes to ensure concurrence with the department business plan objectives, stakeholder needs and all applicable legislation.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

Compliance

1. Ensures compliance with the Alberta Housing Act and Regulations and other applicable legislative statutes. In addition, the lead field office representative for Alberta Seniors and Community Supports, as established through a Memorandum of Understanding between Housing and Urban Affaire and Seniors and Community Supports relative to the lodge program.
2. Ensures organizational performance measurements and fiscal targets are met and that the Department business plan and operational plans are followed.

Activities:

- Provides a leadership role in delivering the department's programs in accordance with the Departmental Business plan and operational plans.
- Performs duties, functions, and powers as directed under the Alberta Housing Act and Regulations. Ministerial Orders and Senior Management Directives.
- As a designated inspector for the department established through Ministerial Order, the position performs operational reviews, follow-up reviews and special Investigations based on legislative requirements to ensure programs are delivered In accordance with legislative requirements and approved policy.
- Implements direct property management protocols as deemed necessary to ensure provincial assets are maintained.
- Ensures compliance and provides accurate interpretation of all applicable legislation affecting the social housing portfolio. The incumbent is required to have extensive knowledge of all statutes and regulations effecting social housing including the Alberta Housing Act, Residential Tenancies Act Fire Code, Protection for Persons in Care, Freedom of Information and Protection of Privacy Act, Public Health Act and Municipal Government Act.
- Assists in preparing policy, legislation, program and operational recommendations for management.
- Ensures that the Integrity of Ministerial Orders are maintained and updated.
- Prepares input into quarterly operational activity plans to ensure divisional targets and business plan goals are being met.

Problem Solving

1. Identifies and proposes solutions to address critical housing Issues where precedence does not exist or is not covered by current policy and/or legislation. These Issues are often complex and deal with competing interests which failure to resolve could lead to political repercussions.

Activities:

- By developing relationships with key community stakeholders and through media research, the Housing Advisor identifies emerging housing issues and makes informed decisions and key recommendations to management and stakeholders.
- Provides advice and direction to clients and the general public on the provision of housing.
- Provides immediate direction through a coordinated strategic action plan for Issues that are deemed emergencies e.g. homelessness caused by disasters or economic conditions.
- The position is frequently called upon to think strategically and act quickly to formulate solutions in high pressure and often controversial situations.

Communication

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1. Communicates effectively and provides expert advice on housing related subjects such as project development and statute Interpretation to a variety of clients including all three levels of government, stakeholders and the general public.
2. Coordinates and prepares timely and accurate responses to Ministerial Action Requests, Information Requests, and media requests, on critical housing Issues.

Activities:

- Communicates verbally by telephone and in person and in a variety of written formats.
- Provides research and coordinates educational resources to housing stakeholders and management.
- Provides the ministry perspective and program directives at board meetings and professional organizations.
- Provides accurate and responsive program information to the general public via tenant meetings and direct telephone contact.
- Conducts presentations and represents the ministry at various special events, official openings, Alberta Senior Citizens Housing Association conventions and zone meetings, Alberta Public Administrators Housing Association.
- Prepares background reports, speaking notes, briefing notes, draft written responses for management, MLA's, Minister and the Premier adhering to stringent deadlines.
- Participates in public forums, which can include the media, and strategic planning events such as management body retreats.

Liaison

1. Represents the department on collaborative Initiatives and partnerships. Ensures positive outcomes for the effective management of the social housing portfolio and provincially owned and supported assets throughout Alberta.

Activities:

- Through a Memorandum of Understanding between the Ministries of Housing and Urban Affairs and Alberta Seniors and Community Supports, the position is called upon to act as the front-line representative for Alberta Seniors and Community Supports.
- Provides resources for educational initiatives with the Alberta Public Housing Administrators' Association (APHAA) and Alberta Senior Citizens' Housing Association (ASCHA).
- Liaises with Foundations, other government departments to facilitate access to grant funding by housing stakeholders. Examples of grant funders would include the Wild Rose Foundation, Canada Mortgage and Housing Corporation.

- Liaises with the Office of the Public Guardian and Public Trustee to secure information for housing agencies.
- Mediates and negotiates on behalf of housing stakeholders such as Workman's Compensation Board, Employment and Immigration, Municipalities and the general public.
- Represents the Ministry on cross governmental committees such as those related to the need for social housing as well as staff programs such as the Mentoring Initiative.
- Facilitates P3 partnership initiatives between stakeholders and private interest groups e.g. Seniors Homes and Community Housing partnership with the Stedleski Brothers in creation of designated supportive living units.
- Identifies, promotes and negotiates management body consolidation opportunities. This could involve negotiations with management bodies, Municipalities and interest groups.

Leadership

1. Provides leadership, direction and education to management bodies, management agencies, department staff and private housing providers involved in the provision of housing.

Activities:

- Called upon to act in a Manager capacity during manager's absence.
- Provides input into short and long term planning for management bodies, e.g. business plans, maintenance planning.
- Provides mentorship and training to new employees within the department as well as training of new management body staff and board members.
- Provides Board orientation and education sessions.
- Facilitates management body retreats, planning sessions and workshops.
- The incumbent must be self directed and be prepared to travel extensively.

Administration

1. Responsible for the operation and budgets associated with provincially owned and supported assets in Alberta.

Activities:

- Ensures ministry resources allocated to social housing are utilized effectively and meet the ministries goals and objectives.
- Monitors management body operations by conducting Operational Reviews, follow up reviews and special investigations.

- Negotiates management body budgets and amendments effectively within available resources

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position must be able to operate effectively, carrying out a broad range of assignments independently, relying on knowledge, experience and general guidelines.

The incumbent is put in the position of trying to carry out 3 distinct but not necessarily complimentary roles: advising, monitoring and enforcement.

Oversees management body and social housing agency operations through reporting requirements.

Coordinates in-house resources i.e. financial advisors, legal council, policy and planning to address issues as they arise.

The advisor deals with issues that can involve several competing interests. Recognizing the complexity and interdisciplinary nature of the issue is paramount to successful dispute resolution. Failure to do so can result in escalation of the conflict, political feedback and strained relations between the department and the groups involved.

The position must speak on and represent the Department's goals and objectives at public forums, at high level stakeholder meetings, at board meetings with management bodies and municipal councils meetings.

The advisor must build a solid working relationship with all stakeholders and client groups Involved In providing social housing. Failure to accomplish this could result in poor management practices, financial liability and the department not meeting goals identified in the business plan.

The advisor is expected to achieve and be accountable for results which significantly impact the department, management bodies, and the community in general. The impact of their decisions may be seen in the Implementation of housing policy, delivery of housing programs, interpretation of Legislation and Regulations, increase in affordable housing projects and reduction in homelessness, significant changes to board structures and governance models and improved accountability.

Annual operating revenues for social housing in the province are approximately \$122 million with operating costs of over \$160 million. The advisor is responsible for ensuring the sound financial management of the social housing portfolio they are responsible for. On an annual basis, the advisor negotiates an operating budget with each management body. These negotiations result in considerable savings to the provincial government.

The advisor monitors the physical building and ensures provincial government assets within their portfolio are being maintained. The portfolio is currently valued at 681 million dollars. The impact of allowing the portfolio to deteriorate would result in devaluations of the asset, life safety issues and potential lawsuits.

The position is required to develop strong relations between the department and local communities to ensure consistent delivery of all housing related, government programs within a large geographic area. Successful delivery leads to improved accessibility, to affordable housing, for needy Albertans.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge of:

- Legislation administered
- Property management protocols
- Finance and banking requirements
- Law governing property sale and acquisition
- Administrative justice processes
- Law enforcement, courts system and current case law
- Investigative techniques and law of evidence
- Related industries/business
- Industry trends and issues

Knowledgeable in the following housing related legislation:

- Alberta Housing Act
- Municipal Government Act
- Residential Tenancies Act
- Protection of Persons in Care Act
- National Housing Act

- Public Health Act
- FOIPP
- Public Inquires Act
- Powers of Attorney Act
- Dependent Adults Act
- Personal Directives Act
- Extensive knowledge of all housing programs
- Seniors Self Contained Housing Program
- Community Housing Program
- Lodge Program
- Private Non Profit Program
- Special Purpose Housing Program
- Rural & Native Housing Program
- Unique Homes Program
- Private Landlord Rent Supplement Program
- Direct Rent supplement Program
- Homeless and Eviction Prevention Program
- Affordable Housing Program
- Alberta Seniors and Community Housing Grant Programs

Skills Required:

- Project management skills
- Highly developed decision making capabilities
- Research and development abilities in relation to legislation and policy
- Excellent oral and written communication skills
- Strong public speaking skills when making presentations
- Excellent analytical and organizational skills
- Excellent interpersonal skills
- Strong consultation and negotiation skills
- Developed investigative skills to protect public assets
- Strong mediation and dispute resolution abilities
- Analytical and evaluation skills in relation to assessing housing needs within a community
- Well-developed organizational skills to work independently on multiple projects and tasks
- Daily use of computer systems and office software including Action Request Tracking System (ARTS), Housing Information Systems (HIS), Word, Outlook, Excel, and PowerPoint
- Appointment as a Commissioner for Oaths
- Requires extensive travel

Contacts

(Main contacts of this position and the purpose of those contacts.)

Internal	
Manager and Executive Director of Housing Operations	Receive direction, support for initiatives, provide issue briefing and policy recommendations
Policy and Urban Affairs	Provide direction relating to field of perspective of housing operators
Legal Services	Seek legal opinions
Housing Development staff	Provide input into affordable housing applications
Strategic Corporate Services	Discuss finance and insurance issues related to housing operators
External	
Management bodies, Agencies and Private Non-Profit Organizations	Provide direction, training and financial support.
Elected Officials	Provide information on community initiatives
Alberta Provincial Housing Administrators Association	Provide expertise for educational sessions for the management bodies
Alberta Senior Citizens Housing Association	Liaison to provide support for management body operations
External committees, such as Langin Place Steering Committee, seniors Sector Committee	Provide input to enhance the well being of social housing tenants and the social housing portfolio
General Public	Provide information on the social housing programs, handle complaints and suggest solutions, direct inquiries to other housing options
Community Affordable Housing Committees	Provide information to communities to assist them in addressing local housing issues
Alberta Seniors and Community Supports	Coordination of services for seniors housing
Regional Health Authorities	Coordination of health services in social housing units
Other departments, such as Employment and Immigration, Service Alberta, Family and Community Support Services	Collaboration on interdepartmental issues

Provincial/Federal Counterparts	Collaboration on provincial and federal initiatives
Alberta Infrastructure	Liaise relative to physical condition of housing portfolio

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2015-05-25

Subsidiary 2

Benchmark Evaluation - 024PS37

Identification Section

Working Title: Environmental Assessment Coordinator
Department: Environment and Parks
Division, Environmental Management Division, Northern
Branch/Unit: Region, Regional Environmental Management
Section, Environmental Assessment Unit
Reports To: Team Leader, Environmental Assessment (Senior
Manager)
Levels to D.M.: 5
Job Description: [024PS37](#)
MRS: See the [Minimum Recruitment Standards](#) for
Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

R1 100

TOTAL JOB POINTS

417

Comments on Role

This position develops and implements strategic plans to coordinate industrial and commercial projects requiring environmental assessments before being approved to proceed. The proposed activities of industries (such as oil sands and mines) require AENV to complete a multiphase, multi-stakeholder process of assessing the environmental impacts under Part 2 of the Environmental Protection and Enhancement Act (EPEA). As the coordinator for this process, the position interprets legislation, develops and implements work plans to coordinate the project, leads and facilitates inter-governmental agency reviews, coordinates input from the stakeholders, resolves stakeholder conflicts, ensures submissions are made in a timely manner to the ERCB or NRCB, and coordinates the technical review of Environmental Impact Assessment (EIA) reports conducted by contractors to ensure that the proposed activities are in compliance with legislation. In addition to leading the environmental assessment of these projects, the position leads continuous improvement of the assessment process and contributes to the implementation of the GoA's First Nations Consultation Guidelines.

Comments on Evaluation

Knowledge:

Content:

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- **E+:** Position requires extensive knowledge of environmental legislation (EPEA and the Water Act), provincial agreements on environmental assessment with regulatory partners, First Nation’s consultation guidelines, Alberta’s environmental regulatory frameworks, and the operational delivery of environmental assessment and approval processes. As the project lead for issues that involve many stakeholders, the position must be considered the expert in a variety of topics to effectively lead diverse groups to consensus so it can then provide a written recommendation (the EIA). The push in the E rating reflects the position’s knowledge of diverse environmental issues combined with skills in project and stakeholder management. The position does not warrant an F rating, as it is not seen as a content expert, but has the breadth of knowledge represented by the requirement to facilitate and lead diverse stakeholder groups coupled with knowledge of environmental issues.

Complexity and Diversity:

- **I:** Leading a multi-phase project with so many stakeholders requires the position to understand on a provincial scale the impact of industry activity including environmental quality, economic growth, and social and cultural well-being. Awareness of how the outcomes in one phase of the assessment process affect the other phases and stakeholders in the process is the essence of the position. The position also coordinates multiple projects simultaneously, requiring it to balance priorities and issues.

Human Relations Skills:

- **2:** Position works to gain agreement between industry, regulators, other government agencies (including the Federal government and provincial natural resources-related ministries), the public, First Nations, NGO’s, and senior managers within AENV on complex environmental issues. Stakeholders may have competing interests and multiple objectives and agendas, requiring the position to manage expectations throughout the assessment process. Excellent skills in negotiating, consensus-building, use of influence, listening, and verbal communication are required and used on a daily basis. Position is not a “3” because it does not have the accountability to negotiate agreement between parties – it is a facilitator throughout the assessment process. Also, projects have completion dates and deadlines; therefore they are not ongoing, indefinite programs that need to be coordinated by the position.

Creativity/Problem Solving:

38%: The projects coordinated are complex in that all impacts on a land base must be considered, and stakeholders have different interests in the same land base, ranging from preservation to industry development. The position must balance these needs and work to resolve all issues before an environmental impact assessment can be completed. The proposed projects, especially those involving oil sands activity can be billion-dollar proposals with major impacts on the environment. The position must collect information, analyze the impacts, and work with large groups to determine what the outcomes will be. Often times those outcomes are not satisfactory to all stakeholders, which is an added level of complexity. For these reasons, the position is rated at a 38% - the highest level

of operational thinking. The 43% rating is high as the position is not focused at all times on strategic planning. The 33% rating is low as it does not adequately recognize the complex nature of environmental issues regularly faced in the position.

□ **Responsibility:**

R1: the position is accountable for conducting technically complex reviews of proposed industry activity that will have impacts on the environment. It must deliver an Environment Impact Assessment (EIA) as a result of this review. The position spends much of its time consulting with other stakeholders, and as a project coordinator, it could be viewed as a “B” profile. However, the purpose of the job is to deliver a specific project, not to provide advice and consultation to clients, which makes the R1 the most appropriate rating.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS37

Identification Section

Working Title:	Environmental Assessment Coordinator
Department:	Environment and Parks
Division, Branch/Unit:	Environmental Management Division, Northern Region, Regional Environmental Management Section, Environmental Assessment Unit
Reports To:	Team Leader, Environmental Assessment (Senior Manager)
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Environmental Assessment Coordinator develops and implements strategic plans to coordinate multiple large-scale projects and deliver the government responsibility for the environmental assessments of major industrial and commercial projects. Examples of such projects include oil sands mines and upgrading facilities. The regulatory framework is provided for in Part 2, Division 1 of the *Environmental Protection and Enhancement Act (EPEA)*. The actual work involves interpreting various pieces of legislation, developing and implementing a work plan to identify and organize required tasks and milestones, leading, coordinating and facilitating inter-governmental agency reviews, and coordinating input from the public, proponents, consultants, industry, other government agencies (federal and provincial), and regulatory boards. The position is required to coordinate multiple complex projects and use coordination skills to resolve the inevitable conflicts that arise between parties. The environmental assessment process is the beginning of the regulatory process leading to Alberta's prosperity. It helps provincial decision-makers determine a project's environmental, social and cultural impacts (positive and negative) and helps identify and minimize any negative impacts the projects may have.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Coordinate the environmental assessment process for projects in compliance with Part 2, Division 1 of the *Environmental Protection and Enhancement Act*.**

Activities:

- Deal with competing milestones from several large-scale high-interest billion-dollar projects by utilizing advanced project coordination and conflict resolution skills to ensure compliance with *EPEA* and associated regulations.
- Develop and implement project schedules and plans, and ensure all regulatory parties involved understand and adhere to the actions required in an environmental assessment to ensure compliance with the applicable legislation.
- Provide recommendations to the designated Director under *EPEA* for decisions to be made in the EA Process. This also involves organizing and facilitating discussions with Senior Management from other regulatory agencies and coordinating knowledge transfer from various regulatory discipline experts.

2. **Coordinate the technical review of Environmental Impact Assessment (EIA) reports by multi-agency review teams.**

Activities:

- Provide leadership and facilitation of the delivery of a thorough and timely review.
- Build, coordinate and facilitate successful inter-disciplinary review teams, develop and implement the teamwork plans.
- Track, evaluate and ensure team member performance is satisfactory against administrative requirements, regulatory partner and industry feedback and the established work plan and direct as necessary to achieve expected goals.
- Identify and resolve conflicts that arise within the team, or between stakeholders and using conflict resolution skills, work to resolve them promptly.
- Coordinate, facilitate and educate panel participants to ensure a comprehensive submission to the ERCB or NRCB is made on behalf of the Government of Alberta, when required.
- Provide leadership by using advanced project coordination and communication skills to coordinate the Government of Alberta's hearing participation; this includes panel participation, education on the process and management while attending the hearing.

3. Coordinate the technical review of Environmental Impact Assessment (EIA) reports by third party contractors.

Activities:

- Review and rank proposals to secure a third party consultant to review the EIA on behalf of AENV.
- Train third party contractors on Alberta's EA Process, and their roles and responsibilities in EIA reviews.
- Use advanced interpersonal and project coordination skills to direct the participation of the third party reviewers in the integrated government review teams (including technical review, hearing participation, and approvals recommendations).
- Coordinate the input of AENV's third party contractors with other agencies' internal reviewers.
- In addition to the role of EIA Coordinator, fill the role of one of the Team Leads, using advanced coordination skills, facilitation skills and a detailed knowledge of environmental processes to translate detailed discipline-specific information into recommendations for decision-makers.
- Track, evaluate and ensure third party contractor team member performance is satisfactory against administrative requirements, feedback of government team members, and the established work plan to advise on performance of the third party contracting process.
- Identify and resolve conflicts that arise with the third party contractor and using conflict resolution skills, work to resolve them promptly.
- Identify and provide recommendations for policy and process improvements for the 3PC program, and implement approved changes.

4. Lead the continuous improvement of the environmental assessment process within the evolving regulatory, policy and administrative framework of Canadian jurisdictions and international best practices.

Activities:

- Provide leadership by working with team members, other regulators, industry and stakeholders to analyze, identify and provide recommendations on improvements to the environmental assessment process in Alberta, in terms of timeliness, efficiency and stakeholder involvement. Implement authorized changes.
- Deal with controversial issues by anticipating, identifying and evaluating problems and initiating the decision and response process to eliminate any negative impacts on Alberta Environment and the Alberta Government.
- Utilize advanced conflict resolution and facilitation skills to consult, collect, analyze and provide recommendations to Senior Management for decisions on controversial items where outcomes will not satisfy all stakeholders that were consulted.

- Develop, organize and guide the delivery of the education programs to improve performance of highly specialized intergovernmental review teams in the environmental assessment process.
- Provide leadership through advanced communication and project coordination skills to coordinate the Government of Alberta's response on federal referrals received under the Canada Alberta Agreement on Cooperation for Environmental Assessment. This requires an advanced knowledge of the *Environmental Protection and Enhancement Act*, the *Water Act* and a detailed knowledge of the Government of Alberta's organizational structure and regulatory framework.

5. Implement the Government of Alberta First Nations Consultation Guidelines.

Activities:

- Utilize extensive knowledge of the First Nations Consultation Guidelines and detailed knowledge of environmental effects of the industrial sector in addition to detailed knowledge of First Nations in Alberta to determine if the guidelines apply to proposed projects.
- Provide advice and interpretation on implementation of the guidelines to proponents and be able to address their questions and concerns.
- Perform activities related to implementation of the First Nations Consultation including: reviewing and providing recommendations to Senior Regional Management as to the adequacy of First Nations Consultation Plans, fielding calls from industry and First Nations related to project compliance with the guidelines, ensuring First Nations are being directly notified, ensuring reporting activities are in compliance, making recommendations related to adequacy of consultation, as well as being the regulatory contact person for First Nations.
- Through continuous improvement, learning and consultation with proponents and stakeholders, identify the need for, and develop tools related to improving the implementation of First Nations Consultation Guidelines.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Leads, facilitates and coordinates the environmental assessment process for projects that involve multi-agency regulation with public participation. These projects have regional or provincial scale impact on economic growth, environmental quality, and social and cultural well being.

The public perception of the regulatory process and the review thoroughness may also affect Alberta's national and international image.

Utilizes advanced communication and conflict resolution skills to act as a project coordinator for inter-governmental review teams and inter-governmental decision-makers (i.e., Directors, Ministers, and Department's Executive). Advanced facilitation skills are used to consult, collect, analyze and provide recommendations to Senior Management for decisions on controversial items where outcomes will not satisfy all stakeholders.

Develops, organizes and guides the delivery of the education programs for AENV staff, other regulators and the public to participate in the environmental assessment process and to improve the performance of highly specialized intergovernmental review teams.

Possesses advanced interpersonal skills and an advanced understanding of policy and legislation required to lead and coordinate several complex and controversial projects simultaneously that involve multiple stakeholders.

Possesses a high level of communication skills to provide accurate and useful information to stakeholders in a multi-party, high consequence setting. Stakeholders include Provincial and Federal Ministers, Federal Agencies, Provincial Departments, Regional Directors, Branch Managers, Municipal Governments, Industry, Non-governmental Organizations and the Public.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Bachelor of Science (preferably environmental science) plus considerable years of experience in the environmental field as well as project coordination.

Extensive knowledge requirements:

- *Environmental Protection and Enhancement Act*, particularly Part 2, Environmental Assessment and Approvals and associated regulations.
- Alberta's agreements on EA with regulatory partners including the Canada Alberta Agreement on Cooperation for Environmental Assessment, and the memorandum of understanding with the Alberta Energy and Utilities Board.
- Government of Alberta's First Nations Consultation Guidelines and Alberta Environment First Nations Consultation Guidelines (Regulatory Authorizations and Environmental Impact Assessments).

- Alberta government organization and Alberta's environmental regulatory frameworks.
- Alberta's operational delivery of the environmental assessment and approval processes.

Detailed knowledge requirements:

- *Environmental Protection and Enhancement Act* and the *Water Act* and associated regulations.
- Municipal, Provincial and Federal Acts, Regulations, and Guidelines relevant to the environmental assessment process.
- Alberta Environment's procurement and contract management procedures for large-scale contracts including Legal and Finance requirements.
- Federal and Municipal government systems.
- Environmental issues and natural and physical science, linkages between issues, management systems, and operational delivery of regulatory services.
- Industrial development occurring in Alberta and the likely environmental impacts.
- Impacts of regulatory Board decisions (ERCB, NRCB, EAB) and provincial and federal court cases on the application of the environmental assessment process in Alberta.
- Environmental processes to translate detailed discipline-specific information into recommendations for decision-makers.
- Key contacts within industry sectors, stakeholder organizations, as well as key individuals.
- First Nations in Alberta.

Advanced conflict resolution and human resource skill requirements:

- Strong interpersonal and advanced communication skills to effectively transfer knowledge/skill of the EA Process, facilitate reviews including the public, manage conflict, participate in strategic planning, establish collaborative relationships of interdependent alliances, and work with a diverse group of clients on numerous high-consequence and controversial projects.
- Ability to influence, facilitate and manage numerous inter-governmental and inter-departmental review team members on several controversial projects without having a direct reporting relationship.
- Ability to successfully maintain numerous interdependent relationships (e.g. Regulatory, First Nations, public and industry).
- Advanced facilitation skills to consult, collect, analyze and provide recommendations to Senior Management for decisions on controversial items where outcomes will not satisfy all stakeholders.
- Advanced communication skills to communicate expectations and decisions to a diverse group of stakeholders (industry, First Nations, NGOs, public, federal government) with competing interests participating in a single review to decision makers.
- Ability to build relationships and teams and produce an efficient, effective and fair collaborative review of EIA reports under intense scrutiny of NGO's, the public and industry.

- Analytical skills to identify, analyze and provide recommendations to Regional Services Senior Management on project prioritization and staff allocation.
- Advanced interpersonal skills to manage the participation of the third party reviewers in the integrated government review teams (including technical review, hearing participation, and approvals recommendations).
- Conflict resolution skills to identify and resolve conflicts that arise with the third party contractor and resolve them promptly.

Advanced project coordination skill requirements:

- Ability to prioritize individual tasks for several large-scale high-interest billion-dollar projects.
- Advanced project coordination skills to manage several large-scale, high-interest projects.
- Ability to coordinate a diverse group of regulators (sometimes including third party consultants) in a joint review.
- Ability to coordinate large-scale three party contracts (involving AENV, proponents, and third party consultants) in a third party review of EIAs.

Client services skill requirements:

- Ability to respond in a timely and high quality manner to a wide range of clients.
- Ability to consult, collect, analyze and provide recommendations to Senior Management for decisions on controversial items where outcomes will not satisfy all stakeholders.
- Detailed knowledge of industry sectors, stakeholder organizations, and key individuals.
- Possess a high level of communication skills to provide accurate and useful information to stakeholders in a multi-party, high consequence setting. Stakeholders include Provincial and Federal Ministers, Federal Agencies, Provincial Departments, Regional Directors, Branch Managers, Municipal Governments, Industry, Non-governmental Organizations and the Public

Program development skill requirements:

- Innovative thinking and leadership skills to enhance the effectiveness of the reviews of EIA reports and the implementation of a new regulatory approach.
- Ability to operate with a high degree of independence, interacting with a diverse group of regulatory partners and stakeholders in contributing to the attainment of provincial goals.
- Ability to work cooperatively as a team to identify, analyze and resolve cross-project issues.
- Ability to identify, analyze and resolve issues while meeting self-determined strict timelines for delivery.
- Ability to independently deliver broad objectives within the framework of departmental policy, with minimal supervision.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Other Environmental Assessment Coordinators and Team Leader: ensures that the various projects are coordinated in a consistent fashion; cross project and policy issues are communicated to the team; identify recommendations to Environmental Management Senior Management on project issues, policy issues and staff allocation.

Environmental Management Senior Management: important project issues are brought to their attention with recommendations for resolution; recommendations for decisions made at process milestones; identify, analyze and provide recommendations to Environmental Management Senior Management on project prioritization and staff allocation.

Regulatory Partner Senior Management: important project issues are brought to their attention through facilitation of regulatory partner staff with recommendations for resolution; recommendations for decisions made at process milestones.

Regulatory Partners: Coordinate cross-regulatory reviews, ensure requirements of federal, government ERCB, NRCB and other provincial agencies are met, and key relationship building.

Project proponents and consultants (industry senior management and technical staff): Expectations and timelines are effectively communicated; project-specific issues are communicated early, work collaboratively to solve those issues; strong interpersonal skills are required to maintain relationships with a diverse group of proponents.

Stakeholders (general public, aboriginal, non-government organizations): provide information/education on the environmental assessment process as required; communicate with stakeholders regarding concerns they have expressed on individual projects and broader policy issues and educate the public on the EA process.

Executive: Briefing and recommendations/presentations on program and policy items when requested.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Non-supervisory position – must be able to influence, facilitate and coordinate numerous inter-governmental and inter-departmental review team members on several projects without having a supervisory role.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS55

Identification Section

Working Title: Head Librarian
Department: Service Alberta
Division, Business Services, Service Delivery/Library
Branch/Unit: Services
Reports To: Director, Library Services
Levels to D.M.: 4
Job Description: [024PS55](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

R1 100

TOTAL JOB POINTS

417

Comments on Role

The Head Librarian ensures that quality library programs, services, and products are available through the effective and efficient management of human, financial and technological resources to support the information needs of the ministry.

Comments on Evaluation

Knowledge:

Content:

- **E+:** Requires an understanding and application of theoretical knowledge acquired through completion of either a Bachelor Library Science (BLS) or Masters Library Science (MLS) in Library Science. Requires an understanding and application of library principles, practices and concepts associated with a library with a diversified collection. Requires knowledge of the principles and practices associated with management of a library and operational delivery of diversified library services. The push on the E (+) represents the breadth of knowledge required for both the of the content of information resources, and knowledge of operation

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Classification: Public



management including budget/accounting policies and procedures and human resource management.

Complexity and Diversity:

- **I:** Position is required to provide quality and timely information to nine ministries. Position deals with library service issues, trends, research and technologies; requiring a knowledge of issues, trends, and research in education and learning. The position has to have the understanding of how work relates to others and use further judgment to apply appropriate information technologies to acquire, analyze and disseminate information in varying ministries.

Human Relations Skills:

- **2:** Required to influence behaviour and to be persuasive and assertive in the assignment, monitoring and review of work of library staff. Utilizes appropriate business and management approaches to communicate to senior management about library issues and to consult on information issues. Requires significant client interaction and the ability to be persuasive and assertive in negotiating project scope and completion timeframes.

Creativity/Problem Solving:

38%: Assesses ministry information needs and designs library services and products to meet identified needs. Develops long range and strategic plans for library programs, services and products. Develops new procedures and identifies initiatives in library program and policy development.

Responsibility:

R1: This position manages the day to day operations of the library and develops, analyzes, and implements initiatives and recommendations for library services and products that meet ministry information needs.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 024PS55

Identification Section

Working Title:	Head Librarian
Department:	Service Alberta
Division, Branch/Unit:	Business Services, Service Delivery/Library Services
Reports To:	Director, Library Services
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Head Librarian, Commerce Place Site Library, ensures the delivery of quality library services and products through the effective management of human, financial and technological resources and within government policies and procedures, approved budgets and recognized library standards and practices, in support of the information requirements of the nine ministries that are served and in line with Service Alberta policies and goals.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Ensure the development and management of cost-effective and easily accessible library services and products that are aligned with the strategic plans of Service Alberta and the nine ministries served.**

Activities:

- Develop a strategic plan for the library and co-ordinate it with the ministries' business plans.
- Develop, implement and regularly evaluate library policies and procedures.
- Conduct client need assessments and satisfaction surveys.
- Provide input to the ministries served about library services and products.
- Following Service Alberta budget guidelines, provide input to the budget process and monitor expenditures on an ongoing basis.
- Analyze and prepare statistical reports on library services.

- 2. Ensures that the library has or has access to sources of information in a variety of formats (including print and electronic) within budgetary limitations to meet the information demands of ministry staff. Also ensures that the library's in-house collection is current, accessible and available to all ministry staff.**

Activities:

- Develops, implements and evaluates the library's policies and procedures.
- Monitors, scans, selects and acquires, within budgetary limitations, information resources available from publishers, audio-visual producers and information providers to meet current and anticipated needs for information.
- Coordinates and supervises the acquisition, cataloguing and maintenance of the library's resource collections, providing easy access, retrieval and dissemination of information.

- 3. Ensures that library systems and related policies and practices are developed and implemented within identified needs, priorities, budgetary guidelines and effective library practices.**

Activities:

- Selects, evaluates, implements and monitors appropriate technologies for use in all technical library processes as well as for purposes of reference/research and current awareness services.
- Plans, implements and evaluates policies and procedures related to library systems and related partnerships.
- Identifies and resolves problems and issues in regard to systems and vendors.
- Provides trouble-shooting for end-users accessing information services from the desktop.

- 4. Supervises reference, technical and administrative staff in accordance with good supervisory practices and consistent with HR policies and the collective agreement to**

ensure timely recruitment, development and retention of a highly skilled, flexible and customer-focused work team.

Activities:

- Establishes policies, procedures and guidelines in accordance with accepted standards for efficient operation of the library.
- Builds an effective team to ensure the provision of targeted and timely information services.
- Where possible, delegates responsibilities and duties to staff and provides leadership and direction to ensure achievement of established goals and objectives.
- Monitors workload and standards to ensure balance and effective workflow for optimum results.
- Monitors and provides feedback on performance.
- Manages performance issues affecting the worksite.
- Fosters a learning environment that provides opportunities for employees to develop and enhance competencies and supports ongoing professional development.

5. Enhances services and realizes cost efficiencies through resource sharing and partnerships that provide access to collections and services beyond the library.

Activities:

- Develops partnerships and alliances both within and outside the ministries that are served.
- Liaises with ministry contacts.
- Communicates effectively with internal clients and external stakeholders.
- Promotes cross-government cooperation and resource sharing.
- Interacts with counterparts in the wider library community and partners with external agencies and networks such as the NEOS Library Consortium and The Alberta Library (TAL).

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- The position provides services in line with Service Alberta and Alberta Government Library goals and policies and is responsible for the provision of library services to the ministries of Aboriginal Relations, Culture and Community Spirit, Finance and

Enterprise, Housing and Urban Affairs, International and Intergovernmental Relations, Municipal Affairs, Service Alberta, Tourism, Parks and Recreation and Treasury Board. The Library also serves a significant number of external clients, including consultants, business people, research, other government personnel and the general public.

- The position is responsible and accountable for the quality and timeliness of the information and resources provided to and available to the ministries that are served. Information needs vary greatly and requests for information are received from all levels both within and external to the ministries. The information provided forms the foundation on which many ministry recommendations and decisions are made.
- The position manages the day to day operation of the library and develops, analyzes and implements initiatives for library services and products in a professional, customer service oriented and competent manner.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge

- Expert knowledge of information resource content, including ability to evaluate and analyze usefulness.
- Specialized subject knowledge of the core businesses of all ministries served.
- Knowledge of the current business plans and mandates of Service Alberta and all ministries served.
- Awareness and knowledge of issues, trends and research in key subject areas appropriate to the businesses of the ministries that are served.
- Expert knowledge of current library and information resource technologies, “best practices” and procedures.
- Knowledge of human resource policies and procedures and the collective agreement.
- Knowledge of budgeting and understanding of the Government of Alberta/Service Alberta’s budget, forecasting and expenditure processes.
- Knowledge of legislation and legislative processes.
- Knowledge of internal and external information sources (electronic and print) and standardized library practice.

Skills and Abilities

- Management and supervisory skills and the ability to provide effective leadership, to help staff learn and develop, and to optimize their job opportunities.
- Effective time management skills.
- Effective customer service skills.
- Problem-solving and decision-making skills.
- Ability to work independently as well as with other committees and teams.
- Effective communications skills, both oral and written, in dealing with co-workers, library clients, outside vendors, and other contacts.
- Ability to use appropriate business and management approaches to communicate to senior management about library issues and concerns and to consult on information needs.
- Ability to consult with and provide information and expertise to a variety of external clients, to support informed decision-making.
- Ability to see the big picture (perspective) and the context within which information is required.
- Flexibility and ability to manage and work within a continually changing environment.
- Ability to use computer hardware and multiple software packages (e.g. Microsoft Excel, Word, etc.)
- Ability to assess information needs and design services and products to meet identified needs.
- Ability to manage the coordination of human, financial and technological resources.

Formal Qualifications:

- A Master of Library Science (MLS) degree or equivalent.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Library clients from nine ministries for the purposes of providing information as requested and marketing library service; Publishers and information vendors when previewing, assessing or ordering new products.
- NEOS Librarians and staff.
- Library staff in the AGL-Commerce Place site.
- Other AGL Library staff.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

- Program Services 3- Reference Librarian (00020453).
- Information & Creative Technical Services 3 – Library Technician (00008629).
- Information & Creative Technical Services 3 – Library Technician (00012986).
- Administrative Support 3 – Library Clerk (wages).

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 024PS56

Identification Section

Working Title: Senior Investigator
Department: Service Alberta
Division, Business Services, Consumer
Branch/Unit: Services/Investigation Services
Reports To: Manager, Investigation Services
Levels to D.M.: 5
Job Description: [024PS56](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

33% 76

Responsibility

R2 100

TOTAL JOB POINTS

406

Comments on Role

Position focuses on highly complex consumer protection investigations. Role includes determining level of breaches, developing investigation strategies, overseeing the work of junior investigators, conducting investigations to the point of transfer to commercial crime, crown prosecutors, or internal staff responsible for administrative hearings.

Comments on Evaluation

□ Knowledge:

Content:

- **E+:** Position requires in-depth knowledge of consumer (and related) legislation and their inter-relationships with other statutes (Charter of Rights and Freedoms, Criminal Code, Alberta Evidence Act etc.) as it conducts the most complex investigations. The position must determine in which situation the statutes outweigh the legislation and vice versa. The position must also possess strong investigative and enforcement skills. The push on the E reflects the breadth of knowledge required to provide leadership to act as the lead investigator for a team of investigators to conduct critical and highly complex investigations.

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Classification: Public



Complexity and Diversity:

- **I:** The position will make use of a full range of advanced and innovative investigation techniques and tools including executing search warrants and employ a variety of enforcement tools such as administrative action, Civil Actions, Injunctions, and prosecutions. Key responsibilities include handling critical investigations, acting as a lead investigator where a team of investigators is required, assist in training of entry level investigation staff and acting as a resource for other investigators.

Human Relations Skills:

- **2:** Position uses strong interpersonal skills to gain access to information from potentially hostile individuals or businesses. Position may, on occasion, deal with emotionally charged situations. Communication is beyond the exchange of information.

- **Creativity/Problem Solving:**

33%: Position uses a variety of approaches to investigate consumer complaints within multifaceted, politically sensitive investigations. The rapid pace of change within the marketplace highlights the analytic and evaluative requirement of the investigation function. It works with minimal direct supervision.

- **Responsibility:**

R2: Position is responsible for consumer investigations and has control over the investigative plan, techniques, and processes used. Position is authorized to take enforcement actions as a Peace Officer and has a regulatory focus.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 024PS56

Identification Section

Working Title:	Senior Investigator
Department:	Service Alberta
Division, Branch/Unit:	Business Services, Consumer Services/Investigation Services
Reports To:	Manager, Investigation Services
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Manager of Investigation Services, the Senior Investigator is the advanced level in terms of knowledge of legislation and investigation skills and experience. This position promotes a fair marketplace by providing information to the public and business community, conducting investigations, and taking enforcement actions under department consumer protection legislation. In addition, as a Peace Officer, investigations may be conducted and enforcement action taken under the delegated Criminal Code offences of theft, fraud, false pretences and forgery as it relates to consumer protection legislation. Investigations may involve cooperative cross border and provincial jurisdictions enforcement actions.

Primary investigation focus is on complex, multifaceted, politically sensitive and high priority complaints/offences under the statutes administered by Consumer Services and delegated provisions of the Criminal Code of Canada. Provincial Statutes set the jurisdiction of the investigation and available enforcement remedies. Program Directors and legal counsel provide interpretation guidelines for statutes. Established Department Policy and Procedures set operating guidelines for investigations and file work.

The Senior Investigator will make use of a full range of advanced and innovative investigation techniques and tools including executing search warrants and employ a variety of enforcement tools such as administrative action, Civil Actions, Injunctions, and prosecutions. The Senior

Investigator works with minimal direct supervision. Key responsibilities include handling critical investigations, acting as a lead investigator where a team of investigators is required, assisting in training of entry level investigation staff and acting as a resource for other investigators.

The Senior Investigator will liaise with a wide variety of external law enforcement agencies at all levels of government including national and international and respond to inquiries from the public and business community. Other responsibilities include promoting consumer awareness through partnerships with external stakeholders. The position may be required to act for the Manager of Investigations or Case Assessment Officer on occasion.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Investigate complaints and offences in a timely manner, in accordance with legislation, policy and procedures to provide consistent enforcement of a range of consumer protection legislation and delegated criminal code offences. Investigations may be subject to periodic review and monitoring for compliance with investigation standards. The Senior Investigator may consult with the Manager/Director of Investigations, Program Directors and legal counsel during the course of an investigation.**

Activities:

- Completes investigations in a timely and thorough manner in accordance with department policies, procedures and operating guidelines.
 - Conducts investigations by: gathering, securing and preserving evidence, interviewing complainants, interviewing witnesses and respondents, taking statements and warned statements and examining records.
 - Seek legal opinions on interpretation and application of legislation.
 - Makes recommendations for enforcement action to obtain compliance with legislation including warnings, reprimands, prosecutions, hearings, undertakings, restraining orders, and civil contempt based on evidence.
 - May issue a violation ticket for tenancy offences without consultation with Manager of Investigations.
- 2. Act as the lead investigator in cases where a team of investigators is required. Will ensure that adequate resources are requested and accessed to ensure the investigation can be completed properly and in a timely fashion.**

Activities:

- Identifies and obtains with appropriate authorizations, resources for team including staffing and equipment.
- Develop and coordinate investigation plan and allocates resources and responsibilities required.
- Provides direction to team and acts as consultant when required.
- Analyzes results and prepares recommendations.

3. Facilitates regulatory action, relating to legislation, policy and procedures, to provide professional and accurate information to the court and administrative hearing processes.

Activities:

- Subject to review of Manager/Director of Investigations, prepare court documents (court brief, prosecutor's information sheet, information, summonses and subpoenas, or documents required for administrative action).
- Serve summonses on accused and subpoena on witnesses.
- Prepare court documents including draft charges and swear informations; prepare summonses and subpoenas, Affidavits.
- Act as a Crown witness and act as a liaison between the Crown and other witnesses; provide assistance to Crown Prosecutor during court appearances.
- Liaise with other law enforcement agencies and Crown Prosecutor.
- Issue warning letters or recommend statute administrator do so.
- Draft supplier Undertakings on behalf of the Statute Administrator.
- Prepare documentation, appear as a witness, or act as Case Presenting Officer in administrative hearings.

4. Conduct inspections to ensure compliance under legislative authority.

Activities:

- Reviews financial and business records for compliance identify deficiencies and notify businesses of review results.
- Liaises with other law enforcement agencies and Crown Prosecutor.
- Issue warning letter, or make recommendation to the statute administrator.
- Drafts supplier Undertakings on behalf of the Statute Administrator.
- Prepares documentation, appear as a witness, or assist Case Presenting Officer in administrative hearings.

5. Acts as a resource.

Activities:

- Assists in completing training requirements for Investigators (PS 2) or Investigator 2 (PS 3) by sharing knowledge and expertise.
- Consults on investigative techniques and acts as a general resource for other investigators.
- Participates in legislative, policy and program working committees and provide feedback as requested.
- Assists other jurisdictions in investigations as a result of the Cooperative Enforcement Agreement or other law enforcement partnership agreements.

6. Participate in partnerships, as needs are identified, to increase consumer awareness of departmental legislation and improve relationships with external enforcement agencies.

Activities:

- Provides media interviews under direction from Communications and group information presentations.
- Participate with external enforcement agencies including City Police, RCMP, and other Provincial/ Federal/ International agencies when conducting joint investigations.
- Works with agencies/community groups to raise consumer awareness levels of their clients.
- Maintains appropriate network of contacts.

7. (To be added for appropriate locations) Managing a Satellite Office ensuring operational needs including equipment and resources, and that a local presence is met.

Activities:

- Represents the department in a professional manner throughout the Region.
- Identify marketplace trends and concerns.
- Maintain a strong presence through networking with other community agencies.
- Ensure operational needs of office are met regarding equipment, resources, etc.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Methods of investigation and evidence gathered during an investigation must withstand the test of Charter challenges; new challenges emerge as court precedence is set in law. Investigators may be required to obtain search warrants or production orders and seize evidence during the investigation.
- The Senior Investigator will make recommendations regarding:
 - The most appropriate investigative method to collect information and evidence on an investigation.
 - Type of evidence to collect on an investigation.
 - Which files should be the subject of further enforcement action.
- Enforcement activities flowing from the investigation may include one or more of the following actions: warnings, prosecutions resulting in fines, jail terms, probation, conditional sentence orders or a combination thereof, Injunctions, Civil action, administrative action on the license of a regulated business, Director's Order, seizure of assets and restitution to consumers. The investigation results may impact consumers and businesses at a provincial, national or international level.
- As a result of the investigation, the Senior Investigator may identify deficiencies in legislation administered by the department and may make recommendations for legislative amendments.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- University degree in a related field (Business, Commerce, Economics) and a minimum of five years experience in investigations in a regulatory environment or equivalent combination of education and experience. Prosecution and administrative action experience is an asset.
- An extensive knowledge of department consumer legislation; advanced, varied and innovative investigation techniques, and has demonstrated the use and application of a variety of enforcement tools in an administrative and regulatory environment.
- In depth knowledge of other related provincial and federal statutes that affect investigations in the consumer marketplace such as Charter of Rights and Freedoms, Criminal Code, Alberta Evidence Act, Interpretations Act, Provincial Offences Procedures Act, Competition Act, and the Civil Enforcement Act.
- Ability to be appointed as a Peace Officer under the Peace Officer Act for the purpose of enforcing the following provincial statutes: Cemeteries Act, Charitable Fund-raising Act, Condominium Act, Cooperatives Act, Fair Trading Act, Government Organization Act,

Mobile Home Sites Tenancies Act and Residential Tenancies Act and Criminal Code of Canada (specified sections of fraud, theft, false pretences and forgery).

- Individuals require effective listening skills and ability to provide appropriate verbal, non-verbal and written communications, adaptability to change, problem solving and judgment to assess options and implications in order to identify a solution appropriate to workload requirement. Conflict resolution, tact and organizational skills are required to attend to the sensitivity and diversity of issues addressed by this position.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Business community.
- Law enforcement agencies.
- Other government departments.
- Industry and trade associations.
- Investigation staff.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 024PS57

Identification Section

Working Title: Fraud Investigation Supervisor
Department: Human Services
Division, Delivery Services, Investigation and Review
Branch/Unit:
Reports To: Senior Manager, Investigation and Review
Levels to D.M.: 4
Job Description: [024PS57](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

33% 76

Responsibility

R2 100

TOTAL JOB POINTS

406

Comments on Role

This position provides leadership, strategic planning, consultation, direction and support to Edmonton Region staff who review and investigate Income Support cases where allegations of financial wrong doing have been lodged. This position provides direct supervision to Fraud Investigators and Assistant Fraud Investigators.

Comments on Evaluation

Knowledge:

Content:

- **E+:** The Fraud Investigation Supervisor requires a body of theoretical knowledge pertaining to principles of investigation, combined with training and experience associated with leadership and supervision. This position applies a working knowledge of relevant legislation, policy and criminal code procedures, along with knowledge of departmental programs. The push (+) on the E recognizes the breadth of knowledge acquired through significant work experience.

Complexity and Diversity:

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Classification: Public



- **I:** In this supervisory role, the position must operate with a clear understanding of the manner in which its work relates to and impacts the work of others.

Human Relations Skills:

- **2:** This position influences behaviour in its supervisory capacity. The role includes the assignment of work, coaching and performance management.

□ **Creativity/Problem Solving:**

33%: Precedents and established practices set the parameters for most of this work. Objectives are clearly defined and the position applies judgment in determining the approach to accomplish them. For the most part, problems are addressed through the position's own knowledge and experience.

□ **Responsibility:**

R2: This is an investigative role. Within established legislation and policy, the position is authorized to make final decisions.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS57

Identification Section

Working Title:	Fraud Investigation Supervisor
Department:	Human Services
Division, Branch/Unit:	Delivery Services, Investigation and Review
Reports To:	Senior Manager, Investigation and Review
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Investigation and Review Senior Manager, the Fraud Investigation Supervisor is responsible to provide leadership, strategic planning, support, direction, and consultation to Edmonton Region staff who investigate and review Income Support cases where allegations of financial wrong doing have been lodged.

As a member of the business unit management team, the supervisor assists in developing, implementing, monitoring, and reporting on the operational plan, leads changes in direction, assists staff in developing and implementing individual performance plans and conducts environmental scanning for best practice improvements and makes recommendations for practice changes at the delivery site level.

The supervisor influences the outcomes of regional strategic direction and impacts front line staff levels of satisfaction/productivity in the work environment.

The supervisor interacts with clients when required to resolve complex issues.

This role is important in terms of the requirement for accountability in the delivery of Income Support programs.

The supervisor represents E&I when interacting with internal and external stakeholders.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Leadership

As a member of the business unit management team, the position contributes directly to the development and implementation of operational goals and strategies and the building of effective teams.

Activities:

In concert with the business unit management team:

- oversees the delivery of the investigation and review according to the strategic direction of the ministry/ regional/ worksite/operational plan;
- compiles, analyzes, and presents relevant data to area management teams;
- translates broad organizational strategy into meaningful operational actions taken by staff;
- leads change when organizational priorities shift;
- creates a positive work environment by promoting health and wellness actions, attraction and retention strategies, and employee recognition initiatives;
- leads the quarterly reporting on operational objectives.

2. Supervision

Activities:

- Supervises and coordinates activities of staff utilizing good management and supervisory practices to develop and maintain a skilled customer/stakeholder focused staff.
- Responsible for the direct supervision of unit staff delivering investigation and review activities in the Edmonton region. Participates in the recruitment, orientation and training of staff.
- Supports the consistent application of legislation, policies, procedures, and provincial alignment in the delivery of investigation and review services.
- Establishes unit and employee objective, monitors and provides feedback on employee performance.

- Models, fosters and supports personal and professional development of staff, assesses training needs and supports the development of individual training plans to promote competency development.
- Coordinates the performance, conduct and attendance of worksite staff according to the delegated authorities; consulting with managers on performance issues that might require action outside authority levels. Encourages staff participation in career pathing processes that benefit individual and organizational development.

3. **Program Administration**

Responsible for the delivery of investigation and review services consistent with the strategic direction of the region/division/ministry business plans. Supports the ongoing operations of the work unit to achieve E&I targets, standards, and business goals.

Activities:

- Monitors unit work to ensure department programs are administered according to legislative authorities. Through consultation with others and participation on regional committees, ensures the correct interpretation and application of policies.
- Coordinates daily operations of the work unit to ensure adequate staffing models are in place.
- Reviews unit work load for fair distribution of work.
- Undertakes regional projects to test feasibility of simplification initiatives (ARC).
- Ensures timely dissemination of information to staff.
- Participates in case consultation/conferencing on sensitive cases. May mediate to resolve contentious matters amongst individuals on a team.
- Responds to requests for appeal hearing support to delivery site supervisors/workers.
- Responds to Action Requests by reviewing/editing worker responses to backgrounders, etc.
- Maintains currency with FOIPP requirements in consideration of staff and client need for privacy.

4. **Community / Stakeholder Development**

Activities:

- Actively participates with community stakeholders to ensure adequate levels of oversight/accountability are embedded in the delivery of IS programs.
- Participates in community partnerships which promote client responsibility in the receipt of IS benefits.
- Develops and maintains protocols with stakeholder interests within the Justice and Solicitor General Departments.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Fraud Investigations Supervisor consults and collaborates with representative stakeholders both internally and externally and is responsible to build relationships with community stakeholders to gain knowledge of trends and gaps in accountabilities.

A major focus of the supervisor role is providing leadership to staff serving a diverse clientele, and therefore must employ a high degree of resourcefulness and creativity in meeting varying client needs.

Because of the nature of the work done in investigations, the interactions with clients is oftentimes adversarial and challenging, and therefore demands highly developed communication, problem solving, and decision making skills. The supervisor plays a significant role in establishing and maintaining a working environment that is conducive to employee satisfaction and productivity.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Requirements:

- Post secondary graduation in Social Sciences, Humanities, or a related field and progressively responsible related work experience. Equivalencies of a related diploma supplemented by extensive experience considered.

Knowledge:

- Knowledge of relevant legislation, policies including IESA, CASS, Charter of Rights and Freedoms, Alberta Peace Officer Act, FOIPP.
- Understanding and application of theoretical knowledge pertaining to leadership, supervision, team building, goal setting and performance management.
- Working knowledge of relevant community resources.

- Understanding of human and financial resourcing, and the allocation of FTEs.
- Working knowledge of the Master and Subsidiary Agreements and HR delegated authorities.
- Solid understanding of the business planning cycle, goal setting, and operational plan reporting.
- Knowledge of technology used in the performance/ monitoring of work (MOBIUS, Exclaim, LISA, MOUs to obtain information).

Skills and Abilities:

- Leadership skills.
- Communication skills, conflict resolution, problem solving, decision making.
- Manage and lead change.
- Strong organizational skills.
- Respect, support and promote diversity in the workplace.
- Ability to shift focus and priorities for timely responses to changes in the political landscape.
- Solid self management to be able to manage individual and staff performance, learning challenges, and rebound quickly to setbacks.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Stakeholders: (may include)

- Educational institutions (in verifying school attendance of dependent children).
- Contracted service providers.
- Alberta Ministries of Justice and Solicitor General.
- First Nations Bands.
- Banking Institutions.
- Employers/Trades organizations.
- Ministry Divisions.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

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Investigators – PS 3

- Position #'s: 46869, 16037, 15688, 14586, 16017, 16077, 16010

Assistant Investigators – PS 2

- Position #'s: 28919, 33693, 41073, 25807, 46197, 35887

Service Reviewers – AS 4

- Position #'s: 16073, 34404, 36696

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS07

Identification Section

Working Title: Development Officer
Department: Agriculture and Forestry
Division, Rural Extension and Industry Development
Branch/Unit: Division, Crop Business Development Branch
Reports To: Branch Head, Senior Manager
Levels to D.M.: 4
Job Description: [024PS07](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

The job provides specialized knowledge and business information to senior executives and staff of the department, other government agencies, industry organizations and processors. The job promotes and administers programs and services supporting the growth and development of a globally competitive and sustainable agri-food processing industry.

Comments on Evaluation

Knowledge:

Content:

- **E+:** Extensive knowledge of Alberta's agri-processing industry, specifically focused on a commodity group (i.e. crops, bakery, vegetables or meat) and its competitive advantage over the locations domestically, nationally and globally. Knowledge of primary processing techniques, value-added processing, merchandising, marketing, processing food safety and financial management. Knowledge of legislation having an impact on the agri-processing industry i.e. Public Health Act Food regulations, Consumer Packaging and Labeling Act/Regulations, Food and Drug Act/Regulations and specific commodity legislation i.e. Meat Inspection Act for meat. This position requires a working knowledge of a variety of

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Classification: Public



areas, versus a depth of knowledge seen at the F level. The job is responsible for assessing a client's readiness to pursue business opportunities.

Complexity and Diversity:

- **I:** The job performs a range of highly complex activities in support of the development of a competitive industry in Alberta. The job impacts a significant client group within the specific commodity group/industry that the position is working with. The client the position works with is accountable for the development of their business; key decisions are made based on the advice given by the Development Officer.

Human Relations Skills:

- **2:** The job is required to have skills in facilitation, conflict resolution, team leadership, and interpersonal communications. The job demonstrates both assertiveness and persuasiveness in providing advice and direction to clients.

Creativity/Problem Solving:

38%: Collaboration with other specialists with governments/organizations involves a great deal of independence in dealing with issues, usually working within a broad working parameter. Solutions to problems normally are found within the scope of knowledge and depth of experience in the field. The position has to deal with issues regarding labour requirements, processing yields, capital costs, operating expenses, production yields, and producer formulation costs for the commodity. Position functions at the highest operational thinking and has access to senior management.

Responsibility:

B: Advisory role – presents information to clients to offer investment opportunities for growth in the agri-processing sector of the agriculture industry, limited to their specific commodity group. At the same time understanding those barriers for growth and understanding the ramifications and being able to translate that to the agri-processors and working together to work through those barriers or with those barriers. For the most part the position is advisory/consultative in nature.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS07

Identification Section

Working Title:	Development Officer
Department:	Agriculture and Forestry
Division, Branch/Unit:	Rural Extension and Industry Development Division, Crop Business Development Branch
Reports To:	Branch Head, Senior Manager
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Development Officer provides specialized knowledge and business information to food and agri-industrial processors, senior executives and ministry staff, other government agencies and industry organizations. The Development Officer is responsible for developing and administering programs and services that will lead to the growth of a globally competitive and sustainable agri-processing industry. This involves business consultations, special projects and feasibility studies requiring significant technology transfer, problem solving, decision making and business communication skills. Expertise addresses business management, market development, processing, and regulatory issues that contribute to the development of sector specific (e.g. vegetable, bakery, meat, grains) processing companies. This specialist represents the department in interdepartmental work teams and external committees. This Development Officer provides leadership, expertise and guidance to support the expansion of the agri-industrial and food processing industries in Alberta, adhering to the policies and directives of the Ministry.

Responsibilities and Activities

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The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive font with a small square icon to the right.

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Coach exiting agri-processors to pursue business opportunities that contribute to growth and diversification of the Value-added agri-processing industry.

Activities:

- Evaluate client needs, develop resources and provide appropriate contacts for applicable programs and services offered by department or partners.
- Develop a high level of expertise acting as a resource and main contact for department and senior personnel within specific processing sectors.
- Transfer information and business advise, including financial, marketing, management, technical or regulatory, through seminars.
- Evaluate business opportunities by conducting research, utilizing available secondary data sources including statistics, trade publications, library references, on-line databases, internet, and consultation with partners..
- Identify, evaluate and assist clients in the development of value-added opportunities, including non-traditional agricultural products.
- Consult with clients to seek alternatives and to conduct market and technical research required to enable the assessment of the production, marketing and financial aspects of their business.
- Link companies to export market development opportunities.
- Conduct business plan reviews with the result of developing plans that obtain lender or investor support.

2. Facilitate strategic expansion and investment in Alberta's value-added agri-processing industry to develop a competitive and sustainable processing industry.

Activities:

- Train staff in AVAC programs and coach application development (AVAC/AAFRD partnership) Identify and evaluate investment opportunities, according to established priorities and constraints, and identify qualified processing industry players.
- Coordinate company involvement in investment missions.
- Support feasibility studies, provide input and assist with problem solving related to investment proposals for new ventures and expansions.
- Identify and explain applicable financial assistance programs and services offered by department or partners (e.g. IRAP, AVAC, AFSC).
- Identify strategic alliance partners and facilitate the establishment of appropriate business relationships.
- Provide information, coordinate and/or participate in special projects and studies.
- Review and critique applications from agri-processors for financial assistance offered by agency partners; Agriculture Financial Services Corporation (AFSC),

Alberta Agriculture Research Institute (AARI), AVAC Ltd., Ag and Food Council (Canadian Adaptation and Rural Development Fund, CARD), Alberta Food Processors Association (AFPA) and National Research Council (IRAP).

3. Provide specialized services to enhance the agri-processing industry's domestic and global competitiveness.

Activities:

- Support the development of strong supply chains within the fruit, vegetable and non-alcoholic beverage sectors.
- Provide information, coordinate and/or participate in special projects and studies (Functional Foods Task Team).
- Facilitate the adoption of environmentally sustainable processing practices in the industry, including the Environmentally Sustainable Agriculture (ESA) processing-based program and other initiatives.
- Advise on the adoption of Hazard Analysis Critical Control Point (HACCP) and other quality assurance programs.
- Resource new product and new market development.
- Promote the services of the department and partners (Processing Development Division, Food Safety Division, Alberta Food Processors Association and Alberta Economic Development).
- Enable the development of strategic alliances and networks among industry stakeholders (regional Export Alliance, Business Advisory Network).

4. Influence and develop value-added processing related policies, programs and strategies to create an infrastructure to support the growth of the agri-processing industry.

Activities:

- Identify and assess industry needs (education and training, infrastructure), constraints and opportunities, and develop and coordinate delivery of relevant programs and services.)
- Provide policy input from processing perspective to department staff and partners.
- Prepare and present documents from a specific processing sector perspective for use in planning value-added strategies for the department and other stakeholders (growth scenarios, sector profiles).
- Manage working groups and participate on department committees and industry organizations providing strategic direction on agri-processing sector strategies.
- Review and evaluate impact of regulations and policy changes on the industry including the retail distribution sector, and on the fruit, vegetable and non-alcohol beverages sectors acting as an advocate on behalf of the industry.

- Respond to action requests and prepare advisory notes related to the specific sectors.
- Coordinate and supervise project staff (writers, consultants, instructors).

5. Develop and maintain a level of competency in specific sectors and related subject areas in order to ensure a “leading edge” level of expertise to serve the department and industry partners.

Activities:

- Obtain current industry information, including trends, new products, packaging innovation, new processing technologies, food safety issues, policy issues, regulatory changes through relevant trade or business publications, media and attendance at relevant workshops, conferences, trade shows and other educational opportunities.
- Participate in branch, division and sector meetings, providing and receiving updates on work activities, projects, programs and the results of industry studies.
- Provide feedback on industry issues and activities aimed towards the accomplishment of identified branch key results and strategies.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Responsibilities are provincial, detailed knowledge is required for specific processing industries.
- Identifies new opportunities and business efficiencies for the processing sector.
- Assess ability of companies and industry associations and works with those willing and capable of contributing to a growing, competitive and sustainable agri-processing industry.
- Coaches all aspects of business development – financial, market, processing and human resources.
- Assist clients in identifying barriers and problems and help develop solutions.
- Takes a lead role in achieving the \$20 Billion Value –added agri-processing industry goal by working with industry and partners to develop strategies and reduce barriers.
- Collaborate with ARD staff providing a processing perspective on policy and program development .

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- University degree in Agriculture, Human Ecology, Food Science, Business, Commerce or a related discipline plus three years related industry experience.
- Understanding of business management, business planning, marketing, accounting, economics, principles of food safety and food processing technology.
- Specific and detailed knowledge in assigned industry sectors.
- Skilled at coaching client program and in development of business relationships.
- Knowledge of pertinent legislation having an impact on the agri-processing industry (Business licensing, Consumer Packing and Labeling Act/Regulations, Food and Drug Act/Regulations and Provincial Food Regulations).
- Broad knowledge of the food processing industry including supply chain, infrastructure, transportation, distribution, retail, wholesale and food service operations.
- Ability to analyze situations, solve problems and make decisions.
- Consulting skills, ability to facilitate strategic alliances, business relationships and networks.
- Excellent written, verbal and interpersonal communication skills.
- Ability to lead working groups and to be an effective team player.
- Computer skills include word processing, spreadsheets, database, electronic communication (e-mail, intranet, internet).

Contacts

(Main contacts of this position and the purpose of those contacts.)

Partner with provincial and federal government departments and agencies for an integrated multidisciplinary to program development and client service. Partners include:

- AFSC Commercial
- Agriculture and Food Council of Alberta
- Growing Alberta
- Business Link Business Service Centre
- Alberta Economic Development (AED)

- Canadian Food Inspection Agency (CFIA)
- Agriculture and Agri-Food Canada (AAFC)
- Western Economic Development (WED)
- Business Development Bank of Canada
- Alberta Health and Wellness
- Alberta Environmental Protection
- Regional Health Authorities
- Alberta Agricultural Research Institute
- AVAC Ltd. and the Centre for Innovation

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No direct supervision exercised.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS08

Identification Section

Working Title: 4-H Marketing and Communications Specialist
Department: Agriculture and Forestry
Division, Rural Extension and Industry Development, 4-H
Branch/Unit: and Ag Education
Reports To: Branch Head, 4-H and Ag Education - Senior Manager
Levels to D.M.: 5
Job Description: [024PS08](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

The job's primary focus is to promote, market and increase the awareness of 4-H in Alberta, and beyond. The job develops program content to meet the client needs based on evaluations and needs assessments. The job acts as a consultant to department staff, program clients, private sector sponsors and the media in all aspects of the 4-H Program. The job has supervisory responsibilities for wage employees, volunteers, leaders and 4-H members working on resident and non-resident programs.

Comments on Evaluation

Knowledge:

Content:

- **E+:** This job requires the application of specialized knowledge in a variety of areas such as marketing, communications, program development, adult education, group facilitation, strategic planning and youth development. A strong working knowledge experience with the 4-H program is necessary in this role. The job requires a working level knowledge in a diverse range of areas, but not a depth of knowledge as seen in the F level. The push on the E is due to the knowledge of program development required combined with a depth of

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knowledge in marketing and communications to develop programs and materials to promote the 4-H program within Alberta.

Complexity and Diversity:

- **I:** The incumbent works with clients and other 4-H Specialists within Alberta to develop programs and must have an understanding of the work that other 4-H specialists are doing within the branch.

Human Relations Skills:

- **2:** The job requires the ability to communicate effectively with clients and stakeholders. Much of the contact is for the purpose of disseminating and obtaining information or assessing client needs. There is a need to influence behavior. Strong HR skills are needed in the training aspect of the job. The job does not face the emotional or intense conflict resolution seen at the 3 level.

Creativity/Problem Solving:

38%: This position is required to work independently. Work is performed within defined policies and procedures, but the job has the authority to recommend changes in program content and delivery. Responsible for the development and implementation of programs for 4-H on a province wide basis.

Responsibility:

B: Balanced profile. The job has a consultative aspect in providing advice to clients on marketing and promotional activities of their 4-H programs. The job is also involved in developing and implementing programs.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS08

Identification Section

Working Title:	4-H Marketing and Communications Specialist
Department:	Agriculture and Forestry
Division, Branch/Unit:	Rural Extension and Industry Development, 4-H and Ag Education
Reports To:	Branch Head, 4-H and Ag Education - Senior Manager
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The 4-H Marketing and Communications Specialist coordinates and administers marketing and communications services and activities pertaining to the 4-H program throughout Alberta. This includes development of content that meets established needs as well as implementation and evaluation projects and events. This position functions as a professional consultant to department staff, program clients, private sector sponsors and media, and provides direction and support to develop the business plan, new initiatives, programs policies and procedures. The incumbent must use considerable judgment to interpret policies and procedures on a daily basis, with most decision being left to the discretion of the employee.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Develop and execute/deliver ongoing marketing promotions and communication strategies. Create a consistent 4-H brand and image. Promote the benefits and opportunities of the 4-H program to members and non-members.**

Activities:

- Coordinate and chair the provincial 4-H Partners Marketing Committee, which provides feedback and assistance in the planning process for new marketing and promotional strategies.
- Identify, plan and direct the production of new marketing resources to increase the promotion and image of 4-H.
- Coordinate and write press releases for electronic and print media including Agri-News, Horses All and other media.
- Coordinate and implement targeted promotional strategies throughout the year including Alberta's involvement in National 4-H Week.
- Coordinate recording of 4-H member Radio Spots broadcasted across Alberta.

2. **Develop strong communication strategies to effectively distribute relevant, quality information to clients, partners and sponsors in a timely manner; to identify current issues within the 4-H program.**

Activities:

- Oversee 4-H website and provide direction for site layout to ensure information is current and relevant to clients.
- Edit and oversee the creation of the 4-H magazine, a magazine distributed three times per year to over 6000 clients and sponsors.
- Develop and analyze statistical trends within the 4-H program.

3. **Perform ongoing operations within the branch.**

Activities:

- Prepare and monitor project budgets and reports.
- Participate in planning and preparation of branch business plans.
- Effectively coordinates available funding for marketing and communication projects.
- Ensure efficient and effective delivery of 4-H program.
- Enhance projects and programs within established policies and procedures.

4. **Establish and maintain partnerships with 4-H Partners (Council, Foundation and Sponsors), other government departments and community groups in order to further enhance the 4-H program.**

Activities:

- Branch Scholarship Liaison and representative on the scholarship selections committee.
- Receive and complete initial screening of potential fund-raising campaign, and prepare fundraising brochure for distribution to clients.
- Branch representative on Ropin' the Web Committee, a committee that discusses issues and trends surrounding the department's website.
- Prepare ministerial correspondence, newsletters and press releases.
- Identify potential stakeholders and partners, and establish working relationship to improve the quality of the 4-H program.
- Member on divisional and departmental committees and teams (when applicable).

5. Coordinate programs effectively to acknowledge members and leaders for their 4-H contributions and achievements; promote youth and 4-H to members and non-members; increase leadership, communication and life skills of those involved.

Activities:

- Coordinate the Premier's Award. On a yearly basis, this award recognizes an outstanding 4-H member who has excelled in the areas of leadership, communication and teamwork.
- Coordinate the Volunteer Hall of Fame, which recognizes outstanding leaders for their dedication to 4-H.
- Coordinate the 4-H Ambassador program. Train and coach ambassadors in the areas of leadership, career management and life management.
- Coordinate and administer the Provincial Public Speaking and Presentations competitions.
- Chair public speaking and presentation committees that determine direction for the 4-H Communications program. Develop communications manuals for members as well as competition guidelines manuals for planners, officials and judges.
- Coordinate Senior Member Conference, which is a conference for senior 4-H members that focuses on career planning, skill building, and networking with industry and business.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Programs or projects listed above usually require a minimum of six months to complete, with some taking place on a continual basis. Projects continually change, require a large degree of creativity and big picture orientation, and impact 4-H at a provincial level and at times national level.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Principles of organizational development and strategic planning.
- Government and 4-H strategic plans and policies.
- Program planning (including assessment of needs, developing materials and programs to meet those needs, and evaluating results.
- Marketing, advertising and promotions.
- Budgeting and budget allocation.
- Agriculture industry and rural committees needs and objectives.

Skills and abilities:

- Problem solving and conflict resolution.
- Leadership, teamwork and communication.
- Advanced verbal and written communication.
- Coaching and group facilitation.
- Supervisory.
- Big picture orientation.
- Assessment and management of risk.
- Time and project management skills.
- Meeting management, including parliamentary procedures and executive roles.
- Four years of relevant experience in 4-H.
- Post secondary education in agriculture, marketing or related field.
- Valid drivers license as the position requires travel?
- First aid training.

Contacts

(Main contacts of this position and the purpose of those contacts.)

To achieve the branch mission, the 4-H Marketing and Communications Specialist must develop a working relationship with a variety of clients including:

- Provincial 4-H Council
- 4-H Foundation of Alberta Agriculture
- 4-H members and their families
- 4-H ambassadors
- Volunteer leaders
- Key leaders
- Media
- Private Industry - sponsors

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Formal supervision of contract and wage/summer employees.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS09

Identification Section

Working Title: Tourism Product Development Coordinator
Department: Culture and Tourism
Division, Tourism Division, Tourism Development Branch
Branch/Unit:
Reports To: Manager, Tourism Product Development (Manager 2)
Levels to D.M.: 5
Job Description: [024PS09](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

The Tourism Product Development Coordinator is responsible for contributing to the positioning of a proactive business climate that supports development and investment in Alberta's tourism industry. The position is assigned the responsibility for, and coordinates, select project activities associated with the department's role in enhancing Alberta's tourism product base, contributing to the supply side of the tourism sector. The position identifies development opportunities by assessing market strengths and opportunities, land and resource capabilities, tourism product strengths and tourism trends, and provides advice to companies/entrepreneurs, not-for-profit groups and communities on the feasibility of projects and suggested approaches to undertaking projects.

Comments on Evaluation

Knowledge:

Content:

- **E+:** The position requires a specialized knowledge of Alberta's tourism industry. This includes application of theoretical knowledge in the areas of tourism, marketing, and business principles and practices. This position must have an up-to-date and sound understanding of tourism market needs, trends and opportunities, the components of the

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provincial tourism framework, as well as a thorough understanding of related industries and resource users (e.g. protected areas, forestry, agriculture, etc.) and how they impact tourism developments, and how tourism developments impact them. Additionally, this position must have a solid understanding of related regulations, policies, and legislation that affect the development of tourism products. Knowledge of research techniques, data interpretation, and project management is also required. The position receives a push (+) on the E to recognize the knowledge and understanding required in a variety of areas on a provincial level.

Complexity and Diversity:

- **I:** The position works with clients to assess needs and provide information and advice on project direction and development. It is required to consider the impact of these projects within the context of tourism, as well as how the projects may affect other industries and resources on a province-wide basis.

Human Relations Skills:

- **2:** The position is in contact with a variety of stakeholders both within and outside of government on a regular basis and is required to influence and persuade individuals in its advisory role. The position must obtain the support and “buy-in” of other government departments and other levels of government to bring team members and partners on projects and initiatives that are cross-jurisdictional but may not necessarily align with their mandates or policies. Also requires effective human relations skills to oversee contractors on projects the position manages.

Creativity/Problem Solving:

38%: The position must use reasoning, analysis, and judgment in order to strike a balance between reasonable development opportunities and the desires/dreams of proponents. This includes assessing physical and financial feasibility, tourism market factors and trend information, as well as local and regional support for a project. Conflicting interests must be identified, researched, understood, and taken into consideration when advising tourism stakeholders re: the potential of their project. Requires the highest level of operational thinking to make tourism development projects work within constraints, challenges and legislative requirements. Problems are generally known while the solutions are determined through careful analysis within experience and principles.

Responsibility:

B: The position is consultative in that it has a balance between development and implementation and has an advisory/consultative role with key stakeholders. Analysis is an important component of this position, yet it does not dominate the role. The position must identify options and convince others of their merits.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Subsidiary 2 Benchmark Job Description - 024PS09

Identification Section

Working Title:	Tourism Product Development Coordinator
Department:	Culture and Tourism
Division, Branch/Unit:	Tourism Division, Tourism Development Branch
Reports To:	Manager, Tourism Product Development (Manager 2)
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This is a senior professional position reporting to the Manager, Tourism Product Development, Tourism Development Branch. The position is assigned the responsibility for, and coordinates, select project activities associated with the department's role in enhancing Alberta's tourism product base, contributing to the supply side of the tourism sector.

The incumbent identifies development opportunities (by assessing market strengths and opportunities, land and resource capabilities, tourism product strengths and tourism trends (e.g. growth in experiential travel)). The incumbent then provides advice to companies/entrepreneurs, not-for-profit groups and communities on the feasibility of projects and suggested approaches to undertaking projects. The incumbent represents tourism sector and branch interests on task teams and committees relating to tourism development topics.

The coordinator is responsible for contributing to the positioning of a proactive business climate that supports development and investment in Alberta's tourism industry (e.g. working with municipalities to help them understand the economic value of tourism and enact supportive policies and bylaws.)

The position maintains close, interactive working relationships with other Branch staff, and other Tourism Framework elements (especially Travel Alberta In Province, Research and

Investment Attraction) on matters that affect or involve the development of the supply side of the tourism industry. It requires working partnerships with Alberta's tourism industry, private and not-for-profit sector partners, and Alberta's Provincial Parks and Historic Sites for the purpose of realizing the growth and expansion of marketable tourism products.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Within the Ministry and Branch business plan and goals, provide leadership and direction to community, not-for-profit and private sector efforts in order to educate clients and build new product opportunities, especially in rural Alberta.**

Activities:

- Make presentations to municipalities, not-for-profits, etc. on topics such as value of tourism, market trends.
- Organize workshops to involve local tourism stakeholders (e.g. organizing a local group to prepare a strategic tourism development plan for a municipality).
- Organize a Best Practices mission to introduce tourism stakeholders to highly successful tourism destination development practices.

2. **Within provincial legislation and policies and municipal policies and plans, provide counselling and advice to stakeholders during their tourism product development activities or destination development to ensure the effectiveness and success of developing tourism products and client capacity.**

Activities:

- Assist tourism groups (e.g. Boomtown Trail Association, municipalities) undertake a strategic assessment of the area's tourism resources and development opportunities.
- Review plans, policies, proposals, and feasibility assessments and provide suggestions to stakeholders on improvements/enhancements to these studies based on known market and product information.
- Convey appropriate/relevant tourism information and expertise to stakeholders to increase effectiveness of proposals and activities.

3. **Within branch goals and Alberta’s provincial tourism framework, identify, in conjunction with management, other branch staff, and stakeholders, opportunities to develop new or enhance existing product or destinations.**

Activities:

- Researches tourism trends and issues, especially as they relate to Branch activities throughout the province.
- Creates and maintains a network of stakeholders and contacts in order to stay abreast of emerging and existing tourism trends and issues.
- Collaborate with other tourism framework partners (e.g. the marketing arm – Travel Alberta, Travel Alberta In Province) on projects to ensure a “development” (i.e. supply) response to market needs is included.
- Collaborate with tourism stakeholders to enhance the tourism product offering in Alberta (e.g. Museum visitors experience project, which involved provincial facilities and private museums working jointly to enhance the experiences available at museums throughout the province).

4. **Within Branch priorities and budgets, oversee and provide direction to consultants contracted by the department that are directed to create new or enhanced product development resources (e.g. manuals, displays, publications and other materials) that guide tourism stakeholders in their efforts to create tourism products.**

Activities:

- Prepare Terms of Reference for proposed contracted projects.
- Undertake Request for Proposals and evaluate submitted proposals.
- Conduct project management of contracts and provide on-going liaison with the consultant, monitoring financial aspects (e.g. invoices, completion of contracted elements).

5. **Ensure senior management of the department, including the Deputy Minister, Assistant Deputy Minister, and the Executive Director, Tourism Development Branch are informed and apprised by providing policy and tactical advice and briefings to on all matters pertaining to assigned tourism product development and enhancement projects and emerging issues.**

Activities:

- Gather information from a well-developed network of contacts in communities and the industry.
- Ensure that senior officials are aware of emerging issues.
- Evaluate issues and provide suggestions and advice on how to address them.

- 6. Within Branch goals and Alberta’s provincial tourism framework, participate with other branch staff in ongoing opportunity analysis of marketable tourism product development opportunities throughout Alberta.**

Activities:

- Take part in regular discussions with colleagues to share information, expertise etc. (e.g. other colleagues have expertise and focus on resource management/financial management/investment attraction which can impact the success of product development initiatives).

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position impacts tourism stakeholders on a provincial level, including the private sector and not-for-profit sector, as well as communities and municipalities involved in tourism product development. The position also works closely with task team members from other government departments (e.g. Agriculture, Culture and Community Spirit, etc.) and through collaborative projects can impact program development and delivery within these departments.

The position must use reasoning and judgement to strike a balance between reasonable development opportunities and the desires/dreams of proponents. This includes assessing physical and financial feasibility, tourism market factors and trend information, as well as local and regional support for a project.

The position is responsible for complex issues management and problem solving involving municipal elected officials, municipal administrators, tourism business owners and operators, tourism industry organizations, advocacy groups, the public and other related stakeholders. The position acts as an advocate for tourism development, often in situations where others (e.g. municipal elected officials, businesses) do not understand or fully support tourism development initiatives. These conflicting interests must be researched, understood, and taken into consideration when advising tourism stakeholders re: the potential of their project.

The position must obtain the support and “buy-in” of other government departments and other levels of government to being team members and partners on projects and initiatives that are cross jurisdictional but may not necessarily align with their mandates or policies.

As a result of limited staff resources, the position must apply creative means to obtain results through selective use of resources, outsourcing, contract management, task teaming with other departments, and referral of clients to other service providers.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Education:

- Undergraduate degree (graduate degree preferred) in Tourism, Business, Recreation or a related discipline, or an equivalent degree and related experience.

Content:

- Knowledge and understanding of Alberta's tourism industry, its key players and stakeholders, and the components of the provincial tourism framework.
- The position also needs to have an understanding of the other industries and resource users (e.g. protected areas, forestry, agriculture, etc.) that tourism developments potentially impact, or more often, impact potential tourism developments (e.g. forestry activities impact trail riding operations).
- An understanding of business principles and practices, including marketing.
- Knowledge of regulations, policies, legislation that impact the development of tourism products.
- A sound understanding of tourism market needs, trends and opportunities is required to assist proponents as they position tourism opportunities (new and expanded products and attractions).
- Policy development, strategic thinking and issue evaluation skills.
- Knowledge of research techniques and data interpretation.
- Strong project management skills are required to guide consulting resources during complex task assignments and timeframes.
- Good presentation and communication skills are required to negotiate and interact with tourism industry stakeholders, department management and multidisciplinary task teams.

Leadership:

- The incumbent must provide strategic direction (to clients such as non-profit groups) based upon a sound understanding of the tourism industry, tourism development practices, issues and solutions.

- Strategic leadership in issues management and problem solving involving clients, senior management of the department, and staff from other government departments is required.
- Knowledge and ability in leading and coordinating the work of multi-disciplinary task teams involving professional staff from other government departments, and not-for-profit and private sectors, is required to develop and implement strategic approaches to meeting tourism industry needs.
- Coordination skills to gather information from senior management and other professionals and to disseminate relevant information and advice and communicate departmental positions relating to tourism development and policy initiatives.
- Experience and ability to assist professional and management staff in assessing industry needs and developing problem solving approaches.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Daily/weekly involvement with tourism stakeholders including the private sector and not-for-profit sector, as well as communities and municipalities involved in tourism product development.

Weekly contact with task team members from other government departments (e.g. Agriculture, Culture and Community Spirit, etc.)

Daily/weekly contact with consultants engaged in developing materials on behalf of the department.

Daily contact with managers and staff assigned to program area as well as with Branch management, and other members of the Tourism Framework.

Periodic contact with the Canadian Tourism Commission and other provincial/territorial jurisdictions regarding national or regional product development issues and opportunities.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No employees directly supervised. Regularly supervises interns, coop students, work experience and similar placements.

Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 2

Benchmark Evaluation - 024PS10

Identification Section

Working Title: Policy Advisor
Department: Seniors and Housing
Division, Policy & Urban Affairs, Strategic Policy
Branch/Unit:
Reports To: Manager, Strategic Policy
Levels to D.M.: 3
Job Description: [024PS10](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

Reporting to the Manager, Strategic Policy, this position is responsible for project management and advance policy and program work associated with the review, evaluation and/or implementation of provincial housing policy and programs. All work is conducted with the goal of ensuring that the interests and priorities of the department and the Government of Alberta are effectively represented in affordable housing, social housing and homelessness initiatives, projects and activities. This position is required to liaise with key stakeholders and often represents the ministry in interdepartmental work teams and external committees. The incumbent takes a lead role in carrying out major policy and planning projects and establishes project Terms of Reference to accomplish expected outcomes.

Comments on Evaluation

Knowledge:

Content:

- **E+:** Position requires extensive knowledge of the Alberta Housing Act and Regulations and other legislative statutes. Extensive knowledge of the social housing policies, developments, trends, federal/provincial agreements and management body activities/issues is required.

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Classification: Public



Position requires knowledge of market research and research methods, project management and the intricacies of program development. The push on the E recognizes the knowledge and understanding required in the area of social housing at different levels of government. Position requires significant understanding of social housing within the country and the interrelationships between the province, municipalities, for profit and not-for-profit organizations, and industry associations.

Complexity and Diversity:

- **I:** Position identifies and evaluates complex and sensitive issues that impact provincial clients, municipalities, private and non-profit sectors, industry associations, other government departments and interest groups. Projects involved are usually diverse and dealing with strategically sensitive and complex issues and are closely related to the ministry business plan. Issues involved are often unique in nature with limited precedence to be found within the ministry or in other jurisdictions. The position completes complex analysis. It is not accountable for tasks through others nor does it have a high impact on the organization.

Human Relations Skills:

- **2:** The position coordinates the public policy process by facilitating the input and working in partnership with a wide range of stakeholders to identify and develop priorities/strategies through ensuring an effective flow of communication. Strong interpersonal skills are also necessary.

Creativity/Problem Solving:

38%: Position requires a high level of creativity, originality and innovation in conducting independent research, define issues, identify implications and develop appropriate creative solutions. Within legislative frameworks, the position must formulate solutions to issues that involve competing interests of various stakeholders. The nature of the policy advisor function is such that it develops solutions to meet the changing housing needs within the province. The role includes analyzing information from a number of sources, functioning within federal and provincial intent and legislation, while supporting housing projects within a variety of municipalities. The position's focus is on finding solutions within a broad framework and within a body of knowledge and experience. Identifies, defines and analyzes alternative courses of action in facilitating the policy process. The position demonstrates the highest level of operational thinking. Not evident are strategic component or the requirement to identify both problems and solutions outside of precedents

Responsibility:

B: The position is expected to develop solutions within set parameters. Position functions within a consultative environment. The business needs are identified, different alternatives are developed and the best solutions are implemented. The position is very much focused on the analysis on end results. Analysis is typically completed over a short timeframe with implementation completed by others.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Classification: Public

Alberta 

Subsidiary 2 Benchmark Job Description - 024PS10

Identification Section

Working Title:	Policy Advisor
Department:	Seniors and Housing
Division, Branch/Unit:	Policy and Urban Affairs, Strategic Policy
Reports To:	Manager, Strategic Policy
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Manager of Strategic Policy, the Policy Advisor is responsible for project management and advance policy and program work associated with the review, evaluation and/or implementation of provincial housing policy and programs. All work is conducted with the goal of ensuring that the interests and priorities of the department and the Government of Alberta are effectively represented in affordable housing, social housing and homelessness initiatives, projects and activities. The incumbent is required to liaise with key stakeholders and often represents the ministry In Interdepartmental work teams and external committees.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Housing and Urban Affairs, Strategic Policy maintains a leadership role in coordination of input from internal and external stakeholders on issues related to**

affordable housing, social housing and homelessness initiatives, projects, activities and issues:

Activities:

- Takes a lead role, with minimal supervision, in carrying out major policy and planning projects. This includes the review, evaluation, interpretation and/or implementation of provincial housing policy and programs, within the framework of the department's business plan objectives.
- Establishes project Terms of Reference to accomplish expected outcomes as well as project goals and objective consistent with the Terms of Reference.
- Plans, designs, and schedules work to meet requirements of internal and external stakeholders, department management, and the Business Plan.
- Identifies and evaluates complex and sensitive issues that impact provincial housing clients, municipalities, private and non-profit sectors, industry associations, other government departments, and interest groups.
- Provides alternatives for project recommendations.
- Prepares reports, recommendations, briefing materials, and makes presentations to management and/or external stakeholders for information and/or decisions. Implements or coordinates the implementation of approved policy and programs as required.

2. Housing and Urban Affairs' interests and priorities are effectively represented in Government of Alberta cross ministry priorities and In interdepartmental initiatives:

Activities:

- Represents department's view on housing issues or partnership projects.
- Provides input and information to meet committee objectives.
- Coordinates ministry contact with housing industry, including the timely exchanges of information; reports back to the ministry on matters of significance.
- Chair committees or meetings and/or make presentations, as required.

3. Housing and Urban Affairs senior officials' (Minister, Deputy Minister, Assistant Deputy Minister, and senior management) Interests and priorities are effectively managed and represented:

Activities:

- Supports day-to-day policy and planning issues, as well as involvement in developing policy on new housing initiatives and new directions for the government's role in housing.
- Researches assigned issues, creatively solve problems and obtains relevant Information for preparing reports/briefing notes/correspondence on Action

Requests originated from MLAs, interest groups, industry, municipalities, stakeholder, and the public. Prepares necessary internal documents/reports as well as information for external use.

- Review/researches private and non-profit sector proposals and prepares responses as required. This information feeds into the division's recommendations on private/non-profit sector proposals for housing support.

4. Leads project work and may supervise project staff and/or consultants to ensure timely project completion, as required by each assigned project

Activities:

- Develops project contract and job description and identifies staff resource requirements and requirements for projects; established work teams (including consultants), assigns work, monitors and maintains appropriate workloads and standards.
- Coordinates and accounts for the completion of assigned projects.
- Coordinates and conducts background research including obtaining stakeholders input and integrates research into final reports.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position demands a high level of creativity, originality and innovation, independent research, ability to identify implications, define issues, and develop creative appropriate solutions.

Projects involved are usually diverse in dealing with strategically sensitive and complex issues and are closely related to the ministry business plan. Issues involved are often unique in nature, with limited precedence to be found within the ministry or in other jurisdictions.

Projects involved often impact other provincial ministries such as Health and Wellness, Employment and Immigration, Service Alberta, Municipal Affairs, occasionally Infrastructure, Justice, and others, the federal government, municipalities, as well as key housing industry associations.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Thorough knowledge of the social housing policies, developments, trends, federal/provincial agreements, and management body activities/issues.
- Knowledge of the Alberta Housing Act and Regulations.
- Knowledge and experience in program and policy development and program evaluation techniques.
- Considerable knowledge and experience in project management.
- Extensive knowledge of housing issues.
- Extensive knowledge in market research and research methods.
- Strong analytical, research, organizational, interpersonal, written, and verbal communication skills.
- Ability to work effectively in a team setting and able to organize and lead project teams and committees to achieve work objectives.
- Knowledge and ability to understand principles and utilize techniques for providing effective and efficient support services to division operations.
- Aptitude for problem solving and decision-making, as well as mature judgement, tact, and diplomacy.
- Ability to generate new Ideas and creative solutions.
- Ability to be a team player and also work independently.
- Computer proficiency, e.g. word processing, spreadsheet, database, presentation, and statistical software packages.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Internal:

- Executive Director, Policy and Urban Affairs
- Director, Strategic Policy and Urban Affairs
- Manager and team members, Strategic Policy
- Staff member, Research
- Staff members, Organizational Effectiveness and Planning
- Staff members, Urban Affairs
- Housing Services directors, managers, staff

- Other Ministry policy analysts/advisors and staff

External:

- Officials with other government departments/other governments
- Stakeholders, not-for-profit groups, agencies, etc.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS11

Identification Section

Working Title: Senior Technical Advisor
Department: Labour
Division, Labour Standards and Workplace Safety Division,
Branch/Unit: Workplace Policy and Standards Development Branch
Reports To: Senior Manager, Workplace Policy and Legislation
Levels to D.M.: 4
Job Description: [024PS11](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

The Senior Technical Advisor works with other staff in the unit to ensure that employment standards policy, procedures and legislation are current and consistent with employment standards business plans and government/departmental philosophy and policies.

Comments on Evaluation

- Knowledge:**

Content:

- **E+:** The push (+) on the E reflects required theoretical knowledge as applied to research and investigation, combined with a thorough understanding, obtained through significant, applicable work experience, of employment standards legislation and policy, the principles underlying the development of these and their application to the workplace.

Complexity and Diversity:

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- **I:** High level analytical and conceptual skills are applied as the position contributes to the development of policy alternatives that may have industry-wide implications, as well as impact on other government departments.

Human Relations Skills:

- **2:** Communication skills that go well beyond a straightforward exchange of information are applied as the position provides advice and expertise to senior government officials internal and external to the department. This position also engages in discussions, regarding employment standards legislation and policy, with external clients that include employers, lawyers, management consultants, employees and union representatives.

Creativity/Problem Solving:

38%: The Senior Technical Advisor reflects the highest level of operational thinking with respect to employment standards legislation, policy and practices. It analyzes and evaluates policy to identify concerns and initiate review/change. This position operates with significant independence, within clearly defined principles, policies and objectives.

Responsibility:

B: For the most part, the Senior Technical Advisor is a consultative and advisory role.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS11

Identification Section

Working Title:	Senior Technical Advisor
Department:	Labour
Division, Branch/Unit:	Labour Standards and Workplace Safety Division, Workplace Policy and Standards Development Branch
Reports To:	Senior Manager, Workplace Policy and Legislation
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Senior Technical Advisor works with other staff in the unit to ensure that employment standards policy, procedures and legislation are current and consistent with employment standards business plans and government/departmental philosophy and policies.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Research, develop and maintain/monitor legislation, policies and procedures to comply with government/department philosophy and policies and business plan.**

Activities:

- Conduct public consultations.

- Consult with other government departments and other jurisdictions.
- Review jurisprudence.
- Drafting of policy and procedures to ensure they reflect workplace standards and needs.
- Ongoing environmental scanning.
- Participate in departmental and inter-departmental committees.
- Contribute to the development of policy alternatives that may have industry-wide implications and may impact on other Government departments.

2. Provide technical advice, internally and externally, based on legislation and policy.

Activities:

- Conduct education/information sessions.
- Respond to written or verbal requests for interpretation of the legislation or policies, ensuring the responses are technically and legally accurate.
- Draft responses to action requests for the Minister or Senior Management's signature.
- Draft briefings and executive summaries.
- Maintain, revise and update employment standards publications.
- Develop Employment Standards web site, and update as necessary.

3. Conduct special investigations into complex or sensitive issues to determine compliance or non compliance with the legislation or the need for industry-wide changes.

Activities:

- Review applications/complaints regarding the employment of adolescents.
- Work with employers and employees to resolve workplace disputes.

4. Monitor and administer permits, exemptions and variances to employers and industries based on legislation, policies and workplace needs.

Activities:

- Conduct investigations and research as required before variances or exemptions to the Employment Standards Code and Regulations are granted.
- Monitor/track all permits, exemptions and variances.
- Maintain a permit tracking system.

5. Participate in the periodic review of employment standards legislation.

Activities:

- Facilitate public consultations as appropriate and necessary.
- Prepare briefing and other material for senior management and the Minister.
- Prepare documentation required for presentation to Cabinet Policy Committee (SPC) and Regulation Review Secretariat.
- Review draft regulations or legislation for accuracy and ensure it reflects the legislative intent.
- Prepare materials necessary for an effective communications plan.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Alberta's Employment Standards Code applies to most employers and employees in the province. Any changes to minimum standards legislation and policy has far reaching implications for employees and their employers, especially in areas where lower paying or entry level jobs are found.

Provide advice to the Minister, Deputy, Assistant Deputy and government officials within the department and government regarding employment standards issues, policies and legislation.

Frequent discussions are held with external clients who could be employers, lawyers or management consultants as well as individual employees or union representatives.

During legislative review projects, consultations are held with many industry associations and representatives regarding the appropriateness of provisions in the employment standards legislation.

Interacts with provincial and federal counterparts to exchange information and discuss common issues.

Participates on interdepartmental teams as necessary to assist in the co-ordination of efforts to develop successful initiatives for either the private or public sectors.

Policy interpretation is provided to telephone counselling staff, investigation officers and partnership staff.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Requirements:

- Completion of a University degree in a related field and considerable, related experience working with legislation, developing policy, providing technical advice, preparing reports and/or analyzing data.

Knowledge, Skills and Abilities:

- Ability to understand, interpret and apply complex workplace legislation.
- Thorough understanding of employment standards legislation and its application to the workplace.
- Ability to understand the principles and processes underlying the development of employment standards legislation and policy.
- Ability to understand process for issuance of permits and variances and their application to and impact on their respective industries.
- Familiar with related legislation such as Labour Relations Code, Public Service Employee Relations Act, Canada Labour Code and human rights legislation.
- Ability to learn and apply investigative skills, techniques and processes related to employment standards investigations.
- Ability to understand employment standards policy, procedure and guidelines for application to the workplace, along with the ability to identify policy concerns and initiate review/change of policy.
- Ability to effectively access and use data from a variety of national and international sources such as Statistics Canada and the ILO.
- Ability to research and analyze information from different sources/jurisdictions in order to make cross-jurisdictional comparisons.
- Strong skills in the following areas: written and verbal communication, interpersonal, conducting effective meetings, mediation, organization, facilitation and team building.
- Familiarity with the use of computers and competent in job-related application programs such as MS Word, Excel and PowerPoint.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Provide advice and technical expertise to the Minister, Deputy Minister and Assistant Deputy Minister and other senior government officials within the department and government with respect to employment standards issues, policies and legislation.

Provides policy interpretation and technical advice to employment standards counselling staff and investigation officers.

Engages in discussions with external clients such as employers, lawyers, management consultants, individual employees and union representatives regarding employment standards legislation, policies and procedures.

Participates in consultations with a variety of industry associations and other stakeholder groups during legislative review projects.

May participate on interdepartmental committees on various initiatives.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS14

Identification Section

Working Title: Senior Sport Consultant
Department: Culture and Tourism
Division, Sport and Recreation Division, Sport
Branch/Unit: Development Branch
Reports To: Director, Sport Development Branch, Senior Manager I
Levels to D.M.: 3
Job Description: [024PS14](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

The Senior Sport Consultant leads the planning, development, delivery, evaluation and management of program responsibilities pertaining to Albertans' involvement in sport. This is achieved through representing Alberta in the areas of interprovincial/federal relations in sport, providing support for underrepresented groups, managing initiatives leading up to and during Olympic and Paralympic Games, managing grant programs, leading coaching development and volunteer educational programs, and consulting on organizational development with provincial associations and community groups. The Senior Sport Consultant also acts as a mentor for Sport Consultants in assigned areas.

Comments on Evaluation

Knowledge:

Content:

- **E+:** This Senior Sport Consultant requires specialized knowledge in sports management principles and practices and includes a thorough knowledge of the concepts of business planning, strategic planning, policy planning, project planning, volunteer management, as well as the policies and practices surrounding board and volunteer liability. Requires a

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Classification: Public



thorough understanding of the policies and procedures of branch and department programs, as well as the legislation and regulations of the Alberta Sport, Recreation, Parks and Wildlife Foundation. The push (+) on the E recognizes the breadth of knowledge that is required within the specialty area of sport management. Broad knowledge in a number of functionally diverse areas (strategic planning, marketing, volunteer management) must be applied, as well as specialist knowledge in sports management.

Complexity and Diversity:

- **38%:** This position provides a wide variety of services including advice to provincial and community volunteer organizations in areas such as personnel management of staff and volunteers, financial accountability, board governance, sport technical issues, marketing athlete care and comfort, education and training and policy development. The Senior Sports Consultant also collaborates with inter-provincial colleagues regarding issues management and policy development. The consultant must therefore have a strong awareness of how their work affects various organizations, at multiple levels, as well as the branch and department.

Human Relations Skills:

- **2:** The position uses a high level of interpersonal skills in working with officials from other government departments (federal, provincial/territorial, municipal), educational institutions, volunteer and private organizations, media, and/or host communities awarded provincial, national and international sporting events. Diplomacy is required with clients, the media, public, and political leaders regarding written and verbal communication in areas that are sensitive or political in nature. The position often has leadership/supervisory responsibilities for young athletes and volunteer coaches traveling inter-provincially and internationally for extended periods of time. The consultant supervises and evaluates the performance of staff and volunteers in their functions as related to tasks performed. Superior persuasion and influencing skills are required in order to provide consultative advice on important organizational issues such as personnel management of staff and volunteers, financial accountability, board governance, sport technical issues, marketing athlete care and comfort, education and training and policy development.

Creativity/Problem Solving:

38%: With the objective of attaining a coordinated development of effective policies that support the development of sport at a community, provincial, and national level, the position must analyze complex, multi-level issues in order to develop integrated policy recommendations for approval by the department and the Alberta Sport, Recreation, Parks and Wildlife Foundation's Board of Directors. The position is also tasked with multiple assignments requiring the ability to provide advice and leadership to a wide variety of organizations, leaders, athletes and within various working environments including large and small teams, inter-sector partnerships and committees, and as team leaders and as team members. The position's tasks have varying timelines and pressures, and time management, and the ability to make quick and thoughtful recommendations, is a significant factor.

The position requires the analysis and evaluation of current programming and the development and implementation of new programs.

□ **Responsibility:**

B: The position has project management responsibilities for assigned areas of sport development programs. The Senior Sport Consultant works in a structured rotation of responsibilities and fills a mentor role for colleagues working in their former areas of responsibility. Overall, this position strikes a balance between development and implementation, and acts in an advisory consultative role.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS14

Identification Section

Working Title:	Senior Sport Consultant
Department:	Culture and Tourism
Division, Branch/Unit:	Sport and Recreation Division, Sport Development Branch
Reports To:	Director, Sport Development Branch, Senior Manager I
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Senior Sport Consultant leads the planning, development, delivery, evaluation and coordination of assigned program responsibilities pertaining to Albertans' involvement in sport. This is achieved through leadership in the areas of interprovincial and provincial games, coaching development, international sport exchanges, educational programs, interprovincial/federal relations in sport, providing support for underrepresented groups, managing grant programs, leading coaching development and volunteer educational programs, funding and consulting on organizational and/or sport development to provincial associations and community groups. The Senior Sport Consultant also acts as a mentor for Sport Consultants in assigned areas. The mission and goals of the Sport and Recreation Division and the Alberta Sport, Recreation, Parks and Wildlife Foundation business plans guide the position's activities. The incumbent uses a high level of interpersonal and organizational skills in working with officials from other government departments (federal, provincial/territorial and municipal), local, provincial, national and international sport organizations, agencies and service clubs, educational institutions, the private sector, media, and host communities awarded provincial, national and international sporting events.

The Senior Sport Consultant works and specializes in one of two branches within the Sport and Recreation Division: The International and Interprovincial Sport Branch or the Sport Development Branch. Although each Senior Sport Consultant provides the same core services to

clients and the Ministry and Foundation, their areas of expertise/specialty vary according to the following breakdown:

Interprovincial and International Sport Branch

Grant Administration

- Team training and selection grants
- International Sport Exchange grants
- Alberta Sport Development Centres operating grant

Program Delivery Areas:

Interprovincial Games in which Alberta participates (Canada Games, Western Canada Games, Arctic Games).

- Ensures the games are conducted in a fair and equitable manner and according to the policies and procedures of the governing authority (i.e. Arctic Winter Games International Committee, Canada Games Council, and Western Canada Games Council).
- The incumbent is ultimately responsible for the overall coordination of the team representing Alberta including team eligibility, financial accountability, personnel management, conflict resolution and working in a team environment.

International Exchange Program

- Contributes to and ensures the integrity of the agreements between the Foundation and the host countries.

Sport Development Branch

Grant Administration

- Development Initiatives grant
- Provincial Association Development Grant
- Sport Participation grants
- High Performance athlete and coach grants
- Coaching initiatives grant

Program Delivery Areas:

Provincial Sport Associations (e.g. Hockey Alberta, Swim Alberta, etc.).

- Builds capacity within these organizations in the areas of athlete development, technical development, organizational development and leadership development.
- Reviews and makes recommendations for improving programming.

Coaching Programs

- Works with other provincial/territorial coaching coordinators, the Coaching Association of Canada and the National Coaching Certification Council to develop and implement policies regarding coaching in Canada.
- Coordinates the delivery of courses of the National Coaching Certification Program, including

- Is ultimately responsible for the success of the exchange, including issues management and liaison with foreign government officials.

training and coordination of course conductors.

Federal Provincial Relations

Regional Sport Development Centres

- Providing consultation and advice in the areas of policy development, programming and training of staff.

- Works with Federal government to develop, implement and evaluate bilateral agreements designed to achieve specific sport development targets.
- Represents province on working groups aimed at specific initiatives developed at the F-P/T Ministers level.

NOTE: *The position is responsible for various projects, such as Provincial Association Funding Coordinator, F-P/T Policy Coordinator, Federal-Provincial Bilateral Coordinator, Chef de Mission, International Exchange Coordinator, Provincial Games Coordinator or Coaching Coordinator on a rotating basis to facilitate employee growth and to acquire expertise in various areas.*

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Within Foundation guidelines, ensures athletes and sport organizations within the Province of Alberta have the opportunity to access and benefit from funding made available by the Alberta Sport, Recreation, Parks and Wildlife Foundation and that grant guidelines are followed responsibly.**

Activities:

- Reviews grant applications and business plans from sport and recreation organizations and provides advice and guidance to clients to maximize the merit of applications.
- Based on guidelines and expectations as set out by the Alberta Government and the Alberta Sport, Recreation, Parks and Wildlife Act, provides recommendations to the committees and the Board of Directors of the Foundation for funding approval.
- Processes results of review committee decisions including reports, letters and requests for grant payments.

- Exercises considerable independent decision-making in determining the various needs and is responsible for grant allocations, including the monitoring of the budget, within specific programs.
- Conducts thorough audit reviews with clients receiving grant funding to ensure that expenditures reflect their intended purposes.

2. Within Foundation and Division goals, ensures the integrity of Foundation programming and sport organizations' effectiveness in order to foster a successful and thriving environment for sport in Alberta.

Activities:

- Provides advice to host communities and Provincial Sport Associations' volunteers and staff in issues dealing with personnel management, financial accountability, board governance, sport technical issues, marketing, athlete care and comfort and special events.
- Conducts client-centered evaluations of existing programs and develops strategies and provides advice for the future direction of those programs and events.
- Works with the provincial sport associations and host communities to ensure that rules and policies are developed in a fair manner and adhered to during major sporting events.

3. Provides educational services and information to athletes, sport organizations and the public, within Foundation and Divisional goals, to ensure Alberta athletes and sport organizations have the resources they require to succeed and to disseminate information about Foundation programming.

Activities:

- Responds to client and public inquiries and provides information in order to communicate the purpose and guidelines of Foundation grants and Foundation programming.
- Provides educational opportunities and information in response to issues within the sport development system in Alberta.
- Provides background and recommended responses on behalf of senior management within the Ministry and elected government officials.

4. Facilitates the further development of sport in Alberta by analyzing current and emerging issues and developing policy recommendations for approval by the board of directors for the Alberta Sport, Recreation, Parks and Wildlife Foundation and senior officials within Alberta Tourism, Parks and Recreation.

Activities:

- Designs guidelines and policies for programs and their operation for approval by senior management within Alberta Tourism, Parks and Recreation and the Alberta Sport, Recreation, Parks and Wildlife Foundation Board of Directors.
- Participates in discussions and prepares briefing documents and policy recommendations for senior and elected officials leading up to meetings of Federal-Provincial/Territorial Ministers responsible for Sport, Physical Activity and Recreation.
- Participates in inter/intra departmental committees to facilitate ongoing business planning and policy development to reflect the changing work environment.

5. Contributes to the development of a collaborative and informed sport community by developing partnerships and participating in projects and committees with other governments, departments, boards and agencies and/or with private sector organizations.

Activities:

- Provides facilitation, consultation and guidance to groups in a liaison role and other major delivery agencies such as other government departments (federal, provincial/territorial and municipal), local, provincial, national and international sport organizations, agencies and service clubs, educational institutions, the private sector, media, and host communities.
- Provides a coordination link and technical assistance between Alberta Tourism, Parks and Recreation, the Alberta Sport, Recreation, Parks and Wildlife Foundation and delivery agencies funded or contracted to implement sport programs and services to Albertans.
- Provides a provincial perspective gained through extensive knowledge on the Alberta sport system to local, provincial and national committees and task forces related to the development of programs and services for clients.
- Represents the Department at national meetings bringing forth Alberta's position on a wide range of national and interprovincial/territorial committees and working groups.

6. Demonstrates leadership and accountability to foster learning within the workplace.

Activities:

- Mentors and guides junior professional colleagues in their roles.
- Exercises fiscal responsibility and utilizes their knowledge of the necessary financial operation policies in operating within their allocated program budget.

NOTE: *The position is responsible for various projects, such as Provincial Association Funding Coordinator, F-P/T Policy Coordinator, Federal-Provincial Bilateral Coordinator, Chef de Mission, International Exchange Coordinator, Provincial Games Coordinator or*

Coaching Coordinator on a rotating basis to facilitate employee growth and to acquire expertise in various areas.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Senior Sport Consultant provides a wide range of services such as sport technical expertise, promotion, conflict resolution and guidance to provincial sport associations, sport clubs, municipalities, educational institutions, governments, departments, as well as groups and individuals concerned with sport development. The position requires an in-depth knowledge and understanding of community, provincial, national and international trends in sport development activities and opportunities. The senior consultant must be able to work effectively and efficiently on several diverse and complex tasks, varying in length from one day to several years before completion. The position must be able to critically evaluate problems and existing programming and provide effective solutions and constructive advice on a regular basis.

The position develops and implements province-wide strategies for sport development that impact many different stakeholders. Some examples include:

- Review more than 1,200 new grant applications from local groups throughout the Province each year and administers a Development Initiatives Program budget of \$700,000 each year. Attend and facilitate volunteer review committee meetings at nine locations throughout the Province within a three week period three times each year.
- Coordinate the delivery of approximately 200 theory I, II, III courses of the National Coaching Certification Program with an estimated attendance of over 3,000 participants throughout the province annually. Responsible for the training and coordination of 78 active theory course conductors. Act as the Chairperson for the Theory Master Course Conductors, the Coaching Advisory Committee and is the provincial representative on national coaching committees and task forces.
- Work with 103 provincial sport and recreation associations to administer an \$8 million grant program. These associations provide programs and services to over 1.2 million Albertans each year.
- Work with the 80 provincial sport associations in the areas of athlete development, technical development and leadership development.
- Coordinate Canada Summer and Winter Games participation which includes approximately 375 participants per games. The selection process hosted by the provincial sport associations includes upwards of 1,500 athletes throughout the province per games. Administer Team Alberta functions leading up to and during the Games, including working with other government departments, provincial/territorial counterparts from across Canada and the Canada Games Council.

- Coordinate Western Canada Summer Games participation including approximately 400 participants per games. The selection process hosted by the provincial sport associations includes upwards of 1,500 athletes throughout the province per games. Administer Team Alberta functions leading up to and during the Games, including working with other government departments, provincial/territorial counterparts from Western Canada and the Western Canada Summer Games Council.
- Coordinate Arctic Winter Games participation including approximately 250 participants per games. The selection process hosted by the provincial sport associations includes upwards of 1,000 athletes North of the 55th parallel. Administer Team Alberta North functions leading up to and during the Games, including working with other government departments, provincial/territorial and international counterparts from the circumpolar region and the Arctic Winter Games International Committee.
- The coordination of the interprovincial games also involves parents, technical officials, volunteers and administrative support dedicated to the Games. Games partnerships are also facilitated and developed with equipment and clothing suppliers, corporate sponsors, media (print, radio and television) and other sport agencies.

The incumbent acts with a high degree of independence, but is directly responsible to the appropriate Branch Director for major program initiatives and budget expenditures. The mission and goals of the Sport and Recreation Division and the Alberta Sport, Recreation, Parks and Wildlife Foundation business plans guide the position's activities. The Senior Sport Consultant is required to exercise considerable judgement and flexibility in discharging the assigned duties and working with a diverse range of agencies, individuals and issues. At the various provincial and interprovincial games as well as while working with the international sport exchange, the incumbent is responsible for the operation of the program.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- University graduation in physical education, recreation or a program with a focus on sports administration with a minimum of 5 to 8 years experience in the area of sport administration.
- In-depth knowledge and understanding of community, provincial, national and international trends in sport development activities and opportunities.
- A sound understanding of policies and procedures of the Alberta Government, Alberta Tourism, Parks and Recreation and the Alberta Sport, Recreation, Parks and Wildlife Foundation.
- Understanding of the role of public support (tax based and lottery based) for sport and private support for sport and the ability to work with both systems of funding.

- Knowledge of the Societies Act and the not for profit portion of the Companies Act.
- Knowledge of information and policies surrounding the Freedom of Information and Protection of Privacy Act and the Public Information Privacy Act.
- Knowledge of the Alberta Sport, Recreation, Parks and Wildlife Foundation Act.
- Working knowledge of policies and practices surrounding board and volunteer liability.
- Experience with and knowledge of business planning, strategic planning, policy planning and project planning. The ability to coordinate small and large scale events is also required.
- The position requires strong interpersonal and communication skills including high level business writing, presentation, facilitation and mediation.
- Advanced human relations skills to deal with a wide variety of clients, attitudes and sensitive situations.
- Working knowledge of protocol guidelines involving senior government officials (municipal, provincial, federal and international) and other dignitaries.
- The position is required to act with initiative and independence. The ability to work in a team environment, either as a member or a leader, is necessary.
- Excellent analytical and organizational skills, working knowledge of computer applications, and strong awareness of the political sensitivities of government.
- Extensive leadership skills to build, motivate and direct a wide variety of individuals in a team environment.
- Excellent analytical and organizational skills, working knowledge of computer applications and strong awareness of the political sensitivities of government.
- A strong ability to work on several diverse and complex tasks of varying length, from one day turnaround to several years prior to completion, effectively and efficiently.
- A desire to keep abreast of developments in the field of sport development and administration through both personal initiative and employer-supported learning opportunities.
- A valid driver's license.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Provincial sport association presidents and staff on matters related to all program areas of the Alberta Sport, Recreation, Parks and Wildlife Foundation.

Multi sport Games host societies at a provincial, interprovincial and international level.

Board of Directors of the Alberta Sport, Recreation, Parks and Wildlife Foundation to provide recommendations on the eligibility of grant recipients.

Senior management of Alberta Tourism, Parks and Recreation – to keep updated on issues and developments within assigned program area; to provide recommendations on issues management and program/policy development.

Sport Consultants – to provide guidance and advice to the more junior level of consultant in carrying out their duties.

Provincial/territorial coaching coordinators, the Coaching Association of Canada and the National Coaching Certification Council – to provide guidance in developing training materials and to provide “Train-the-Trainer” sessions.

Other governments (provincial/national) and departments – to work collaboratively in areas of mutual interest

Educational institutions, boards and agencies, private sector organizations – to provide advice and guidance in sport development

Media with respect to promoting the programs of the Foundation and ministry while on location at the various sites of the Games.

General public in response to enquiries regarding various programs and services.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Although this position does not have any formal supervisory reporting relationships with subordinates within the GOA, it has many supervisory and leadership duties with staff and volunteers during major sporting events. The position must identify the personnel needs for Alberta’s participation in provincial and interprovincial games and coordinate their roles and responsibilities, provide direction in the selection of volunteer committee members and coordinate their activities, and appraise the performance of staff and volunteers in their functions as related to tasks performed. The position is also responsible for the safe participation of volunteers, athletes and coaches at provincial games, interprovincial games and international exchanges, it supervises and facilitates the participation of Alberta delegates in regards to international exchanges, and participates in the interviewing and selection of volunteers, mission staff and/or potential practicum students.

The Senior Sport Consultant is also responsible for providing mentorship and leadership to Sport Consultants within assigned areas.

Last Review / Update: 2016-03-11

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Subsidiary 2

Benchmark Evaluation - 024PS58

Identification Section

Working Title: Communications Advisor
Department: Communications and Public Engagement
Division, Strategic Communications/Ministry
Branch/Unit: Communications Branch
Reports To: Assistant Director, Communications Branch
Levels to D.M.: 4
Job Description: [024PS58](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Charts](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

The Communications Advisor works closely with the Assistant Director, Communications or Director, Communications and is responsible for providing senior professional communications counsel to the department in keeping with branch, client ministry and Public Affairs Bureau business plans. Senior Communications Advisors work with a large degree of independence providing total information development and dissemination to a division or a number of branches of a ministry. This is the advanced level of communications work.

Comments on Evaluation

Knowledge:

Content:

- **E+:** The position requires in-depth knowledge of communications planning, web communications, media relations and issues management techniques. The position requires

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an extensive knowledge of writing (including Canadian Press Style Guides), other stylistics, editing and research techniques. Position also requires knowledge of public consultation/engagement processes and techniques to provide advice and communications support on the consultation process and to recommend appropriate tools. Knowledge of advertising design, placement, GoA advertising policy, GoA communications policy and GoA website standards. An understanding of graphic services and print production techniques is also required. The position must understand the core operations of the assigned program areas in order to prepare communications plans and provide communications consulting services. The position uses media relations effectively and strategically to support major communications activities. The push (+) on the E recognizes the depth and breadth of communications and core operations and program areas knowledge applied.

Complexity and Diversity:

- **I:** The position must conceptually integrate managerial requirements in order to provide appropriate counsel and advice to clients. The position works with a large degree of independence providing total information development and dissemination to a division or to a number of branches within a ministry. Communications support and counsel can take on a departmental wide scope.

Human Relations Skills:

- **2:** The position requires well-developed skills to persuade and influence behavior or change an opinion when consulting with clients, the public and the media on contentious issues.

Creativity/Problem Solving:

38%: Work is performed within set communications policies and procedures, but the position has the authority to identify, define and analyze alternative courses of action. Develops and implements communications programs for assigned client areas on a province wide basis.

Responsibility:

B: The position provides an advisory and consultative role to clients on communications activities. A variety of communications materials are developed for clients.

Last Reviewed: November, 2009

Last Review / Update: 2017-12-12

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Subsidiary 2 Benchmark Job Description - 024PS58

Identification Section

Working Title:	Communications Advisor
Department:	Communications and Public Engagement
Division, Branch/Unit:	Strategic Communications/Ministry Communications Branch
Reports To:	Assistant Director, Communications Branch
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Communications Advisor works closely with the Assistant Director, Communications or Director, Communications and is responsible for providing senior professional communications counsel to the department in keeping with branch, client ministry and Public Affairs Bureau business plans. The Communications Advisor works with a large degree of independence providing total information development and dissemination to a division or a number of branches of a ministry. This is the advanced level of communications work.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Provides strategic communications counsel and professional communications support to senior management and assigned program areas, based on the branch business plan, to support the ministry.**

Activities:

- Develops, implements and monitors communication strategies for internal and external audiences.
- Provides strategic communications planning and consulting.
- Creates and implements e-communications strategies.
- Participates in cross-department and ministry communication committees as needed.

2. **Provides effective, pro-active issues management support through the Director, Communications to the Minister, Premier's office, and senior department staff in accordance with the branch and Ministry business plan.**

Activities:

- Identifies and monitors emerging issues.
- Develops effective and timely strategies and key messages to proactively address and deal with issues.

3. **Uses media relations effectively and strategically to support major communication activities in accordance with the department's media relations policy.**

Activities:

- Proactively monitors and analyzes media coverage.
- Coordinates technical briefing and information to respond to media inquiries.
- Writes, coordinates and distributes news releases, information bulletins and media information.
- Arranges news conferences and media availabilities, coordinates media interviews.
- Acts as department spokesperson on variety of topics including contentious or sensitive issues.
- Acts as media trainer/support for technical experts in the department.
- Proactively profiles department programs and initiatives through media relations efforts.
- Adheres to government/Ministry processes and standards.

4. **Provides strategic writing support of very complex and/or sensitive information materials for internal and external audiences.**

Activities:

- Plans, coordinates, writes and edits news releases, information bulletins, media notices, letters, briefings, brochures, reports, speeches, presentations, newsletters and other publications.
- Develops content for the web (intranet and internet), monitors web trends and opportunities (i.e. social media) and provides communications counsel to clients in using the web effectively as a communications tool.
- Ensures all materials are written in plain language and are effective and audience/medium appropriate.
- Ensures materials targeted to the media are written in Canadian Press (CP) style.

5. Supports the department's public consultation initiatives.

Activities:

- Provides communications counsel and advice on the consultation process.
- Provides strategic planning advice on tools for public consultation.
- Keeps abreast of new techniques for public engagement and government standards.
- Serves as contact to other government resources to provide up-to-date knowledge of issues.
- Coordinates and provides communications support throughout the consultation process.

6. Co-ordinates graphic design and promotional material production as required ensuring government guidelines and standards are met.

Activities:

- Provides design and production advice and counsel.
- Coordinates production with contract staff, suppliers and advertising agencies directly and through Public Affairs Bureau (PAB).
- Ensures timely quality products within budget.

7. Responsible for event management for both internal and external events.

Activities:

- Manages project, timelines, strategy, budget and evaluation.
- Organizes logistics, including venue, presentation materials, multimedia, collateral materials, catering services and media relations.
- Acts as a resource for junior communications staff involved in event management.

8. Provides functional supervision to staff and project positions within the branch as required.

Activities:

- Provides guidance and acts as a coach/mentor to junior communications staff and students.
- Provides guidance to administrative staff, along with input on assessment as required.
- Provides input into staffing needs and requirements.
- Serves as coordinator and lead on key projects and assignments.
- Serves as Acting Assistant or Acting Director, Communications.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Contributes to the success of the department's communication with primary clients and key audiences.
- Communications support for issues impact the Premier, Minister, Deputy Minister, MLAs and staff.
- Supports cross-government initiatives and cross-sector initiatives.
- Supports the branch, ministry and PAB business plan.
- Provides communication consultation for both short and long term on-going functions and initiatives.
- Acts as team leader, project supervisor or coordinator directing the work of others in ensuring the proper implementation of communications programs or projects.
- Works closely with the Assistant Director, Communications and Director, Communications and senior department staff

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Indepth knowledge of communications planning and issues management techniques.
- Media relations skills.
- Knowledge of communications role in arranging news conferences and media availabilities.
- Knowledge and understanding of the web as a communications medium.
- Issues management skills.
- Critical thinking and problem solving skills.
- Strong research, writing and editing skills.
- Knowledge of Canadian Press style guides.
- Knowledge of Minister's style guide for correspondence.
- Advanced consulting skills.
- Creativity.
- Project management skills.
- Coaching skills.
- Knowledge of public consultation/engagement processes and techniques.
- Knowledge of advertising design, placement and GoA advertising policy, GoA Communications Policy and GoA Website Standards.
- Understanding of graphic design and print production techniques.
- Knowledge of Government of Alberta visual identity guidelines.
- Operating knowledge of information and communications technology and electronic production.
- Computer skills.
- Strong interpersonal skills.
- Organizational skills.
- Ability to work as team player with minimal supervision.
- Knowledge of how government works (bills, orders in council, standing policy committees etc.)
- Knowledge of department and PAB policies and procedures, regulations, legislation and core business.
- Knowledge of Freedom of Information and Protection of Privacy (FOIP) legislation and other related policies and procedures.
- Degree or diploma in public relations, communications, journalism or a related discipline.

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position spends a considerable amount of time in contact with division clients, including Assistant Deputy Ministers, to provide services and request information. Contact may also take place with Deputy Ministers and Minister's Office staff to provide guidance on issues and

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events. This position will also interact with other communications staff, including Directors, Assistant Directors and other PAB staff to discuss plans and projects. This position will also be required to provide advice and direction to less-senior Communication Advisors. There is frequent contact with members of the media to respond to basic questions and handling issues. This position may direct outside vendors for events or production of communications materials.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2017-12-12

Subsidiary 2

Benchmark Evaluation - 024PS60

Identification Section

Working Title: Senior Planning Officer
Department: Advanced Education
Division, Community, Learner and Industry Training,
Branch/Unit: Apprenticeship and Industry Training / Board Planning and Support
Reports To: Sr. Manager, Board Planning and Support (Band 2, Zone 1)
Levels to D.M.: 5
Job Description: [024PS60](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

Apprenticeship & Industry Training (AIT) programs and services are dedicated to developing the province's highly skilled workforce through a system that is responsive, accessible and affordable to all Albertans. This position performs varied and complex functions involving planning, research, and communication, which contribute to the coordination and implementations of strategic plans within the Board, and the Division/Department. Through leading and coordination of major projects and surveys, this position contributes directly to the effective liaison between the Board, the division and the Ministry. This position contributes directly to the ongoing development of policies, programs and operational procedures to meet current and developing needs of industry, the Board and the Division/Department. There are three senior planning officers in this unit.

Comments on Evaluation

- Knowledge:**

Content:

- **E+:** As support to the Board Secretariat, this position requires substantial understanding of policy development, public consultation and strategic planning. Responsibilities include professional research work requiring university graduation in a related area. Incumbents are

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fully seasoned practitioners with a broad application of theoretical and experiential knowledge required for the area of research methodologies, data analysis, policy development, and documenting of alternatives/recommendations and presenting findings to senior management and the Board. Must have a comprehensive understanding of the goals of the department and divisional objectives, AIT legislation and related regulations, industry needs and issues related to AIT programs and services (therefore the ability to determine what to research), and have significant expertise and experience in evaluation and project planning. The position requires a greater breadth of knowledge represented by the E+ rating than that of the E rating.

Complexity and Diversity:

- **I:** The position proactively identifies issues within the apprenticeship system and proposes resolutions to address these issues. The position is responsible for increasing awareness and facilitating communication among key stakeholder. The position provides advice to the Board and senior management, and consults and collaborates with colleagues and stakeholders to address any current and evolving needs of industry, the Board and the Division/Department. Diversity is apparent in this position due to the variety different tasks and duties the position undertakes as well as the wide range of clients this position is in contact with. This is encompassed within the Level I rating for Complexity and Diversity.

Human Relations Skills:

- **2:** The position is responsible for leading and coordinating major projects and is responsible for facilitating communication among key stakeholders. The position requires the skills to consult and persuade to bring opinions together for consensus, resulting in a Level 2 rating.

Creativity/Problem Solving:

38%: Creativity is required within this position to effectively analyze operational and strategic issues with respect to the apprenticeship system. This position is responsible for developing new procedures, and identifying and analyzing alternative courses of actions within a broadly defined environment. Resulting in a 38% for Creativity/Problem Solving as position must have a high degree of latitude to use their specialized knowledge to appropriately address issues of a political nature.

Responsibility:

B: The position acts as a consultant to the Board, is responsible for a balance of planning and policy analysis. The position is responsible for the coordination and implementation of strategic plans within AIT, and to assist and support their stakeholders by providing advice and consultation. This results in a B rating.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Subsidiary 2 Benchmark Job Description - 024PS60

Identification Section

Working Title:	Senior Planning Officer
Department:	Advanced Education
Division, Branch/Unit:	Community, Learner and Industry Training, Apprenticeship and Industry Training / Board Planning and Support
Reports To:	Sr. Manager, Board Planning and Support (Band 2, Zone 1)
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

AIT Board Planning and Support has leadership in four key areas of business. The four areas include: one, providing administrative and logistical support to the Apprenticeship and Industry Training Board (AIT Board), its members, standing committees and the apprentice and industry training network; two, providing a strategic research, policy, planning services; three, providing promotions services; and four, managing the apprenticeship scholarship program. The branch also acts as a liaison between local and provincial apprenticeship committees and the Board, the Ministry, the Community, Learner & Industry Connections Division (CLIC) and the Apprenticeship and Industry Training Sector (AIT).

Reporting to the Senior Manager, Research and Board Support and the Director, Board Planning and Support, is responsible to:

- Provide policy and planning advice, professional expertise and information support to the AIT Board, the Ministry, the CLIC division, and the AIT sector.
- Lead, participate and contribute to projects that impact significantly on the direction and operation of the apprenticeship and industry training system in Alberta.
- Serve as secretary to standing and ad hoc committees of the AAIT Board.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Provide strategic policy and planning advice, professional expertise and information support to the AIT Board, the Ministry, CLIC division, and AIT sector.**

Activities:

- Identify, evaluate and research complex and sensitive policy issues that impact on the apprenticeship and industry training system and develop briefings, presentations, reports, information materials and presentations, some of which include recommendations for consideration, for the AAITB and senior and executive management within the sector, division and the Ministry.
- In consultation with the AIT Board develop, plan and report on the AAIT Board's strategic and business plans and annual report.
- Participate in and contribute to the Ministry, CLIC division and AIT sector's strategic, business and operational plans.
- Contribute performance measurement advice and data in support of the Ministry's annual report.
- Prepare communication and information materials on the apprenticeship and industry training system for the AAIT Board, the Ministry and ministry officials such as speeches, briefs, presentations, publications and reports.
- Provide liaison support and services between the local and provincial apprenticeship committees, the AIT Board and officials within the Ministry.
- Compile, research, develop and write speeches, issues papers, briefing papers, presentations, statistical reports and correspondence for the Board, the Board Chair, the Minister, and senior and executive officials within the Ministry.
- Lead, participate and contribute to the reporting of results of research projects conducted within the sector, division, Ministry, pan-Canadian, or industry trade associations to the AAITB and senior and executive management. This can include the development and presentation of recommendations for consideration.
- Prepare ministerial and executive responses to Action Requests.

2. **Lead, participate and contribute to projects that impact significantly on the direction and operation of the apprenticeship and industry training system in Alberta.**

Activities:

- Working with the AAIT Board and senior management within the ministry lead, participate and contribute to survey research projects which monitor, analyze and

evaluate the operation of the apprenticeship and industry training system. This includes: defining the project scope, terms of reference and research methodology; defining and preparing the data sampling framework; defining and coordinating budgets; determining staff requirements (division and sector staff as well as external consultants); analyzing research results; and preparing briefings, information materials, and presentations.

- Develop and implement research mechanisms to measure, analyze and report on Key Performance Indicators (KPIs) for the apprenticeship and industry training system.
- Lead, participate and contribute to research projects conducted within the Ministry, division, and sector, ministry, or industry trade associations. This can include the development of policy papers, statistical surveys, economic forecasting and modeling, focus group consultations, stakeholder and public consultations.
- Lead, participate and contribute to the planning and delivery of workshops, conferences, meetings and events sponsored by the AIT Board, Ministry, division, and sector or industry stakeholders.

3. **Serve as secretary to standing and ad hoc committees of the AIT Board.**

Activities:

- Work with committee Chairs, Board members, senior and executive management within the division and sector to schedule, coordinate and conduct standing or ad hoc committee meetings.
- Lead or coordinate the development and preparation of committee meeting packages such as agendas, briefings, reports, presentations, legislative and regulatory amendments.
- Prepare, distribute and finalize committee meeting minutes and reports.
- Work with senior and executive management to communicate, coordinate and facilitate responses to committee requests and to implement committee direction or decision. This involves engaging and coordinating staff within the Ministry, division, sector, or external stakeholders.
- Attend meetings to contribute planning, research, policy and technical expertise, advice and knowledge.
- Provide support and liaison between the committees, Ministry, division, and sector to facilitate effective and efficient communication and alignment of activities.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Board Planning and Support Branch is a fast-paced, high-volume service provider to a broad range of Apprenticeship and Industry Training clients and stakeholders, most notably the AIT Board, its standing committees and local and provincial apprenticeship committees.

Working within the branch, the Senior Planning Officer contributes directly to decisions and initiatives undertaken by the AAIT Board by providing expert policy research, data analysis and recommendations. This position also facilitates requisite liaison and communication amongst the Board and senior ministerial officials.

Primary stakeholders impacted include:

- The Apprenticeship and Industry Training Board
- Standing and ad-hoc committees of the Apprenticeship and Industry Training Board
- Industry
- Senior Sector/Division/Ministry management
- Apprentices and journeypeople within the apprenticeship and industry training system

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- In-depth knowledge of planning and research theories, techniques and practices, including advanced analytical and research skills
- Knowledge of the apprenticeship and industry training system in Alberta, including the issues related to apprenticeship and industry training programs and services
- Knowledge of operations and policies within the AIT sector
- Knowledge of the Apprenticeship and Industry Training Act and regulations
- Knowledge of AAITB, its standing committees, the Industry Committee Network and their associated policies, procedures, and operations
- Ability to identify and appropriately address issues of a political nature
- Strong interpersonal skills and the ability to consult, coordinate and collaborate with a broad range of decision-makers in a positive and constructive manner
- In-depth knowledge of Ministry computing systems and software (Microsoft Office, Page Maker, PowerPoint, SPSS and Internet applications) and computerized data analysis
- Project management and leadership skills
- Organization and time management skills
- Advanced written and oral communication and presentation skills

- Ability to think independently and creatively in identifying and synthesizing relevant information/data from varied sources, while also contributing and participating effectively as a member of a team

Contacts

(Main contacts of this position and the purpose of those contacts.)

Key internal contacts are:

- Senior Manager, Research and Board Support, the Director, Board Planning Support – joint work, collegial, policy development, work flow, resources and consultation. Policy discussions regarding important, sensitive or precedent making situations
- Executive Director of AIT and the Assistant Deputy Minister of CLIC – information and advice on important policy and operational matters
- Managers and staff from other divisions – consultation and provision of advice on apprenticeship and industry training matters

Key external contacts are with:

- Apprenticeship & Industry Training Board – provision of service, support and advice in planning, policy and operational areas
- Board Chair – regarding strategic planning and the nomination and selection of new members
- Presiding Officers and members of Provincial Apprenticeship Committees – consultation and provision of advice/services in respect to Board or Ministry plans or directions to help make the system more effective
- Other Ministries – consultation and advice on apprenticeship and industry training matters
- Industry – consultation and advice on important and significant apprenticeship and industry training matters that concern either the Board or Ministry

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 2

Benchmark Evaluation - 024PS61

Identification Section

Working Title: Senior Accommodation Planner
Department: Infrastructure
Division, Properties Division, Property Development,
Branch/Unit: Central Region
Reports To: Manager, Planning
Levels to D.M.: 5
Job Description: [024PS61](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

This position is the single point of contact for a portfolio of ministries, boards and/or agencies with accommodation issues. It ensures that appropriate physical work space is planned for and provided to its client portfolio. It addresses accommodation needs of departments, boards, and agencies, ranging from departmental standards, budget processes, functional program requirements and business plan objectives. Accommodation needs are diverse, and include fish hatcheries, food processing centers, warehouses, laboratories, clinics, and office space. The position meets with client representatives, reviews the impacts of accommodations, inspects buildings to ensure space is functional, secure, and appropriate for the type of business being conducted, and develops innovative solutions to meet client needs. The position also conducts cost analyses of accommodation requests to identify funding sources and budget implications. It prepares funding requests and provides recommendations for projects that range from a few thousand to several million dollars in value. The position manages multiple requests at any given time, involving the right resources, and ensuring that the approved guidelines and signing authorities approve budgets and scope of work. The position also works to build partnerships and joint initiatives with other government jurisdictions in the interests of using government space most effectively.

Comments on Evaluation

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□ **Knowledge:**

Content:

- **E+:** The breadth of knowledge required is the main factor for the E+ rating. A seasoned working knowledge of architecture or interior design is required to understand space and accommodations as well as be able to read and interpret technical drawings and specifications; this knowledge is required in order to develop, evaluate, and/or plan accommodation options, particularly as they relate to the long-term interests of the Government of Alberta and the Province's inventory of owned and leased space. The position must have an understanding of all government ministry mandates and objectives in order to appropriately address their accommodation needs. The political savvy required in the position to understand the relationships and dynamics that impact government departments and programs is an added knowledge factor that must be consistently acknowledged. The position regularly reviews and assesses the work of multiple consultants providing designs, drawings, functional studies, and business cases.

Complexity and Diversity:

- **I:** The position manages multiple accommodation projects at once, all varying in scope, client, and priority. It must integrate the needs of stakeholders to deliver an acceptable solution. Often the limited space creates conflicts between stakeholders, and this position needs an acute awareness of these issues in order to strategize and effectively coordinate its work and develop viable options.

Human Relations Skills:

- **2:** There are often conflicting needs for office space and resources, and this is compounded by the fact that there are multiple ministries and agencies vying for limited building space. The position regularly uses mediation and consensus-building skills to work through these conflicts. As a representative for accommodation standards for the Alberta Government, the position must have strong presentation skills.

□ **Creativity/Problem Solving:**

38%: The government-wide scope of the position's duties is a large factor contributing to the 38% rating. Accommodation planning is often proactive; the position needs to anticipate the needs for space and analyze how the actions of one ministry will impact another's. Space is extremely limited and budget restrictions on expanding or developing more space create a complicated challenge for the position to work within. There are standards and guidelines that must be followed, so precedents may exist in some cases.

□ **Responsibility:**

B: The position is a consultant for ministries to develop accommodation options and plan their execution. As a knowledgeable advisor on all matters pertaining to accommodation planning, it is

rated as a balanced profile. The position is not a C1 because although the “planning” component is emphasized (including in its working title) the focus of the job is not on research and analysis. A major part of the job is to generate plans reflecting scope, timelines, and budget of the projects, which are then implemented and managed by Project Managers.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 024PS61

Identification Section

Working Title:	Senior Accommodation Planner
Department:	Infrastructure
Division, Branch/Unit:	Properties Division, Property Development, Central Region
Reports To:	Manager, Planning
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Planning Manager, the Senior Accommodation Planner works closely with various cross-government departments, boards and agencies to address accommodation needs by applying knowledge of client and corporate departmental standards, policies, budget processes, functional program requirements and business plan objectives. This work involves considerable consultation with external client contacts and internal stakeholders to ensure that appropriate physical work space is planned for and provided to support client program delivery in accordance with client and corporate business plan objectives.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Consults with external clients and internal stakeholders to collect and disseminate information related to accommodation issues/needs in support of client and corporate**

business plan goals and objectives in order to ensure government programs are accommodated effectively.

Activities:

- Provide information and recommendations to 1) internal stakeholders (i.e. Leasing, Property Management, Technical Resources, Regional Planning) regarding client needs, program requirements and contacts, and 2) external clients (i.e. other government departments, boards and agencies) regarding the status of accommodation/project requests as well as corporate policies/procedures.
- Initiate and coordinate regular interaction (meetings, site visits) with external client representatives at all levels and internal stakeholders to discuss and resolve accommodation requests and issues.
- Review and provide feedback on existing and proposed client and corporate business plans, policies, processes, standards and procedures impacting accommodations.
- Conduct inspections in various buildings throughout the province to ensure client program delivery space is well utilized and functional as well as initiate solutions to address problems encountered on site.
- Identify the need for and initiate development of new and/or revised policy, standards, and processes (i.e. space standards, security standards, non-government user policy).

2. Develop and coordinate implementation of innovative accommodation solutions in support of client and corporate business plan objectives and recognizing budget limitations to maximize the efficient use of government-owned and leased space in a cost effective manner.

Activities:

- Identify potential opportunities to reduce government costs associated with accommodation through lease terminations, elimination of underutilized space, or creation of new partnerships between clients to ensure more effective use of space and resources.
- Review/analyze client requests submitted on an ongoing basis in order to address essential program needs while eliminating requests for unnecessary work or work that does not fall within acceptable corporate standards.
- Determine feasibility of proposed accommodation solutions by soliciting information and technical advice from other internal stakeholders.
- Negotiate/mediate to obtain consensus from external clients and internal stakeholders to support proposed accommodation solutions through resolution of conflicting needs.
- Research/prepare information for briefings and correspondence up to Ministerial level in order to address accommodation issues.

- 3. Conduct cost analyses of accommodation requests and solutions to determine budget implications and identify funding sources available within client/corporate budget limitations in order to expedite successful project implementation.**

Activities:

- Determine the scope of work required to satisfy an accommodation request (leasing, design, construction, moving, provision of furniture).
- Develop/coordinate preliminary total project cost budget estimates through use of cost quantifiers and in consultation with internal stakeholders (project managers, Technical Resources, and Cost Management personnel).
- Prepare -funding documentation and recommend approval for projects ranging from \$5,000 to several million dollars. Negotiate with various external and internal funding sources to ensure project funding is in place for implementation of accommodation requirements.
- Participate in development of the annual accommodations budgets for Property Development Branch through costing of client budget requests and reviewing the prioritization of all submitted budget requests.

- 4. Initiate the implementation of accommodation projects by providing detailed verbal and written instructions to various internal stakeholders that facilitate involvement of necessary resources. Implementation must follow approved departmental guidelines; procedures and signing authorities to ensure that specific client program needs are addressed through a project's approved scope of work and budget.**

Activities:

- Prepare project documentation to identify approved scope and timing of work, provide detailed instructions to internal stakeholders (leasing, project management, inventory) and obtain the client's formal approval of the proposed accommodation project.
- Facilitate problem resolution due to unforeseen changes in client/corporate requirements that impact the approved scope of work by consulting with internal stakeholders (regional planners, lease negotiators, project and property managers) in order to resolve issues and revise the scope to meet the new requirements.
- Initiate and develop lease renewal projects within acceptable timeframes so that sufficient time is available to maximize the potential for successful lease negotiations.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

As a central service to all government departments, recommendations are developed by this position to address government accommodation requirements.

Provides a single point of contact for assigned government departments, boards and agencies in dealing with day-to-day accommodation issues.

Consults with/advises internal stakeholders (regional planning, leasing, project management, parking coordination and inventory management) impacted by external client input and feedback regarding existing or new accommodation requirements and facilitates a team approach in order to address the client's requirements.

Foster partnerships and joint program initiatives with other government departments, boards and agencies as well as other government jurisdictions (municipal or federal) and non-government entities (community boards, funded and contracted agencies) through collaborative efforts related to accommodating joint uses in government space.

Interacts with client contacts and stakeholders on an ongoing basis to discuss program accommodation requirements across the province. This involves travel throughout the province to view the performance of various types of program space, such as office, clinic, warehouse, research and special space (i.e. fish hatchery, food processing centre).

Accommodations solutions developed and promoted by this position directly impact government-wide program delivery and overall Property Development, Leasing and Property Management budgets.

Initiates implementation of accommodation projects that cover a wide range of costs (from under \$5000 to over several million). Project management of accommodation projects is assumed and performed by Project Managers in the Property Development Branch.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Qualifications include a related university degree, such as Architecture or Interior Design, as well as related experience.

- Thorough understanding/awareness of government structure and initiatives in order to effectively communicate/represent/anticipate client program accommodation needs.
- Awareness of all government program accommodation initiatives, policies and requirements developed and maintained through consultation with other internal stakeholders.
- Knowledge of political relationships and changing dynamics impacting government departments and programs.
- Knowledge of technical aspects of accommodation (such as mechanical/electrical/structural limitations, construction terminology, project processes).
- Specific knowledge of government and departmental processes, standards, policies and procedures and resources regarding provision of accommodation.
- Well-developed analytical, decision-making, time management, front-end project planning/small project management, and group leadership skills. Strong interpersonal skills to facilitate team building through client and stakeholder interaction.
- Strong verbal and written communication skills to deal with different levels of government, contracted agency and non-government personnel and to draft Ministerial correspondence.
- Strong organizational skills to deal with a multitude of competing requests for attention and funding.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Project Managers, consultants, contractors, vendors, industry specialists for the purposes of monitoring, reviewing and consulting. Also works very closely with ministry clients on planning and needs identification. .

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position has no supervisory responsibilities, but may mentor a Junior Planner in the unit (Program Services 2).

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 024PS62

Identification Section

Working Title: Workforce Analyst
Department: Health
Division, Health Workforce Division, Workforce Policy and
Branch/Unit: Planning Branch, Education and International
Workforce Unit
Reports To: Senior Manager, Education and International
Workforce
Levels to D.M.: 4
Job Description: [024PS62](#)
MRS: See the [Minimum Recruitment Standards](#) for
Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

The Health Workforce Division promotes innovative approaches and strategies to ensure there is a balanced workforce of medical and health professionals to meet Alberta's health needs. In the future, demand for health care professionals will steadily increase, and in order to meet the demand, the Workforce Education Unit must work to build capacity and supply of professionals. The Workforce Analyst identifies opportunities and strategies that lead to development of policies that will support undergraduate and postgraduate medical education initiatives (e.g. HSPnet implementation policy; remuneration of physician preceptors policy; increase of clinical educational capacity policy). The position must stay current on licensing, employment and education issues for health care providers, and recommend programs that will support health professionals in Alberta. It works with post-secondary institutions and regulatory bodies to promote bridging and laddering programs for both Albertans and internationally educated health professionals, such as funding opportunities and the J-1 Visa application policy. It leads the negotiation of grant funding for approximately 15 programs and stays current on government grant and contract policies throughout the year. The work of this position is closely related to Alberta Advanced Education and Technology and Alberta Education, plus many other stakeholders where relationships and partnerships are essential to delivering appropriate curriculum and funding and policies for students who will eventually become Alberta's next generation of health care professionals. Other responsibilities of the position include being the department expert on medical education programs, collective agreements for medical residents, and

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salary rates for professionals, responding to Action Requests concerning recruitment and retention of students, new graduates and health professionals who have immigrated to Canada.

Comments on Evaluation

□ Knowledge:

Content:

- **E+:** The position requires a detailed understanding of the Alberta health and education system, registration and licensing systems for physicians and other health service providers, the Canadian immigration system, and the major stakeholders for each in order to build effective relationships and encourage collaboration when developing policies. Knowledge of budgeting, grant, contracts, and financial policies is required to manage over 15 funding programs that are aimed at developing future healthcare staff. As the recognized expert for the department on medical education programs and policies, this position is given a “+” in its rating for its in-depth knowledge.

Complexity and Diversity:

- **I:** The position integrates several responsibilities in order to ensure there are educational policies that will prepare a sufficient number of health care professionals to meet Albertans’ demand in the future. An understanding of how policies today can impact the healthcare workforce for the province tomorrow is required. The responsibilities are not so diverse that they merit a rating beyond “I”; all policy development and grant administration are within a narrow subject area.

Human Relations Skills:

- **2:** The position works very closely with education-related stakeholders throughout the province to coordinate policies and manage funding programs that will help healthcare professionals develop and prepare for future demands from the public. The building of long term relationships is a major focus of the job.

□ Creativity/Problem Solving:

38%: The position works in a field where there is little precedent or direction. Developing policy on how the demand for healthcare professionals is met in the future, but partnering with schools and education programs is not straightforward. Issues cannot be resolved in short timeframes. In addition to analyzing issues that require a great deal of creativity and innovation, the position has a grant administration responsibility also. Once established, this component of the job does not require the same level of creativity. Overall, the position is rated at 38% to balance both components of the job. If the position was focused solely on the strategic analysis of workforce planning, it may be rated as a 43%. If it was focused solely on managing funding and grants, it would be rated at a 33%.

□ **Responsibility:**

B: the position is a balance between development and implementation of health education policies. As an analyst, the position determines the supply and demand of medical and health care professionals for the province. As a deliverable, the position must administer complex funding programs and grants to educational institutions and groups that are training the future health services workforce. This balance between analysis and delivery merits the “B” profile.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS62

Identification Section

Working Title:	Workforce Analyst
Department:	Health
Division, Branch/Unit:	Health Workforce Division, Workforce Policy and Planning Branch, Education and International Workforce Unit
Reports To:	Senior Manager, Education and International Workforce
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position in the Workforce Education Unit is responsible for working effectively and efficiently to accomplish unit, branch, division and department goals as outlined in the operational plan while striving to live by the department's vision, mission and values within legislated and budgetary parameters.

This position has responsibility for providing leadership and expert knowledge and information support to internal and external partners and stakeholders (i.e., other Alberta Health and Wellness staff as well as staff in the ministries of Advanced Education and Technology and Education, health authority representatives, government programs, other provincial and federal governments, post-secondary institution representatives, the Post-Graduate Medical Education Advisory Group, the Health Workforce Education Sub-Committee of the Ministerial Advisory Committee on Health Workforce and Service Delivery and regulatory bodies) on health science education programs. In addition, the position has responsibility for partnering with stakeholders to identify and prioritize issues, opportunities and strategies that support the Building Planning Capacity and Adequate Supply building blocks in the Provincial Comprehensive Health Workforce Plan.

This position is the Ministry's representative on a number of cross-ministry and national committees and working groups and builds relationships across departments in relevant areas.

The work of this position results in effective decision making in support of government priorities related to undergraduate and postgraduate medical education and the education of Albertans in the health sciences as one strategy to support the adequate supply of health care providers to deliver the health services Albertans need.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Remain current on information regarding licensing, employment, and education issues for health care providers.**

Activities:

- Stay current with information regarding licensing, employment, and education issues for health professionals in coordination with other departments as the Ministerial representative on a number of provincial, federal-provincial and national education-related working groups.
- Provide expert advice and support in the development of departmental and Government of Alberta policy and programs that support health education programs of health professionals in Alberta (e.g. policy for remuneration of physician preceptors in Alberta; HSPnet implementation policy).
- Work with Regulatory Bodies and Post-Secondary Institutions to promote and support bridging and laddering programs for Albertans and Internationally-Educated Health Professionals through the development of policy development and funding opportunities (e.g. J-1 Visa policy).
- Monitor licensing agreements with post-secondary institutions and employers related to copyright responsibilities with the Provincial Health Care Aide Prototype Curriculum.

2. **Provide leadership in the management of programs and grant funding for ongoing programs and one-time funding opportunities.**

Activities:

- Lead the negotiation, management and drafting of ongoing grant funding for approximately 15 programs including Post-Graduate Medical Education, HSPnet-AB, Rural Integrated Community Clerkship, project funding under the Education

Sub-Committee (\$11M in funding available) and other Health Workforce Action Plan initiatives and approximately 10 one-time grants per year as determined by funding availability and priorities.

- Partner with stakeholders to build and maintain a strong, trusting and open working relationship with the staff of the various programs that receive ongoing funding.
- Stay current on departmental and government grant and contract policies and procedures and provide expert advice to co-workers and external stakeholders.

3. **Provide leadership and support in health educational programming.**

Activities:

- Provide Secretariat support and project management support to the Health Workforce Education Sub-Committee, facilitating group decision making processes (RFP's, etc.), providing research to the group to inform decisions and planning.
- Build strong working relationships with Education, Advanced Education and Technology and other stakeholders to support and coordinate development of high-school dual certification programs in the health sector.
- Build strong working relationships with external stakeholders to coordinate and support development and implementation of programs (e.g., HSPnet-AB, Careers Next Generation) that support distributed and non-traditional health sector education.

4. **Department expert on medical education programs and policies.**

Activities:

- Maintain current knowledge and records of provincial collective agreements for medical residents, salary rates, funding levels for health regions.
- Provide Secretariat support and project management support to the Post-Graduate Medical Education Advisory Group making recommendations on the number of medical residency positions to be approved and providing research to the group to inform policy decisions.
- Maintain ongoing relationship with Negotiations Unit, Labour Relations Branch to ensure funding for medical residents salaries and benefits aligns with Ministry priorities and PGMEAG recommendations.
- Build strong working relationships with the Faculties of Medicine and the Health Region to coordinate and track policy for medical education.
- Stay current on national priorities and issues for post-graduate medical education.
- Ministry representative on National J1 Visa Steering Committee and Ministry specialist for J1 Visa Statement of Need program.

5. **Complete Ministerial Action Requests and briefing documents as required.**

Activities:

- Draft correspondence for the Minister's signature in response to information requests and inquiries concerning recruitment and retention of students and new graduates, health science educational programming in Alberta, immigration and registration of health professionals (e.g., J1 Visas), from the public, the health region, MLAs and various advocacy groups.
- Interacts with the public on a regular basis at the request of the Minister's office in relation to issues around medical education, rural and distributed medical education, and education of International Medical Graduates.
- Prepares briefing documents to advise department executive on policy and programs related to health sciences education, Alberta graduate retention, and the Education Sub-Committee of the Ministerial Advisory Committee on Health Workforce and Service Delivery in support of Ministerial requirements.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position influences managerial and executive levels of the department, other Government of Alberta ministries, the Health Region, regulatory bodies as well as external provincial and national programs as a member on several provincial and national working groups.

The position requires the ability to manage 20+ grants and contracts (ranging in monetary value from \$4500 to \$8.5M with terms ranging from months to years) and to provide support to 10+ ongoing programs around the province (e.g. operations of the Post Graduates Medical Education Offices).

The position requires a great deal of creativity and quick thinking to negotiate with and support these programs and to find innovative solutions to concerns within existing funding limits. The development and interpretation of policy requires creativity, innovation and consistency.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills

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Classification: Public

The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive font with a small square icon to the right.

and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The core competencies required for this position include:

- strong strategic and analytical thinking,
- leadership skills,
- the ability to both lead and work within a team,
- communication and relationship building skills to communicate complex issues and processes effectively and achieve desired outcomes from diverse stakeholders,
- self-management/time management skills to support ability to work independently in an environment of changing timelines and priorities between Action Request responses, commitments to cross-ministry working groups, grant management and policy development,
- an ability to be client focused,
- an awareness of social and political sensitivities to support ability to work with outside stakeholders in situations that may be sensitive,
- superior analytical and research skills as well as consultation skills to support ability to complete Ministerial Action Requests which can be complex and difficult as issues raised are often unique to the individual or group and may be precedent setting,
- a working understanding of the Alberta health system, licensure and registration systems for physicians and other health service providers, the Canadian immigration system and the Alberta educational system and their major stakeholders,
- a detailed understanding of the department’s budgeting process, grant and contract policies and procedures, and an understanding of financial statements to support ability to manage grants and contracts.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Clients	Frequency	Nature and Purpose of Contact
Internal		
Deputy Minister	As required, occasional	Provide support towards the attainment of division/department goals, information sharing, resolution of issues.
ADM	As required, occasional	Provide advice on specific program and policy areas. Provide support towards the attainment of

		division/department goals, information sharing, resolution of issues.
Executive Director	As required	Provide advice on specific program and policy areas. Provide support towards the attainment of division/department goals, information sharing, resolution of issues.
Director	Daily to weekly	Provide information on projects, grants, contracts etc and receive direction as needed.
Other branch staff	Daily	Information sharing, provide support for resolution of issues.
External		
Post-Graduate Medical Education Advisory Group; Health Workforce Education Sub-Committee of MACHWSD; Labour Force Planning Committee (under BETW)	Quarterly meetings or more often dependent on the issues	Sharing of information; relationship building; encouraging ongoing visioning related to post-graduate medical education; secretariat support; project management support; sharing of expert, researched information.
PGME Working Group; J-1 Visa Letter of Support Working Group	Bi-monthly	Sharing of information and F/P/T coordination; relationship building; encouraging ongoing visioning related to post-graduate medical education and recruitment/retention of medical residents.
HSPnet Provincial Steering Committee	Twice yearly, or more often dependant on issues	Sharing of information; relationship building; encouraging ongoing visioning related ongoing enhancement and to provincial adoption of HSPnet; project management; monitoring of issues and funding.
Regulatory Colleges: majority of contact with the College of Physicians and Surgeons of Alberta	As required	Sharing of information; relationship building; encouraging ongoing visioning related to registration and education issues.
Regional Medical Director's Offices	As required	Sharing of expertise and information; relationship building;

		encouraging ongoing visioning related to retention and education of physicians in Alberta.
Post-Graduate Medical Education Offices; Associate Rural Deans of Medical Education	Monthly	Sharing of information; relationship building; monitoring of issues and funding.
Health Authority contacts (e.g., program leaders, financial departments)	As required	Sharing of information; relationship building; monitoring of issues and funding.
The Adult Learning Division in Advanced Education and Technology, the Program Development & Standards Division of Alberta Education	Monthly	Sharing of expertise and information; relationship building; encouraging ongoing visioning related to the immigration, labour and education issues in Alberta.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS65

Identification Section

Working Title: Trade and Investment Development Officer
Department: Economic Development and Trade
Division, International Relations Division, U.S. America's
Branch/Unit: Branch, U.S. Team
Reports To: Senior U.S. Trade and Investment Director
Levels to D.M.: 4
Job Description: [024PS65](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

Reporting to the Senior Director, the Trade and Investment Development Officer, is a member of the North America and EU Team within the Advanced Industries Trade Branch. Under the supervision of the Team Leader, the Officer works on a daily basis with the Trade Directors to deliver services to support the development of trade within priority sectors and markets. Specific sector responsibility will be assigned, and could include: ICT, Health and Bio, Aerospace and/or Building Products within the U.S. and or EU markets. The position assists in and delivers initiatives within the international trade development strategy. The incumbent is also responsible for the assembly and dissemination of market intelligence, and business/cultural information to departmental clients/partners in order to assist them with their international market strategies. The Trade Development Officer markets, evaluates, monitors, coordinates, administers, consults and liaises with staff, divisional management, industry associations, business and industry members, and government, both domestic and foreign, to ensure the optimum delivery of the international trade development strategy.

Comments on Evaluation

Knowledge:

Content:

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- **E+:** The position requires knowledge in a variety of areas including international markets, export procedures/logistics, marketing practices/regulations, project management and competitive intelligence. The position performs professional work. The position must be able to apply, in several situations, the principles and concepts associated with the knowledge to meet client information needs. Position requires a working level knowledge in a range of areas rather than in-depth knowledge of one area which supports the E+ rating.

Complexity and Diversity:

- **I:** The position completes tasks within the organizational context. It is not ultimately accountable for tasks through others. It contributes to the overall success of the international marketing strategy by focusing on certain geographic areas and industry sectors and enhancing the competitiveness of Alberta in marketing internationally.

Human Relations Skills:

- **2:** The position is in contact with a variety of stakeholders both within and outside of government and is required to influence and persuade clients in their international marketing activities supporting the 2 skill level rating. Sensitivity to varying viewpoints is required given the cultural specific situations.

Creativity/Problem Solving:

38%: The problems are known while the solutions are determined within experience and principles. Requires the highest level of operational thinking to make trade projects work within the constraints, challenges and legislative requirements. It is not evident that the position needs to select among policies or required to give strategic input. There are normally precedents to follow.

Responsibility:

B: The position is consultative in that it has a balance between development and implementation and has an advisory/consultative role with key stakeholders. Analysis is a component yet it does not dominate the role. The position has to find options/solutions and convince others of their merits.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS65

Identification Section

Working Title:	Trade and Investment Development Officer
Department:	Economic Development and Trade
Division, Branch/Unit:	International Relations Division, U.S. America's Branch, U.S. Team
Reports To:	Senior U.S. Trade and Investment Director
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Senior Director, U.S. Trade and Investment (Team Leader), the Trade and Investment Development Officer, is a member of the U.S. Team within the International Relations – U.S. / Americas Branch.

Under the supervision of the Team Leader, the Officer works on a daily basis with the Trade Directors to deliver services for development of trade and attract investment within priority sectors and markets in the United States.

Specific sector responsibility will be assigned in one sector which could include: ICT, Life Sciences (including biotechnology & medical devices), Energy Products and Services, Unmanned Aerial Vehicle (UAV), Aerospace and Defense Industries, Alternative Energy, Sustainable Building Products and CleanTech industries (including environment technologies and services within U.S. markets. The position will also assist other staff undertaking U.S. Trade and Investment in other sectors as a support. The position assists in and delivers initiatives within *Alberta's International Strategy*.

The position is also responsible for the assembly and dissemination of market intelligence, and business/cultural information to departmental clients/partners in order to assist them with their international market strategies. The Trade and Investment Development Officer markets,

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The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive font with a small square icon to the right.

evaluates, monitors, co-ordinates, administers, consults, and liaises with staff, divisional management, industry associations, business and industry members, and government, both domestic and foreign, to ensure the optimum delivery of *Alberta's International Strategy*.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Development and Delivery of Trade and Investment Strategies and Initiatives

Activities:

- Participate as a member of an assigned sector team.
- Participate in the development and delivery of trade shows, conferences, seminars, workshops and other events to promote international export and investment opportunities.
- Recruitment of Alberta companies/institutions and collection/shipment of promotional materials for targeted events.
- Research and input into trade strategies.

2. Assembly and Dissemination of Market Intelligence and Business/Cultural Information to Clients/Partners

Activities:

- Establish and maintain liaison with senior officials of export-ready companies, representatives of industry / business associations and government officials in export promotion of Alberta goods and services.
- Source/identify and provide market opportunities in key sectors to Alberta companies and industry associations.
- Provide input to trade and investment information databases and other electronic information systems.
- Provide market intelligence, assist companies and coordinate responses for investment opportunities/requests that arise.

3. Incoming Delegations and Outgoing Trade Delegations / Missions

Activities:

- Responsible for program development of incoming targeted delegations, which are focused on accessing Alberta goods and services, including scheduling of appointments and arrangement of transportation and accommodation.
- Participate in the program development and the execution of outgoing trade delegations/missions to the targeted market.

4. **Promotion of Alberta, Business Opportunities and Capabilities of Alberta Business**

Activities:

- Contribute to the organization and execution of specific events and initiatives, such as seminars, forums, workshops and other events to promote international export opportunities and the attraction of business and investment to Alberta in selected sectors.
- Promote, support and assist in the execution of strategic alliances and targeted joint ventures that effectively position the Province and Alberta capabilities, opportunities and strengths internationally.
- When necessary, travel to the United States to promote Alberta with companies and without companies for investment development, relationship development and to collect strategic information.

5. **General**

Activities:

- Prepare correspondence, briefings and reports for the Minister and senior management on assigned projects, initiatives, trade and investment activities and issues.
- Process ad hoc inquiries/requests as they arise.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Collaborates on key initiatives and share market intelligence with key partners in order to promote Alberta products and services.

Collaborates on key initiatives and share market intelligence with key partners to promote Alberta for new business and investment from the United States.

Meets with Alberta private sector export-ready companies (including CEOs, Marketing VPs, and managers) in order to assist those companies in expanding export markets.

Consults with Industry/Business Associations for disseminating market intelligence, promoting Alberta and coordinating marketing initiatives,

Cooperates with Federal / Provincial / Municipal officials to facilitate the coordination of trade and investment initiatives.

Contacts Embassies, Consulates, foreign companies and business associations to access market intelligence and opportunities.

Works with all departmental branches and participates in assigned project teams thereby achieving, with greater coordination, the key initiatives in International and Intergovernmental Relations' Business Plan.

Responds to Alberta public enquiries and directs them to appropriate sources.

If and where appropriate, work with Alberta International offices and representation to position Alberta opportunities and services above.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Understanding of issues companies face in exporting, especially in reference to the U.S. markets.
- Strong understanding of the Alberta economy and an orientation toward entrepreneurship.
- Sound product knowledge of Alberta's priority industry sectors.
- A solid understanding of the export process and international marketing practices.
- A solid understanding of the investment and business attraction principles, and international marketing practices required for effective, targeted and market-based attraction.
- Awareness of the U.S. marketplace, including business culture and protocols.

- Clear understanding of International and Intergovernmental Relations’ mandate and strategic plan.
 - Knowledge of cross-cultural management and appropriate business customs and requirements.
 - Knowledge of strategic information networks and database sources.
 - Electronic information management skills and expertise.
 - Knowledge of trade regulations and policies.
 - Ability to establish and maintain business relationships and a marketing network of contacts in key sectors/priority markets.
 - Knowledge of suppliers, packagers, distributors, and custom brokers for international market access.
 - Strong financial project management skills.
 - Post-secondary degree/diploma with international business focus.
 - Computer skills, particularly in word processing, spreadsheets.
 - Internet and database searching.
 - Strong verbal and written communications skills.
 - Analytical and problem-solving skills.
 - Ability to adapt to a changing work environment and work independently without supervision or as part of a team.
 - Knowledge of government organization, structure and decision-making process.
 - In-depth knowledge in the areas of project management, consultant supervision, information management practices, provision of client-driven services, and the design and delivery of export development activities.
 - Language skills in addition to English would be an asset but are not a requirement.

Contacts

(Main contacts of this position and the purpose of those contacts.)

U.S. Trade Directors - support/advice to and development and implementation of services/initiatives –daily

U.S ./Americas Executive Director - support/advice to and information sharing –daily

ADM International Relations - support/advice to and information sharing –weekly

DM IIR support and information sharing –monthly

Managing Directors/Officer - Alberta International Offices - support/advice to and information sharing -weekly

Private companies - support/advice to and information sharing –daily

Industry Associations - support/advice to and information sharing –weekly

Other departments of the Alberta Government who are partners and stakeholders in international marketing activities - support/advice to and information sharing –weekly

Other levels of government - support/advice to and information sharing –weekly

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No supervision exercised.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS67

Identification Section

Working Title: Education Program Coordinator
Department: Environment and Parks
Division, Environmental Stewardship Division,
Branch/Unit: Conservation and Education Branch, Education and Outreach Section
Reports To: Section Head, Education and Outreach (Senior Manager)
Levels to D.M.: 4
Job Description: [024PS67](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

Watersheds in Alberta are challenged by increasing urbanization and other impacts to the ecosystem. Regulations alone cannot address these challenges. Public education and outreach is essential to help Albertans understand the value of water and to increase involvement in watershed stewardship. The Education Program Coordinator addresses the growing concerns over water by: increasing awareness, understanding and concern for water-related topics and issues; enhancing access to water-related information; and increasing involvement in community stewardship efforts.

Reporting to the Section Head, Education and Outreach, the Education Program Coordinator designs and facilitates outreach and education programs on Alberta's environment, focusing on water conservation and environmental stewardship. Industries, communities, schools (K-12), the public, and professionals involved in environment-related businesses are educated about how their environmental practices and choices impact the sustainability of the environment. The position is one of a team of outreach employees, however it focuses on and specializes in the activities included in the Water for Life strategy, climate change, and Sustainable Resources and Environmental Management (SREM) activities. Representing the department, the focus of the job is to build public interest and engagement in the environment. The Education Program Coordinator also conducts needs assessments to determine the appropriate issues and topics each stakeholder group requires; markets programs and activities; identifies and fosters education partnerships with schools,

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delivering educational workshops and presentations throughout the province; and develops content for educational websites.

Comments on Evaluation

□ Knowledge:

Content:

- **E+:** Position requires in-depth technical knowledge of environmental issues and concepts in order to develop and design material and curriculum for Albertans. A university degree in a scientific field plus significant experience in outreach and interpretation is necessary. In order to present environmental stewardship outreach in a “bias-balanced” format, the position must appreciate how various stakeholders view the same material and have conflicting perspectives. Understanding not only the theoretical scientific principles, but also how these issues impact society and the economy is what gives this position the push “+” in the knowledge rating.

Complexity and Diversity:

- **I:** The position works with a team of educators and outreach coordinators and requires an awareness of how the education goals of the department relates to its work. The position manages multiple projects simultaneously for different audiences, but must integrate the activities to ensure a consistent message is being delivered. In addition to developing training material, the position also coordinates responses from the general public to the outreach call center, identifies potential issues in environmental management for future training, and works to build partnerships with education-based organizations. The “I” rating is appropriate for the diversity of these activities that must be integrated under one position.

Human Relations Skills:

- **2:** Position works to educate a diverse population of Albertans (youth, professionals, general public, industry) who possess varying levels of knowledge base and education. The Education Program Coordinator communicates complex environmental concepts in non-technical /everyday language terms. The majority of the job is focused on presenting and facilitating these concepts translated so that clients receives the information at the appropriate comprehension level.
- **Creativity/Problem Solving:**

38%: The position must develop environmental programs that address major trends, issues, and knowledge gaps related to water quality and quantity for Alberta. The position must identify what the needs are for the public and education priorities. The question the position must constantly answer is, “how can Albertans become more involved in activities and lifestyle changes to decrease the negative impacts on water?” The 38% recognizes the complexity of answering that question, which is the focus of the job. The position is not a 43% rating because it is not always involved in

issues identification and analysis. If the position only had program delivery and training responsibilities, without the research and design, it would be rated as a 33%.

□ **Responsibility:**

B: The position is primarily a facilitator, representing the department across the province to educate the public on various environmental topics and their impacts. While it does have accountability to deliver programs, it has equal responsibility to design them.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS67

Identification Section

Working Title:	Education Program Coordinator
Department:	Environment and Parks
Division, Branch/Unit:	Environmental Stewardship Division, Conservation and Education Branch, Education and Outreach Section
Reports To:	Section Head, Education and Outreach (Senior Manager)
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Watersheds in Alberta are challenged by increasing urbanization and other impacts to the ecosystem. Regulations alone cannot address these challenges. Public education and outreach is essential to help Albertans understand the value of water and to increase involvement in watershed stewardship. The Education Program Coordinator addresses the growing concerns over water by: increasing awareness, understanding and concern for water-related topics and issues; enhancing access to water-related information; and increasing involvement in community stewardship efforts. The Education Program Coordinator designs, develops and facilitates an environmental outreach program. The position works with business, industry, communities, general public, professionals and the formal education system (schools).

The position works within the Department's Business Plan, Education Program Frameworks, the Alberta Education curriculum, and any other policies and strategy documents that relate to particular issues and topics (e.g. Water for Life: Alberta's Strategy for Sustainability; Wetlands Policy, Alberta's Commitment to Sustainable Resource and Environmental Management; Albertans and Climate Change: Taking Action. These documents and other research are used to determine the scope and content of environmental outreach programs. The position supports the departmental core business of sustainable resource and environmental management.

The incumbent is one member of a team that educates the public to bring awareness to lifestyles and choices to reflect an understanding of environmental sustainability. The position informs Albertans on environmental issues to take action on the environment and to participate in environmental debate, discussion and decision-making activities.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

The Education Program Coordinator leads the development and delivery of a robust extension (outreach) program that addresses major trends, issues and knowledge gaps related to Alberta's water. It identifies water-related information needs and education priorities.

Overall, it encourages Albertans to become involved in activities and lifestyle changes that increase positive impacts on water, disseminate information, and provide a voice for emerging issues.

It facilitates the exchange of information between specialists, private property owners, interested citizens, environmental managers and organizations. It helps to improve the quality of water-related decisions, work on promotional activities, share best practices, extend current research, and support community-based initiatives. The position will gather and publish information resources to support its work, contributes to government strategies and guidelines, and works with formal and informal educators to integrate water into Alberta's classrooms.

This position has responsibilities in the following areas:

1. Program Management

Activities:

- Identify emerging environmental issues, which affect Albertans and Alberta's environment (issues scanning).
- Develop and annually update a program framework. The framework establishes program need, program outcomes, priorities for outreach activities and evaluation approaches.
- Consult with government and external clients to identify priority educational outcomes and activities.
- Conduct needs assessment to determine target audience, availability of support materials and which media would be most suitable for each particular topic area/program.
- Conduct evaluations and report on progress.

- Market programs activities and resources through conferences, print, internet and other media.
- Identify and foster environmental education partnerships.
- May lead consultants, service providers, and staff team members involved in the development of departmental environmental outreach materials.

2. **Capacity Building**

Activities:

- Design and deliver educational workshops and presentations throughout Alberta to educators, community groups, youth, industry organizations, the general public and staff.
- Enhance the skills, knowledge and technical know-how of staff, professionals and organizations.
- Provide support in the design and evaluation of outreach programs.
- Help educators develop the skills needed to deliver informed environmental outreach programs.
- Assist community-based organizations and stewardship groups to acquire the knowledge and skills needed to make informed environmental decisions.
- Pursue partnerships that expand direct delivery of capacity building programs.

3. **Outreach**

Activities:

- Build interest in the environment, and increase engagement in environmental activities both inside and outside of government.
- Answer general questions about the department and the environment (Environment's Information Centre processes more than 2,100 email requests and 13,000 phone calls annually).
- Pursue partnerships that expand direct delivery of outreach programs and information resources.
- Deliver public awareness campaigns, high-profile events/programs and presentations.
- Act as representative for the department on committees and partner organizations.
- Recruit and coordinate volunteers and their activities to support outreach activities and special events, including Environment Week and Waste Reduction Week.

4. **Foundation Materials**

Activities:

- Develop basic information products highlighting topics of interest to the public, educators, students, business/industry, and government agencies. Information products include teaching guides, extension notes, brochures, displays and web-based tools.
- Coordinate final production of materials by tendering reproduction, securing suitable companies and overseeing the delivery of materials to warehouse.

5. Information Management

Activities:

- Oversees work performed by writers, artists, graphic designers, and other contractors.
- Provide updated content for the Information Centre and Alberta Education websites.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The incumbent will work with departmental subject matter experts to ensure the accuracy and usefulness of an assigned environmental outreach program. The incumbent may also consult with outside partners, either in the private sector or other government sectors.

The incumbent will work with a wide variety of peers, stakeholders and contractors. They will also consult with scientific experts, educational reviewers, policy analysts, writers, and graphic designers, printing firms and senior management. Continual review by peers, stakeholders and other agencies is essential to ensure credible environmental outreach products. This may also involve working with educators to ensure the educational value of programs.

The incumbent will work closely with staff in other ministries and in other jurisdictions to discuss issues, exchange information, and promote collaboration.

There is a need to be able to communicate complex environmental concepts, in simple terms, to a wide variety of people. The incumbent will facilitate delivery of programs to different levels of audience including school age children, adults, professionals and industrial organizations.

The incumbent will have to have a broad knowledge of environmental issues and concepts. They take a multi-disciplinary approach to their subject areas, working to present materials in a

'bias-balanced' format. This may involve knowledge of science, and how issues affect our economy and society.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- The work requires that controversial aspects of environmental issues be addressed with an objective 'bias-balanced' approach.
- Knowledge of Alberta's educational organization and curriculum standards.
 - Excellent written and verbal skills are required, as the incumbent will be required to deliver complex environmental concepts and issues to a wide variety of audiences.
 - Advanced presentation and facilitation skills.
 - Ability to synthesize and interpret complex concepts and data.
 - Ability to work in a cooperative, team environment, while also being able to work independently.
 - Strong interpersonal and leadership skills to nurture relationships with stakeholders and partners.
 - Ability to identify trends and anticipate future outreach needs.
 - Ability to meet timelines and work under pressure, and with multiple projects.
 - The incumbent must be prepared to work flexible hours such as evenings and weekends to meet commitments.
 - Commitment to learning new outreach approaches and new technologies.
 - A university degree in a related discipline is required, as well as three to five year's experience in outreach and/or interpretation.
 - Advanced computer skills, including word processing, presentation and desktop publishing, are essential.
 - Travel is a requirement.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Non-government organizations, business leaders, educators, municipalities, youth, and other government staff.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS68

Identification Section

Working Title: FOIPP Access and Privacy Advisor
Department: Service Alberta
Division, Information Services, Legislative and FOIPP
Branch/Unit: Services
Reports To: Legislative and FOIPP Manager
Levels to D.M.: 5
Job Description: [024PS68](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

Reporting to the Legislative and FOIPP Manager, the FOIPP Access and Privacy Advisor provides Freedom of Information and Protection of Privacy (FOIPP) Access and Privacy services for the Ministry, affiliated public bodies, and delegated administrative organizations. Responsible for the administration of requests under the FOIPP Act for access in compliance with legislated timelines and in accordance with applicable legislation, policies and framework of the Act. Provides services with respect to the privacy and security requirements of the FOIPP Act to ensure compliance with Part 2 of the Act. Position develops and delivers training sessions and other communication materials to promote awareness of the FOIPP Act to departmental staff, affiliated public bodies and delegated administrative organizations.

Comments on Evaluation

- Knowledge:**

Content:

- E+:** Position requires an in-depth understanding and broad application of significant freedom of information and protection of privacy knowledge usually acquired through specialized on-the-job training and extensive experience. Requires an in-depth knowledge and

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understanding of the FOIPP Act, regulations, guidelines, practices, and other available resources. The position requires general knowledge of the mandate, operations and legislation administered by Service Alberta, affiliated public bodies and delegated administrative organizations of which, each have their unique challenges and FOIPP related issues to address. A firm knowledge of privacy and security principles and practices, including relevant legislation, legal precedents in Alberta and other jurisdictions is needed in this position in order to protect Ministry privacy interests. The complexity of the issues, depth of legislative and privacy knowledge and wide variety of situations addressed in this job go beyond a particular piece of legislation and specific ministry hence the push "+" on the rating.

Complexity and Diversity:

- **I:** The separate and distinctive "Access" and "Privacy" aspects of this job make it complex as there are different regulations and guidelines applicable to these two aspects of the work. For example, in Access the position must understand and interpret the FOIPP Act, guidelines and practices in order to apply the exemptions and exceptions to disclosure. In Privacy, the position provides advice and guidance on the collection, use and disclosure, protection and retention of personal information.

Human Relations Skills:

- **2:** The position must exercise tact, courtesy, professionalism and good judgment in relationships with clients and function and communicate effectively at all levels. Clients include provincial government departments, federal government, Office of the Information and Privacy Commissioner, business and general public. Often works with sensitive issues and is expected to influence behavior of some clients.
- **Creativity/Problem Solving:**

38%: The highest level of operational thinking is required in this job. While the problems and issues are known, the solutions are unknown but generally found within the regulations, guidelines, precedents, and other resources available to the job. There is considerable latitude to work within a broadly defined environment having objectives and principles as guides.

- **Responsibility:**

B: Consultative skills are required when dealing with clients requesting advice on FOIPP issues. Position completes research and analysis on issues and provides guidance and assistance to clients to ensure compliance with Part 2 of the FOIPP Act. The position also develops new and better methods that result in changes to existing services, procedures and policies.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

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Subsidiary 2 Benchmark Job Description - 024PS68

Identification Section

Working Title:	FOIPP Access and Privacy Advisor
Department:	Service Alberta
Division, Branch/Unit:	Information Services, Legislative and FOIPP Services
Reports To:	Legislative and FOIPP Manager
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Legislative and FOIPP Manager for the Department of Service Alberta, the FOIPP Access and Privacy Advisor is responsible for:

1. The administration of requests under the Freedom of Information and Protection of Privacy (FOIPP) Act for access in compliance with legislated timelines and in accordance with applicable legislation, policies and framework of the FOIPP Act.
2. The provision of services with respect to the privacy and security requirements of the FOIPP Act to ensure the Department of Service Alberta, affiliated public bodies and delegated administrative organizations are in compliance with Part 2 of the FOIPP Act.
3. Developing and delivering training sessions and other communication materials to promote awareness of the FOIPP Act to departmental staff, affiliated public bodies and delegated administrative organizations.

Responsibilities and Activities

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(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Access.

Activities:

- Understand and interpret the FOIPP Act, guidelines and practices in order to apply the exemptions and exceptions to disclosure and the legislated process when administering requests for access under Part 1 of the Act.
- Process requests for access to records held by the Department, affiliated public bodies and delegated administrative organizations in compliance with the statutory requirements and objectives of the FOIPP Act. This includes clarifying the request with the applicant, consulting with third parties, departmental staff, other public bodies, federal government and legal council where required, applying the FOIPP Act, identifying issues and making recommendations to the delegated authority regarding disclosure.
- Liaise with the Office of the Information and Privacy Commissioner (IPC) and participate in the IPC's formal investigation and review process, assist in the preparation of legal briefs and represent the department at inquiries.
- Process requests from and provide consultative services to the federal government and other provincial government departments regarding disclosure of records in the custody and control of the Department, affiliated public bodies and delegated administrative organizations.

2. Privacy

Activities:

- Provide advice and guidance on the collection, use and disclosure of personal information pursuant to Part 2 of the Act. In cooperation with departmental staff, work on internal privacy compliance reviews to determine if the privacy requirements (collection, use, disclosure, protection, retention and correction) under Part 2 of the FOIPP Act are being met. Provide direction and recommendations for compliance.
- Undertake Privacy Impact Assessments, in cooperation with departmental staff, as required.
- Assess and analyze, in conjunction with departmental staff and client departments, alleged contraventions of privacy breaches, seriousness and likelihood of harm.
- Research and analyze legislation, policies and procedures to provide interpretation, advice and recommendations to staff on privacy and security matters.
- Develop, communicate and maintain policy and procedure guidelines and best practices with respect to privacy and security measures to protect privacy interests.
- Review acts, regulations, policies and procedures to identify privacy and security issues.

- Provide leadership and direction on contracts, research agreements and personal information sharing agreements so that security and confidentiality measures comply with the legislated requirements.
- Liaise with the Office of the Information and Privacy Commissioner with respect to privacy impact assessments, privacy and security matters, and investigations of non-compliance with Part 2 of the FOIPP Act.

3. Responsibilities Common to Access and Privacy

Activities:

- Develop orientation and training material and deliver sessions to all levels of departmental staff and contracted agencies regarding the interpretation and application of the FOIPP Act to their operations.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Clients include provincial government departments, federal government, Office of the Information and Privacy Commissioner, Access, Privacy and Security Branch of Service Alberta, business and the general public. The Advisor must exercise tact, courtesy, professionalism and good judgement in relationships with the client and be able to function effectively and communicate at all levels.

The scope of access requests can be diverse and complex. There is a broad framework of policies and guidelines that this position must be subject to, and decide how best to reach specific goals within that framework. In processing access requests, the Advisor must first determine if the records or some of the records can be released outside of the formal request for access process, facilitating customer service. The processing of complex requests requires a comprehensive knowledge and interpretation of legislation, procedures, and rulings of the Information and Privacy Commissioner. In determining whether to apply the FOIPP Act to exempt information from disclosure, the Advisor may be required to consult with clients, assess their representations and make recommendations regarding disclosure based on the information provided, manage potential conflicts and identify potential issues.

Service Alberta, affiliated public bodies and delegated administrative organizations are obligated by the FOIPP Act to protect personal privacy. Providing guidance and recommendations on operational practices for the collection, use, disclosure and security of personal information requires a comprehensive knowledge and understanding of legislation and

procedures. The Advisor may be required to consult with clients, legal services, and other resources.

The consequence of error resulting from a decision made in the processing of an access request or in providing advice may significantly affect the department's credibility and/or result in a breach of personal privacy that has significant implications for the individual whose information has been breached. Such outcomes will affect the way the public perceives the government and may result in a lawsuit. This is particularly critical for Service Alberta as we oversee the administration of the FOIPP Act.

The Advisor must develop new and better methods that result in changes to existing services, procedures, and policies that impact most or the entire department or affect a limited client group.

The Advisor has ongoing contact with departmental staff, providing advice and guidance on FOIPP Access Requests and privacy and security matters, as well as with Executive Committee members providing input on potential issues resulting from FOIPP.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Requires extensive knowledge in one or more functional areas.
- University Degree in a related field (Commerce, Social Sciences, Public Administration) with considerable professional experience in an access and privacy environment or equivalent combination of education and experience.
- In-depth knowledge and understanding of the FOIPP Act/Regulation, guidelines and practices and other resources.
- General knowledge of the mandate, operations and legislation administered by Service Alberta, affiliated public bodies and delegated administrative organizations.
- Awareness of privacy and security principles and practices, including relevant legislation, legal precedents in Alberta and other jurisdictions.
- General knowledge of records management and information management principles.

Skills:

- Well developed interpersonal and leadership skills in order to work effectively and professionally with other staff, members of the FOIPP community and the general public.
- Strong research, analytical and interpretive abilities in order to provide sound advice, interpretation and guidance on the application of the FOIPP Act.
- Ability to analyze complex policy, procedural, system and legal issues, including problem solving skills and ability to provide possible outcomes or solutions.
- Strong oral and written communications in order to make oral and written presentations and deliver training to a variety of clients.
- Effective communication skills, including the ability to present information clearly and concisely in a manner that promotes understanding.
- Project management skills to manage policy development, provide strategic and operational planning.
- Effective negotiation and conflict resolution skills.
- Well-developed organizational and time management skills in order to work independently and in a team setting.
- Computer knowledge, including Microsoft Word, Excel and PowerPoint.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Clients include provincial government departments, federal government, Office of the Information and Privacy Commissioner, Access, Privacy and Security Branch of Service Alberta, business and the general public. The Advisor must exercise tact, courtesy, professionalism and good judgment in relationships with the client and be able to function effectively and communicate at all levels.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2015-02-17

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Subsidiary 2

Benchmark Evaluation - 024PS69

Identification Section

Working Title: Business Analyst, Information Technology System Management

Department: Service Alberta

Division, Technology Services, Service Operations,

Branch/Unit: Corporate Applications

Reports To: Manager, ITSM

Levels to D.M.: 5

Job Description: [024PS69](#)

MRS: See the [Minimum Recruitment Standards](#) for Program Services

Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

The position functions as a cross application/business process specialist or team lead in the provision of operations support services and/or systems development projects for the Information Technology System Management (ITSM) Application team. The position is a key contact with stakeholders and liaises with the IT staff within Technology Services as well as with the multiple levels of government depending on the nature of the project and status. Provides advice and consultation to the internal development team in their delivery of operations and is responsible for the design, development, and delivery of ITSM user training. The position is also responsible for reviewing requests and proposals for system Change Order Requests (CORs) to ensure the requirements are comprehensive and the solution aligns with established standards and protocols. In addition, the position is responsible for identifying opportunities to reduce customizations and maximize the system capabilities as the focus with the ITSM is to maintain its functionality to its out of box state.

Comments on Evaluation

Knowledge:

Content:

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- **E+:** Job is the only position providing the business analyst support for ITSM and requires an understanding and application of significant content knowledge usually acquired through specialized on-the-job training and extensive experience. Requires an in-depth knowledge of Ministry and Division structures and reporting relationships to participate in business development projects that provide ITSM systems expertise and assistance to develop, improve and implement technology solutions. An in-depth knowledge of ITSM and other ERP applications is required to ensure sound solution decisions are made to accommodate the business requirements of the various users. An in-depth knowledge is needed to develop and implement program management strategies and processes. The content knowledge required in a broad range of business areas warrants a push up to an E+ evaluation.

Complexity and Diversity:

- **I:** ITSM is an ERP which can be utilized for a wide variety of functions. With the implementation of this application the position is expected to work with a broad range of different business units in varying Ministries and some boards and agencies each having different and unique business processes. The position works with these representatives in determining how best to address their requirements to ensure that the use of the ITSM will meet their needs while maintaining it in it's out of box status. With systems that span the financial, human resource management, purchasing and information systems functions and which are essential to the day-to-day operations of the Government the complexity rests in ensuring that the each client's request can be addressed while ensuring that minimal customization occurs.

Human Relations Skills:

- **2:** Strong Human Relations skills are needed to summarize and communicate a complex system in plain language to the business unit and service provider, influence behavior, resolve issues in balancing Government and Ministry specific business needs while maintaining the ITSM system in it's out of box status. Often provides advice and support on ITSM systems. Contacts include senior ministry representatives, Systems Analysts, and other staff.
- **Creativity/Problem Solving:**

38%: Creativity of position is evaluated at 38% to reflect highest level of operational thinking. Position plays a key role in proactively engaging ministries and stakeholders to ensure the effective implementation of ITSM modules. Involved in the development of new and innovative approaches to information and process management, and must anticipate and react to emerging information requirements to support new policy initiatives and business requirements. Position requires a more enhanced level of creativity to deal with the more complex problems and issues. Being the sole Business Analyst within this unit, the position is looked upon to identify, define and analyze alternative courses of action without readily available assistance from other areas.

□ **Responsibility:**

B: This job has a balance between development and implementation. The business needs are identified, different alternatives are developed, and the best solutions are implemented.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 024PS69

Identification Section

Working Title:	Business Analyst, Information Technology System Management
Department:	Service Alberta
Division, Branch/Unit:	Technology Services, Service Operations, Corporate Applications
Reports To:	Manager, ITSM
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Business Analyst provides business analysis consulting and project leadership services in order to support the objectives of the Information Technology Systems Management (ITSM) application, utilized cross government, ensuring both business and technology related solutions adhere to standards, regulations and/or policies. The BA manages new development and control activities related to new or changing program initiatives from a business perspective, ensuring business products and targets are achieved. Where a technology solution is envisioned, the Business Analyst ensures that the systems support business operates in a manner that meets both policy and user needs. This includes identifying requirements, designing alternative solutions, planning resource needs and implementing effective and efficient business processes to support business functions.

The BA plans, organizes and coordinates the development and delivery of project deliverables for the initiation phase through to implementation. These activities typically encompass a thorough review and reengineering of policies, business rules, information requirements and supporting system processes, ensuring the objectives and schedules align with branch goals and objectives and with the corporate business plan.

A critical responsibility of this position is to identify and manage the impacts to the staff in the organization due to the introduction of new tools and processes. The BA develops and implements change management strategies and procedures while maintaining effective working relationships across government departments, with other levels of government, and external business interest groups to design and deliver effective solutions.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Coordinate and conduct activities to support operational requirements and initiatives, ensuring alignment with the Department/Division/Branch core business goals and objectives.**

Activities:

- Provide business information expertise and support, including quality business technology planning assistance and project management.
- Ensure those impacted by business and technology changes are involved and fully understand the process by conducting review meetings for new and affected business processes.
- Provide input on the most suitable approach to be used in the development of each applicable program/project, to ensure business objectives and data integrity are achieved. Recommendations include details of resource requirements, dependencies, interdependencies, policy implications, pertaining to internal/external influences and the methodology to be applied.
- Define business requirements by facilitating focus groups or requirements identification working sessions.
- Translate business requirements into detailed design specifications for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.

2. **Provide analytical and business support to various projects in the form of research, statistical and financial analysis. Incumbent requires competence in a broad spectrum of skills necessary for policy option analysis, and is required to handle confidential information sensitivity, working under minimum supervision.**

Activities:

- Assess proposed business opportunities for viability and effectiveness, and develop, evaluate and/or research business cases.

- Lead working groups providing a consultative service for program and system development or enhancements.
- Identify research and incorporate applicable governing policies and regulations and develop processes within these frameworks.
- Assess the impact of changing technology on products and services and develop strategies for implementation.
- Design and document procedures to enable and instruct users on the completion of business processes.
- Research user security requirements, identify security implementation changes required and design access accordingly.
- Design operational reports and information management processes.

3. Project Management – Drawing on knowledge of business and client needs, business process design and project experience, support project management from inception to completion, to ensure improved program/service delivery aligns with the business strategic plans.

Activities:

- Provide input on project schedule plans, strategies and resource requirements.
- Monitor work plans for completion of project tasks.
- Develop and manage risk assessment and mitigation plan.
- Develop post implementation review strategies.
- Monitor test activities to ensure system functions are accurately developed and meet business requirements.
- Where new or enhanced business applications are being implemented:
 - Create Systems test strategy, plans, and test scripts.
 - Conduct systems testing on all aspects of the functionality including business processes, information access, site links, security, navigation, reporting, etc.
 - Develop user acceptance testing strategy and plan.
 - Manage UAT process – determine participants, provide tester training and manage issue resolution process.
 - Identify where Decision and Change requests are required and complete the documentation.
 - Develop security safeguards/templates/controls to ensure access to information systems are protected against unauthorized users, the amount of access provided is appropriately aligned with the business requirements, and in accordance with legislation and policies.
 - Identify and document conversion requirements.
 - Identify and manage production transition issues.
- Administer the change management process to effectively manage and respond to change requests.
- Provide status reporting as required.

- Participate in project outcome measurement.

4. Provide business analysis services including business and IT planning, feasibility studies, requirements analysis, business case development, develop process models for development of new applications and the maintenance and enhancement of existing applications used by internal/external users.

Activities:

- Provide expertise and support for the identification, development, implementation and ongoing enhancement of existing applications used by internal/external users.
- Provide expertise and support for the identification, development, implementation and ongoing enhancement.
- Understand the business needs and goals of the client organizations and support development and design of business solutions to simplify, improve, automate and/or implement business operations.
- Support the development of business plans to ensure alignment of business direction with emergent IT architecture, and add value to client operations by identifying IT application opportunities and alternatives that support achievement of business goals.
- Manage working groups and/or participate on department committees, project teams providing a consultative service for program and system development.
- Develop proposals in response to identify needs.
- Review and evaluate system deliverables combining technical ability with a user perspective to ensure satisfaction of the project/business objectives.

5. Transitional Management – Manage the organizational changes from enabling technology and business process re-engineering.

Activities:

- Coordinate the development and implementation of a communications plan for multiple projects.
- Design and facilitate change management activities to ready users for the new business processes and tools associated with ITSM.
- Develop training strategies, plans and materials.
- Design, develop and deliver quality user training including both web based and classroom.
- Design, develop and delivery quality presentations to multiple user groups and audiences.
- Develop quality assurance processes to ensure data integrity and compliance with policies and procedures.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Reporting to the Manager ITSM , this position performs all work in accordance with relevant government and ministry legislation, policies and guidelines. The position:

- Develops effective working relationships with other ministries, other levels of government, technology service providers and business interest groups.
- Participates in the development of project strategies and plans and supervises the execution of project deliverables.
- Independently researches and makes recommendations on new functionality, tools and processes for their applicability to emerging business needs. The incumbent is required to design common solutions to address business needs within the context of the governing business rules and the established technology standards.
- Provides business consultative services as well as supporting system developers/analysts in the design of effective business solutions.
- Review current business procedures and policies to identify areas of opportunity for improvement or of conflict and develop and present recommendations for improvement.
- Conducts complex analysis of business rule/operational requirements, business initiatives, resulting in an effective system which meets user requirements and eliminates system development setbacks and financial losses.
- Develops strategies, work plans, testing plans and scripts, schedules, project estimates and implementation plans.
- Resolves issues which affect overall progress and the quality of projects or enhancements.
Ensures that system changes have been reviewed and that any impacts have been identified.
- Participate in developing and implementing data standards.
- Makes independent decisions that have a critical impact on financial gains or losses as well as the department's public image.
- Exercises good judgement and utilize exceptional interpersonal skills to represent the interest and goals of the branches/departments with stakeholders and in responding to requests for service to ensure all interests are addressed and achieved.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

University Degree in a related program and considerable years related experience or an equivalent combination of education and experience.

The Business Analyst role requires sound business knowledge combined with well developed skills and knowledge of the technical components, tools and processes. The primary knowledge, skills and abilities required are:

- Excellent communication skills, both written and oral, including strong presentation skills.
- Strong MS office software skills.
- Strong knowledge and understanding of the department's business plan and objectives.
- Strong knowledge of change management, systems development and information management methodologies.
- Solid knowledge of the governing legislation, policies and related business applications that support the branch's activities.
- Strong analytical ability, data interpretation and problem solving skills.
- Strong interpersonal skills with a focus on customer service.
- Project planning, monitoring and management skills, with a focus on process design and transition management.
- High level of motivation, creativity and initiative.
- Ability to research issues accurately to identify and solve problems.
- Well developed leadership and supervisory skills.
- Ability to positively influence, negotiate and to obtain commitment of others.
- Ability to recognize and deal accordingly with potential political issues.
- Ability to interpret legislation and internal regulations.
- Strategic perspective – ability to identify the outcomes and impacts.
- Understanding of basic accounting, budgeting and audit processes, controls and trails.

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position will require the incumbent to solicit and oversee participation from working level staff within Technology Services as well as in other departments. The BA will design, develop

and deliver communications and training to the working level staff to increase the buy-in and acceptance of the changes introduced and to facilitate ongoing data and systems maintenance.

The incumbent will participate on a variety of committees to identify and resolve issues related to delivery of ITSM modules.

Will participate with virtually all ministries and may liaise with multiple levels of government, depending on the nature of the project and status.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Depending on the assignment, may be required to supervise junior staff or contractors.

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 024PS20

Identification Section

Working Title: Senior Economist, Office of Statistics and Information

Department: Treasury Board and Finance

Division, Strategic Corporate Services, Data Development and Evaluation Branch/Office of Statistics and Information

Branch/Unit:

Reports To: Director, Office of Statistics and Information

Levels to D.M.: 4

Job Description: [024PS20](#)

MRS: See the [Minimum Recruitment Standards](#) for Program Services

Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

C1 76

TOTAL JOB POINTS

393

Comments on Role

Alberta's Office of Statistics and Information (OSI) functions with a government-wide mandate and is responsible for creating, managing and sharing consistent and reliable information about Alberta and its people.

The OSI works in collaboration with other ministries as the government resource responsible for consolidating official statistics and other key government data to support the efficient and strategic management and dissemination of information for policy and decision-making.

This position supports the operations of the Office of Statistics and Information (OSI) by assisting clients with identification and appropriate use of statistical information, contributing to building GoA statistical capacity, developing OSI policies and procedures and disseminating statistical information, with supporting documentation as required, to internal and external clients.

Comments on Evaluation

Knowledge:

Content:

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- **E+:** The Senior Economist requires extensive, specialized knowledge of Economic theory, combined with experience in the development of economic models and the design of economic studies. Also required is extensive knowledge of the structure and evolution of the economy in Alberta, Canada and globally, plus in-depth knowledge of Alberta's fiscal framework, political and social environment and the needs of Alberta business. The push (+) on the E recognizes the depth and breadth of knowledge that requires either additional schooling, or significant work experience.

Complexity and Diversity:

- **I:** This position applies strategic and analytic techniques to provide business solutions and recommendations. The position also assists experts in other ministries with the design of innovative economic and socio-economic models. This position operates with a clear understanding of how its work relates to the work of others.

Human Relations Skills:

- **2:** The Senior Economist applies strong communication skills in the delivery of presentations and providing information to the media. Highly technical information must be communicated in a manner that is understandable and meaningful to "lay" people.

- **Creativity/Problem Solving:**

38%: The higher of the two rating options applies to this position. The Senior Economist takes the initiative to achieve goals and act to resolve problems before they arise, taking a longer range perspective of situations. This position works with considerable independence in dealing with highly technical, innovative and complex work, with numerous ambiguities. Considerable expert judgment is required.

- **Responsibility:**

C1: The focus of this position is on expert analysis and consultation to support evidence based decision making.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS20

Identification Section

Working Title:	Senior Economist, Office of Statistics and Information
Department:	Treasury Board and Finance
Division, Branch/Unit:	Strategic Corporate Services, Data Development and Evaluation Branch/Office of Statistics and Information
Reports To:	Director, Office of Statistics and Information
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Alberta's Office of Statistics and Information (OSI) functions with a government-wide mandate and is responsible for creating, managing and sharing consistent and reliable information about Alberta and its people.

The OSI works in collaboration with other ministries as the government resource responsible for consolidating official statistics and other key government data to support the efficient and strategic management and dissemination of information for policy and decision-making.

Reporting to the Director, Office of Statistics and Information, this position supports the operations of the Office of Statistics and Information (OSI) by assisting clients with identification and appropriate use of statistical information, contributing to building GoA statistical capacity, developing OSI policies and procedures, and disseminating statistical information and supporting documentation as required to internal and external clients.

Responsibilities and Activities

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(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Provide advice, expertise and assistance in building GoA statistical capacity to support evidence based decision making related to fiscal, environmental, energy/resource and industry and trade issues.**

Activities:

- Partner with fellow experts (managers, technical staff, etc.) to provide analytical support and thought leadership with the goal of developing and implementing information-driven processes to support policy analysis and decision-making.
- Review technical socio-economic analysis and forecasting expertise on cross sector and cross jurisdictional initiatives.
- Provide expertise and/or assistance to other ministries involved in designing innovative, complex economic and socio-economic models at the provincial and sub-provincial level.

2. **Assist stakeholders in the identification and use of appropriate statistical information.**

Activities:

- Assess need for GoA official statistics among internal and external stakeholders.
- Assist stakeholders to identify gaps in their statistical information, areas of duplication with other data sources and opportunities for efficiencies.
- Provide advice to stakeholders on appropriate statistical methodologies.
- Refer requests for non-official-statistics data and information (data/information on tourism, regional economic development, small business etc.) to the appropriate division of the Employment and Immigration ministry or the specific GoA ministry owning the requested data.

3. **Guide the use and relevance of fiscal, environmental, energy/resource and industry and trade official statistics and other key information.**

Activities:

- Advise on the use of Statistics Canada or other source data with regard to development of GoA official statistics. Assist in identification and definition of standards for these statistics.
- Advise other ministries regarding developing data and statistical capacity, methodologies, etc. within a distributed capacity and multiple centres of excellence model.

- Assist ministries and monitor requirements for the production and maintenance of GoA official statistics.
- Assist in development of a statistics compendium and ongoing updating of the data.
- Assist in the preparation of an annual publication of the compendium in hard copy.
- Produce customized packages of GoA official statistics/key information as required.

4. Develop and maintain policies and procedures for operation of the OSI.

Activities:

- Provide operational support to the GoA Statistics Council.
- Provide operational support for OSI's role as the Alberta Provincial Statistical Focal Point in relations with Statistics Canada and the statistical agencies of other provincial and territorial governments.
- Assist in defining a common set of statistical policies, technical standards and statistical procedures for GOA Official Statistics and other key statistical information and data shared through the OSI.

5. Information Requests/Action Requests/Briefings.

Activities:

- Respond to a variety of business information requests originating from the public, within government or from the media.
- Prepare responses to Action Requests originating with the Minister or Deputy Minister on topics that relate to small business or regional economic development.
- Prepare briefings for senior officials as required on topic areas of specialization.
- Proactively brief senior officials, managers and staff (e.g., Communications) on statistical releases from other agencies (e.g., Statistics Canada).
- Managing requests for information concerning Alberta's fiscal, environmental, energy/resource and industry, trade and other official statistics, as appropriate, from stakeholders throughout the province and potentially globally.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Senior Economist has primary responsibility for provision of expertise to GoA issues such as fiscal, environmental, energy/resource and industry, trade issues and other statistics as appropriate. In this role, the economist must take the initiative to achieve goals and act to resolve problems before they arise; identifying common elements, themes and risks in situation and actions; taking a longer-range perspective of problems and situations (big picture perspective). The economist works with considerable independence in dealing with highly technical, innovative, leading edge and complex work, with numerous ambiguities (e.g., economic forecasting, development of scenarios, strategy development). Considerable expert judgment is required. As well the economist requires a high degree of latitude and responsibility in order to address the responsibilities of the job. Knowledge of, and relationships with, numerous internal and external clients and stakeholders are required.

The role complexity and diversity includes:

- Contributing technical socio-economic analysis and forecasting expertise on cross sector and cross jurisdictional initiatives.
- Managing effectively with the highly sensitive nature of economic issues in Alberta.
- Investigating and assisting experts in other ministries with designing innovative, complex economic and socio-economic models at the provincial and sub-provincial level.
- Overseeing the currency and relevance of fiscal, environmental, energy/resource and industry, trade and other official statistics as appropriate.

The job impacts a diverse range of internal and external client groups including:

- Enquiries from other branches, divisions, and departments within the Alberta government.
- Inquiries from other levels of government within the province.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Graduate Degree in Economics, Econometrics, Statistics, or closely related field
- Knowledge and credibility is sufficient to be recognized as an authority
 - Experience in designing and leading economic studies
 - Experience in developing and using economic models

- Research skills and experience
- Knowledge of financial related analysis (e.g., debt analysis, fiscal policy, capital spending, CPI, inflation and GDP analysis, ROI calculations)
- Knowledge of environmental, energy/resource and industry and trade issues
- Extensive knowledge of the structure and evolution of the economy in Alberta, Canada and globally along with in-depth knowledge of Alberta's fiscal framework, political and social environment, and needs of Alberta businesses
- Strong knowledge of techniques and of software programs for theoretical and applied econometric/statistical models
- Experience utilizing experimental design, sampling techniques, large data sets and statistical programming software (SAS, Shazam) is essential
- Considerable experience using Statistics Canada data

Skills and Abilities:

- Demonstrate the ability to apply both strategic and analytic techniques to provide business solutions and recommendations
- Ability to prioritize multiple requirements and define a detailed process to complete required tasks
- Ability to work effectively with different functional areas (e.g., across organizations like the Government of Alberta)
- Excellent communication and media skills (such as presentation skills, report writing, editing, and providing information to the media)
- Highly motivated, with a desire to work as a member of a team
- Committed to excellence
- Demonstrated experience and competency in consultation skills
- Strong computer analysis skills: including leading edge knowledge of word processing (Microsoft Word) spreadsheet, database, graphic (Excel, Access, Beyond 20/20) and presentation programs (Power Point), e-mail and Internet applications
- Ability to edit and offer constructive evaluations of the work done by others
- Well honed presentation development and public speaking skills to present at provincial and national conferences and workshops for professionals across the public and private sectors
- Strong organizational and project management skills, effective time management skills to optimize resources and to achieve desired results within tight deadlines and high level of flexibility to deal with rapidly emerging situations
- Strong decision making skills

Contacts

(Main contacts of this position and the purpose of those contacts.)

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Briefs supervisor/management on any emerging economic, social and environmental issues, proposes possible solutions and works collaboratively to resolve the issues and implement enhancements.

Works with Communications to develop key messages on Official Statistics, economic, social and environmental indicators and research findings.

Works with senior level staff in other divisions, other provincial departments, other governments, post secondary institutions, community stakeholders and other jurisdictions to present, consult and advise on economic, social and environmental indicators, issues and forecasting methodology.

Good working relationships are required with other departments, other divisions, stakeholders to acquire data and clarify details of statistical and analytical information when needed.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS22

Identification Section

Working Title: Business Analyst, Forecasting
Department: Energy
Division, Oil Sands Operations / Operational Policy Branch
Branch/Unit:
Reports To: Manager, Forecasting
Levels to D.M.: 5
Job Description: [024PS22](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

C1 76

TOTAL JOB POINTS

393

Comments on Role

The Business Analyst, Forecasting is responsible for modelling and providing economic and policy analysis for Alberta Oil Sands. Information is used by others in the development of oil sands royalty and tenure regulations. This position is one of three positions in the unit reporting to the Forecasting Manager. Each Program Services position performs similar business analyst work in relation to oil sands.

Comments on Evaluation

- Knowledge:**

Content:

- E+:** Requires in depth knowledge of resource economics, the energy industry, along with oil sands royalty and tenure regulations. The push on the E (+) represents the applied expertise in economic theory and analysis specific to oil sands issues, including advanced knowledge of building models, present value of money concepts, cost benefit analysis and supply/demand.

Complexity and Diversity:

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- **I:** Performs complex analysis and provides information to other areas of the Department, ERCB and industry.

Human Relations Skills:

- **2:** Strong human relation skills required to interact with and influence internal / external stakeholders to obtain information that will assist in developing economic modelling projects and successful alliances to enhance growth of the Oil Sands Sector.
- **Creativity/Problem Solving:**

38%: This position is expected to participate in business design teams, government task forces, and conferences relating to oil sands development.

This position's thinking is guided with a broadly defined environment where issues have not been clearly identified and where the solutions are also unclear. This position is required to find solutions/recommendations to complex issues.

Position will develop new procedures and analyze initiatives in the areas of program and policy development and research. For example, the position will participate in policy analysis in developing the new oil sands tenure regulation. The position must also present timely and relevant information to senior management.

- **Responsibility:**

C1: Focus of the position is clearly an analysis and making recommendations in support of generating policies, planning and program development.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 024PS22

Identification Section

Working Title:	Business Analyst, Forecasting
Department:	Energy
Division, Branch/Unit:	Oil Sands Operations / Operational Policy Branch
Reports To:	Manager, Forecasting
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Business Analyst, Forecasting in the Oil Sands Operations Division, Operational Policy Branch, is responsible for modelling and providing economic and policy analysis for Alberta Oil Sands. The models and analyses will contribute to the Department's policy on oil sands and to responding to specific requests for information and analysis for use by the Minister or by other staff in the Department. The Business Analyst, Forecasting will be responsible for analyzing the oil sands royalty and tenure impact, and will be the key first-line analyst and source of intelligence relating to issues in developments in that particular area. The Business Analyst, Forecasting will also assist, as required, in providing the economic and royalty impact analysis for project applications under the Oil Sands Royalty Regulation, 1997, and in providing royalty revenue forecasts.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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1. Contribute information and analysis relating to oil sands policy and specific oil sands companies to determine their impact on oil sands royalty and to make recommendations on potential courses of action.

Activities:

- Closely monitor oil sands development, which may affect Alberta royalties.
- Identify and understand significant issues and emerging developments in the oil sands area.
- Use economic analysis to assess the impact of these developments on Alberta's oil sands royalty.
- Evaluate the economic justification and royalty impact of oil sands royalty applications.
- Critically assess reports and information received from external sources, including in-depth studies done by various consultants.
- Consult with industry to obtain relevant information for analysis.
- Provide information and recommendations to senior management in a timely and effective manner.

2. Develop oil sands policy scenario models for analyzing changing policies and their impact on oil sands royalty.

Activities:

- Use fundamental and/or applied research techniques in the collection of data.
- Assess data to determine its suitability or usefulness.
- Conduct relevant economic, financial and/or statistical analysis to assess the impact of policy rules/royalty regulation on the Crown's interests.
- Construct and maintain economic models and databases.
- Develop an in-depth understanding of the oil sands industry; the Oil Sands Royalty Regulation, 1997 (OSRR, 1997); and other Alberta royalty regimes and government policies.
- Liaise with internal legal, operations, and tenure branches to assess viability of proposed policy recommendations and changes.
- Consult with industry to obtain feedback and industry position.
- Understand and assess technical concepts related to the oil sands industry.

3. Participate in policy analysis in developing amendments to the OSRR, 1997.

Activities:

- Good understanding of the OSRR, 1997 and its guiding principles.
- Develop an understanding of industry needs in order to proceed with development in an equitable and efficient manner.

- Critically assess and understand Industry's plans for development.
- Identify areas of the OSRR, 1997 that may require adjustment and respond to Industry suggestions for such adjustments.
- Liaise with in-house lawyers, auditors, and engineers for the development of OSRR, 1997 amendments.
- Use economic and financial analyses to assess the impact of OSRR, 1997 amendment scenarios on Crown royalty.
- Assist in developing amendment terms that mitigate Crown risks and, at a minimum, ensure Crown royalty neutrality.
- Presentation of timely and effective information to senior management.
- Assist the internal legal team in drafting terms of the OSRR, 1997 amendment.

4. Develop and analyze oil sands transition agreement models using OSRR, 1997 and provide information to senior management for transition agreement negotiations.

Activities:

- Good understanding of the OSRR, 1997 and its guiding principles.
- Understanding of relevant Crown Agreements.
- Critically assess and understand Industry's plans for development.
- Liaise with in-house lawyers, auditors, and engineers for the development of transition agreement terms.
- Liaise with oil sands company undergoing transition agreement negotiations.
- Use economic and financial analyses to assess the impact of different transition agreement scenarios on Crown royalty.
- Develop transition agreement terms that mitigate Crown risks and, at a minimum, ensure Crown royalty neutrality.
- Presentation of timely and effective information to senior management.
- Assist the internal legal team in drafting of MOU and Transition Agreement terms.

5. Forecast oil sands royalty revenue.

Activities:

- Develop and maintain models to enable accurate and timely oil sands royalty revenue forecasts.
- Ensure operators forecasts are provided on a timely basis, consistent with the regulations.
- Track individual oil sands developers and projects to ensure that relevant information is captured for forecasting purposes.
- Liaise with internal and external stakeholders to understand impacts to the industry and forecasted activity.

6. Oil Sands Product Price Analysis.

Activities:

- Monitor heavy blend markets such as the Western Canada Select and other comparable heavy blends at Hardisty and/or Edmonton to understand price trends and light-heavy price differentials.
- Monitor key North American heavy oil markets such as PADDII and U.S. Gulf Coast, to determine relationship with local regional markets and make recommendations on the appropriate floor price for the Bitumen Valuation Methodology (BVM).
- Monitor diluent markets and other markets such as diesel, naptha, and fuel gas to help ensure that reasonable values are used for non-arms length transactions for projects under the oil sands royalty regime.
- Liaise with internal and external stakeholders to better understand market and pricing trends and increase in-house market intelligence.

7. Participate in Business Design Team subcommittees, and develop business rules/methodologies for oil sands royalty calculation (e.g. cost to service, non-arm's length transactions).

Activities:

- Good understanding of the OSRR, 1997.
- Liaise and set up consultation process with oil sands companies.
- Use economic and financial analyses to assess the impact of proposed business rules on Crown royalty and to develop business rules.
- Develop business rules and methodologies that are fair to both industry and the Crown, while at the same time mitigate Crown risks.
- Presentation of timely and effective information to senior management and to Industry.

8. Participate in policy analysis in developing the new oil sands tenure regulation.

Activities:

- Good understanding of the existing and the proposed new oil sands tenure regulations.
- Develop an understanding of industry needs in order to proceed with development in an equitable and efficient manner.
- Critically assess and understand Industry's plans for development.
- Assist in determining general principles and specific parameters behind the new tenure regulation.

- Identify areas of the proposed new tenure regulation that require adjustment and respond to Industry suggestions for such adjustments.
- Liaise with the tenure branch and in-house lawyers for the development of the new tenure regulation.
- Use economic and financial analyses to assess the impact of tenure regulation scenarios on Crown interests.
- Assist in developing tenure regulation terms that mitigate Crown risks and enable orderly and equitable development of the oil sands.
- Presentation of timely and effective information to senior management.
- Assist the internal legal team in drafting the terms of the new tenure regulation.

9. Respond to action requests from the Deputy Minister's office and requests for information and assistance from other Branches, (such as Communications, Operations, Lease and Tenure).

Activities:

- Assess the scope of the request.
- Research and gather information on the issue.
- Carry out appropriate analysis, consulting others when necessary.
- Communicate results analysis and recommendations arising from the analysis in a concise and effective manner.

10. Continuous professional development and ongoing enhancement of analytic skills.

Activities:

- Enhance knowledge of government policies and the oil sands and energy sector so that analytic tools and models can be improved and expanded.
- Enhance knowledge of the OSRR, 1997 and be abreast of the amendments.
- Read and analyze relevant materials and monitor information sources to remain abreast of technological and other developments.
- Participate on field trips, conferences, and invitations by industry and other partners.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Analytic and policy work on the oil sands relates to the energy sector that is directly responsible for a significant percentage of government revenue and a significant industrial contributor to the Alberta economy. The analysis is important to the Alberta government and to the Alberta economy.

Work with colleagues on cross sector projects results in a more comprehensive assessment process and a better opportunity for an affirmative outcome.

Meets with private sector companies to obtain information and to assist in developing economic modelling projects and successful development of alliances to enhance the growth of the oil sands sector.

Contact clients, partners, and stakeholders regularly to discuss relevant issues, exchange information and to promote specific initiatives that are targeted for developing the industry.

Interacts across governments on impacts of policy on the oil sands industry by modelling possible scenarios and their outcomes on Alberta.

Participates as a team member to deal with issues that arise where Alberta's energy interests may be impacted.

Develop and participate in business design teams with industry and government members to work out Oil Sands royalty rules that protect the Crown's interests and promote development and expansion of the oil sands projects.

Work closely with other team members within the oil sands business unit in evaluating oil sands project applications.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Understanding of Alberta's fiscal framework, energy related policies, and regulatory regimes.
- Knowledge of resource and environmental economics, economic theory, finance and analysis coupled with the ability to apply economic principles in the Alberta context to conduct economic analysis.

- Understanding of the concept of sustainable development and more specifically how the concept fits into the Alberta context, the Department Business Plan, and the Alberta Advantage.
- Strong computer skills, including leading edge knowledge of word processing, spreadsheet, database, graphic and presentation programs.
- Knowledge of techniques and of software programs for economic modelling.
- Technical knowledge of upstream and downstream (upgrading, refining) processes and issues relating to the oil sands Industry.
- In-depth knowledge of the energy industry (especially oil sands), including current events and major issues that may affect Alberta's energy sector players.
- Knowledge of federal and international regulatory issues that may impact the Alberta energy industry, and understanding of how these compare to regulatory issues, and royalty and tenure regimes in Alberta.
- Ability to gather, screen, and analyze information on energy resources and issues for internal and external applications.
- Effective interpersonal skills coupled with the ability to establish key contacts and to work with fellow staff, superiors, and personnel in industry and other governments.
- Ability to work in a team environment, and to contribute successfully in meetings and consultations.
- Ability to communicate verbally and in writing, with individuals at different levels within government and in the private sector.
- Ability to edit and offer constructive evaluations of the work done by others.
- Optimizing and organizing – planning to do the work with the least possible resources, given the scope of the study and the time available.
- Ability and capacity to work on different projects at the same time.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Works with Industry representatives to get their numbers as well as to ask questions surrounding submissions. Also contacts other areas in the Department such as Economics & Markets and policy areas to get more information.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No supervision exercised.

Last Review / Update: 2015-02-17

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Classification: Public



Subsidiary 2

Benchmark Evaluation - 024PS63

Identification Section

Working Title: Policy Analyst
Department: Health
Division, Strategic Directions Division, Health Services
Branch/Unit: Strategy Development Branch
Reports To: Senior Manager, Quality
Levels to D.M.: 4
Job Description: [024PS63](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

C1 76

TOTAL JOB POINTS

393

Comments on Role

This position leads the implementation and evaluation of the Access to Services Strategy for the province. The Access to Services Strategy is a framework that provides a systematic approach to improving the way health services are delivered to the public across Alberta. In order to conduct environmental scans and research on wait times (for patients to receive health or medical services), access guarantees, and performance reporting, the position must establish strong relationships with those stakeholders and jurisdictions that can provide insights as well as collaborate on policy development. Any policies developed to improve the public's access to health services must be reviewed by the Access Advisory Committee and expert panel. This position coordinates and prepares briefing materials for these committees, and manage and prioritize the issues that come before the committee. An understanding of the key underlying issues is required. The position also manages funds and grants for initiatives that improve service quality to Albertans, monitoring and reporting on milestones. A key element of this position is developing creative and innovative solutions that support policy development.

Comments on Evaluation

Knowledge:

Content:

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- **E+:** Position must have knowledge of public health systems, various health professions, quality improvement theory, models and techniques, statistical analysis, and policy planning and decision making processes within government. The position is regarded as an expert in health sciences and services, requiring a master's level education. The E+ recognizes the in-depth knowledge required in addition to basic theory in health sciences.

Complexity and Diversity:

- **I:** The position integrates several responsibilities in order to lead the policy changes and enhancements needed to improve health services access to Albertans. The responsibilities are not so diverse that they merit a rating beyond "I"; all policy development and implementation are related to a narrow subject area within health services.

Human Relations Skills:

- **2:** The position focuses on building effective and long term relationships with key stakeholders. It provides recommendations and must persuade the Access to Services committee and expert panel on new policy proposals. Gaining consensus and relationship building merit the "2" rating.

Creativity/Problem Solving:

38%: The focus of the job is to analyze and evaluate creative solutions to the ongoing issue of quality of medical services provided to Albertans, which requires the highest level of operational thinking. The Access to Services Strategy is provincial in scope, but is concentrated in a specific area of health care systems policy: accessibility of the services.

Responsibility:

C1: The position's main focus is on the analysis of data to determine the underlying health services access issues and the development of policies that address these issues.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 024PS63

Identification Section

Working Title:	Policy Analyst
Department:	Health
Division, Branch/Unit:	Strategic Directions Division, Health Services Strategy Development Branch
Reports To:	Senior Manager, Quality
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Access to Services Strategy is a provincial framework within which access improvement initiatives can be organized, sequenced and allocated the necessary resources to accomplish meaningful change and improvement through a systematic approach to health service delivery improvement. The Access Strategy Unit manages and coordinates the execution of the Access to Services Strategy. The role of Policy Advisor is to provide leadership, consulting, coordination, and expertise both internally and externally to: monitor and report progress against the Access Strategy implementation plan; align the efforts of the parties responsible for implementing the Access Strategy; monitor financial progress, milestones and deliverables of funded initiatives; creation and approval of performance expectations within the broader AHW accountability processes and structures (i.e. regional health plans); develop and distribute communications materials for stakeholders; and analyze policy options and recommendations for the Access Strategy Unit, Access Advisory Committee, Expert Panels, Innovation Networks and Strategic Directions Division.

The Policy Analyst provides environmental scans, literature reviews and information and research support and analysis for evidence-based policy development and management decisions. Provides analysis and expertise for activities that address issues related to the Access Strategy Unit priorities, including wait times, access guarantees, performance reporting and

related matters. The Policy Advisor also collaborates on data development and management support for access initiatives related to policy development and implementation in matters of access and quality improvement and other related issues.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Establishes and maintains positive and effective relationships with key internal and external stakeholders and other jurisdictions for the purpose of gaining intelligence and transferring that knowledge into collaborative policy development and management decisions for the purpose of ensuring optimal integration of business goals and ministry objectives, including providing policy support and undertaking policy analysis of access policy documents.
2. Participates in the development of access policy initiatives by developing draft materials, analyzing provincial and other jurisdictions' policy documents and regulatory frameworks.
3. Facilitates the coordination and preparation of briefing materials for Access Advisory Committee, Expert Panel, and Innovation Network meetings/teleconferences. Collaborates with department program areas and innovative projects on the specific requirements of briefings and the timeliness of submissions.
4. Prepares correspondence and issues management briefings on matters related to access. Prepares and collaborates on the development and implementation of a communication strategy and plan(s), key messages, and question & answer materials for Ministry public releases and announcements, web site and other modes of delivery.
5. Stays informed and shares intelligence on provincial and inter-regional issues pertaining to health service delivery in Alberta with a focus on access.
6. Prepares, maintains and provides analysis for environmental scans and literature reviews of policy trends, clinical and business practices, legislation and developments in access to health services provincially, nationally and internationally.
7. Provides project management support such as, drafting of documents (e.g., terms of reference, project charters, data standards, reporting guidelines), and preparation of agendas and stakeholder consultation support and analysis.

8. Performs grant management for funded initiatives, including monitoring and providing reporting on financial progress, milestones and deliverables of funded initiatives.
9. Leads and/or supports departmental and stakeholder teams and committees on identified projects and innovative initiatives that support policy development related to access to health services and service quality improvement.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The job requires frequent contact with other Divisions, jurisdictions, Regional Health Authorities and Boards, and professional associations and/or regulatory bodies. It requires independence and minimal direction to carry out responsibilities with a high degree of accuracy and acceptability.

It requires understanding of the issues surrounding access to health care services in Alberta, nationally and internationally.

Requires the ability to prioritize work to meet changing priorities and the ability to facilitate and collaborate among various groups.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Knowledge of policy, planning and decision-making processes in large and complex organizations, health system and sector interrelationships (e.g., acute, continuing, community and public health, and the practice relationships between health professions), quality improvement theory, models and techniques, including business process improvement; basic statistical analysis and information presentation; and health service delivery clinical and/or business practices and health care systems.

- Familiarity with research theories and methods, including organizational evaluation, project management approaches, and information/data management and security.
- Demonstrated understanding of access policy issues and implications for Alberta.
- Working knowledge of government policy development processes and procedures and relevant health legislation and regulations.

Skills:

- Self directed with the ability to work independently and collaboratively with others to achieve timely and quality outputs.
- Ability to work strategically and simultaneously manage a wide variety of issues, mobilize resources and find innovative solutions to complex issues and problems.
- Ability to foster trusting and dependable working relationships with key stakeholders.
- Strong verbal communication skills and ability to write in a clear and succinct manner.
- Strategic thinking and synthesizing, conceptual and analytical skills.
- Excellent interpersonal and team skills with the ability to lead/coordinate activities of a team to achieve the desired ends, and participate as an effective team member.
- Ability to work with ambiguity.

Experience:

- Policy development and strategic planning within the health sector.
- Demonstrated experience in stakeholder relations, issues resolution, and policy development.
- Proven ability to establish positive working relationships with a broad variety of clients and demonstrated success in managing complex issues within short timelines.
- Experience with databases search techniques and with computer applications including Microsoft Word, Excel, Visio, Project Management and PowerPoint and ability to prepare documents with charts and graphs.
- Project management experience, including budgeting, setting and meeting timelines, and delivering results.
- Several years of progressive management experience with health service delivery, projects for business improvement, and implementing change.

Education:

- Masters degree in Health Sciences, Health Services or a related discipline, with a minimum of 5 years relevant progressive experience in the health care industry. Project Management training desirable.

Contacts

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The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive font with a small square icon to the right.

(Main contacts of this position and the purpose of those contacts.)

Health Services Strategy Development Branch Executive Director, Access Strategy Unit Senior Manager and Unit colleagues; external key stakeholders in Regional Health Authorities and Provincial Boards at various levels for the purpose of gathering intelligence, issues management, preparing strategic documents and coordinating activities.

Other branches, i.e. Health Workforce Planning, Communications

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No positions are directly supervised.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 024PS26

Identification Section

Working Title: Assessment Advisor, Regulated Property Assessment

Department: Municipal Affairs

Division, Local Government Services, Assessment

Branch/Unit: Services Branch, Regulated and Assessment Policy Unit

Reports To: Coordinator, Regulated Assessment Policy - Program Services 5

Levels to D.M.: 5

Job Description: [024PS26](#)

MRS: See the [Minimum Recruitment Standards](#) for Program Services

Job Code: [024PS](#) - Program Services 4

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

33% 76

Responsibility

B 76

TOTAL JOB POINTS

382

Comments on Role

The Assessment Advisor is part of a team of professionals responsible for ensuring that the processes and procedures described in the Municipal Government Act and its regulations, guidelines and manuals for the valuation of regulated property are clear, consistent and effective. Regulated property includes farmland, pipeline, oil and gas wells, electric power systems, telecommunication systems, machinery and equipment and railway properties. This position works with department and contract staff to develop and draft the Minister's Guidelines, which form the legal basis for the assessment of all regulated property. Also working with department and contract staff, the Assessment Advisor conducts analysis on year-over-year construction cost changes for these properties for the purposes of developing the Assessment Year Modifiers that are included in the Minister's Guidelines. This position is also responsible for the annual review of issues raised in the assessment of regulated policy, particularly through the complaint and appeal process. This position is responsible to determine if updates or clarification in wording or instructions in the guidelines are appropriate in the resolution of the issues raised.

Comments on Evaluation

Knowledge:

Content:

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- **E+:** Position requires working knowledge of all the industries associated with regulated properties, as outlined in the Municipal Government Act, including pipelines, oil and gas wells, electric power generation, transmission, distribution and street lighting systems, telecommunications systems including cable television, oilfield and manufacturing and processing machinery and equipment, railway and the agricultural industry. Working knowledge of legislation and regulations surrounding property assessment and taxation with particular emphasis on regulated properties. Extensive knowledge and experience in the area of property assessment and taxation. Professional designation in the property valuation field and a degree or diploma in a related field is a requirement for this position. The position was scored at E+ based on the combination of knowledge requirements representing the breadth of the position.

Complexity and Diversity:

- **I:** The position is required to fully understand the regulated property guidelines and how it impacts municipalities and private industry related to taxation. The position requires strong analytical skills including the ability to use complex mathematics to develop the calculations for taxation purposes.

Human Relations Skills:

- **2:** Position is required to provide public presentations, create communication products for the purposes of educating stakeholders and dealing one-on-one with stakeholders. The position must be able to provide explanation of complex legislation and influence stakeholder behavior, to result in adherence with the regulations.
- **Creativity/Problem Solving:**

33%: Position must be able to analyze regulated property assessments using a number of complex legislation and regulations. The position contributes to the development of new programs and policy through the development of Minister guidelines which form the legal basis for all regulated property. The 33% rating reflects that the position has latitude to work within the guidelines of regulated property assessment and determine solutions to issues, requiring judgement. This position is required to have an understanding of the issues associated with regulated industrial property assessment; including stakeholder groups such as the Canadian Property Tax Association (CPTA), the Canadian Association of Petroleum Producers (CAPP), and the Canadian Energy Pipeline Association (CEPA). As well as an understanding of issues associated with farm and rural property assessment; including stakeholder groups such as Alberta Association of Municipal Districts and Counties (AAMD&C), Alberta Urban Municipalities Association (AUMA), the Alberta Assessors' Association (AAA), and various agricultural associations such as the Alberta Cattle Commission, the Alberta Beef Producers, the Alberta Pork Producers, the Alberta Chicken Producers, etc. The Assessment Advisor, RPA is responsible for the annual review of issues through the complaint and appeal process, determining the appropriate resolution; and acting as the branch representative for amendments to the assessment regulations and the Municipal Government Act.

□ **Responsibility:**

B: Position researches and coordinates information from a variety of sources and produces recommendations papers, regulated assessment guidelines, briefing notes, and assessment related feedback within timeframes set by the organization. The results of this position's duties have a significant impact on other individuals in the branch and municipalities, as it coordinates recommendations, comments and the work of other professionals. The combination of results produced and advice given by this position will be used by assessors across the province resulting in the balanced rating between development and implementation. The Minister's Guidelines are forwarded to Departmental Management and the Minister on an annual basis for approval by the Minister under Ministerial Order.

Last Reviewed: February, 2011

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 024PS26

Identification Section

Working Title:	Assessment Advisor, Regulated Property Assessment
Department:	Municipal Affairs
Division, Branch/Unit:	Local Government Services, Assessment Services Branch, Regulated and Assessment Policy Unit
Reports To:	Coordinator, Regulated Assessment Policy - Program Services 5
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Assessment Advisor is part of a team of professionals responsible for ensuring that the processes and procedures described in the Municipal Government Act and its regulations, guidelines and manuals for the valuation of regulated property are clear, consistent and effective. Regulated property includes farmland, pipeline, oil and gas wells, electric power systems, telecommunication systems, machinery and equipment and railway properties. This position works with department and contract staff to develop and draft the Minister's Guidelines, which form the legal basis for the assessment of all regulated property. Also working with department and contract staff, the Assessment Advisor conducts analysis on year-over-year construction cost changes for these properties for the purposes of developing the Assessment Year Modifiers that are included in the Minister's Guidelines. This position is also responsible for the annual review of issues raised in the assessment of regulated policy, particularly through the complaint and appeal process. This position is responsible to determine if updates or clarification in wording or instructions in the guidelines are appropriate in the resolution of the issues raised.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Assist in the development of Assessment Year Modifiers annually to be used in the assessment of farmland, linear property, machinery and equipment and railway properties.**

Activities:

- Drafting of RFPs, RFQs and contracts for engineers and other professionals for the development of year over year cost changes, agricultural lease agreements and capitalization rates and evaluating submissions.
- Analyze the information from contracted professionals in the development of the Assessment Year Modifiers for all regulated property assessments.
- Prepare briefing materials, information and recommendations for senior and executive management and Ministerial consideration.

2. **Annually review procedures and processes used in the assessment of regulated property for the purposes of required changes to the Minister's Guidelines.**

Activities:

- Annually review assessment complaint and appeals on regulated industrial property for issues related to regulated property.
- Analyze and determine if changes to existing processes and procedures are required.
- Prepare briefing materials, information and recommendations for senior and executive management and Ministerial consideration.

3. **Developing and maintaining a comprehensive communications and stakeholder input process**

Activities:

- Annually prepare stakeholder information packages including quarterly updates on construction cost changes for stakeholder information.
- Develop and maintain a stakeholder input process to gather feedback on proposed changes to the Minister's Guidelines.
- Annually prepare a report for senior and executive management on stakeholder feedback including options and recommendations.

- Prepare communications packages to inform stakeholders of changes to the Minister's Guidelines.

4. **Preparing the text of the draft guidelines, manuals, or revisions.**

Activities:

- Drafting of the guidelines and manuals after appropriate testing and impacts have been appropriately determined.
- Outline the supporting documentation for the changes outlining impacts and recommendations.
- Producing concordance documentation and coordinating publication of information with the Queen's Printer.
- Working with Legislative Projects Unit staff and possibly legal counsel on the required Ministerial Orders and regulation changes required to authorize the guidelines, manuals or revisions to same.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Tasks undertaken and the products created by this position are used in all municipalities in Alberta in the valuation of regulated properties. These properties are valued at approximately \$75 billion and generate in excess of \$ 900 million in taxes for Alberta municipalities and the provincial education property tax.

This position is required to have an understanding of the issues associated with regulated properties and the stakeholder groups such as the Alberta Urban Municipalities Association (AUMA), Alberta Association of Municipal Districts and Counties (AAMD&C), Alberta Assessors' Association (AAA), Canadian Property Tax Association (CPTA), Canadian Association of Petroleum Producers (CAPP), Canadian Energy Pipelines Association (CEPA), and various agricultural associations.

The results of the positions duties have a significant impact on other individuals in the branch and municipalities. The Minister's Guidelines are used by ministry staff in the annual preparation of linear assessments and by municipal assessors in the annual preparation of assessments on machinery and equipment, railway property and farmland.

The Assessment Audit Unit of the Assessment Services Branch audits municipal assessments to ensure that the policies and procedures outlined in the Minister's Guidelines are followed.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Working knowledge of all the industries associated with regulated properties including pipelines, oil and gas wells, electric power generation, transmission, distribution and street lighting systems, telecommunications systems including cable television, oilfield and manufacturing and processing machinery and equipment, railway and the agricultural industry.
- Working knowledge of the legislation and regulations surrounding property assessment and taxation, with particular emphasis on regulated properties.
- Extensive experience in the area of property assessment and taxation.
- Professional designation in the property valuation field or a degree or diploma in a related field.
- Analytical skills including complex mathematics.
- Computer skills including database and spreadsheet applications.
- Public presentation and speaking skills.
- Good written communications skills.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Provide assessment advice to internal and external stakeholders (Minister, senior department officials, officials from other ministries, municipal officials, industry officials and the general public).

Contact with the legal profession regarding issues and interpretation of legislation and regulations.

Extensive contact with contract engineering professionals and agricultural experts used in the development of the annual Assessment Year Modifiers.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position will be supervising and monitoring contractors hired by the department to prepare year over year cost changes and agricultural lease and capitalization rates.

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 023PS60

Identification Section

Working Title: Investigator 2
Department: Service Alberta
Division, Business Services, Consumer
Branch/Unit: Services/Investigation Services
Reports To: Manager, Investigation Services
Levels to D.M.: 5
Job Description: [023PS60](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

R2 87

TOTAL JOB POINTS

353

Comments on Role

Position investigates potential breaches of various consumer protection statutes, promoting the concept of a fair marketplace, ensuring compliance, and initiating enforcement action for non-compliance. In addition, as a Peace Officer, investigations may be conducted and enforcement action taken under the delegated Criminal Code offences of theft, fraud, false pretences and forgery as it relates to consumer protection legislation. Investigations may involve co-operative cross border and provincial jurisdictions enforcement actions.

Comments on Evaluation

- Knowledge:**

Content:

- E:** Position requires knowledge of consumer (and related) legislation and their inter-relationships with other statutes (Charter of Rights and Freedoms, Criminal Code, Alberta Evidence Act etc.). Position must determine in which situation the statutes out weigh the legislation and vice versa. It must also possess strong investigative and enforcement skills. Position is considered stronger than an E- as it requires a working knowledge of advanced investigative tools and techniques to investigate consumer services complaints within

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Classification: Public



Provincial statutes. The position does not warrant an E+ rating as it does not focus on complex, multifaceted, high priority complaints or offences.

Complexity and Diversity:

- **I:** Provincial Statutes set the jurisdiction of the investigation and available enforcement remedies. Program Directors and legal counsel provide interpretation guidelines for statutes. The Position will make use of a range of advanced investigation techniques and tools including obtaining and executing search warrants and employ a variety of enforcement tools such as administrative action, Civil action, and prosecutions.

Human Relations Skills:

- **2:** Position uses strong interpersonal skills in order to gain access to information from potentially hostile individuals or businesses. Position may on occasion deal with emotionally charged situations. Communication is beyond the exchange of information.
- **Creativity/Problem Solving:**

33%: The Position investigates complaints under the statutes administered by Consumer Services and delegated provisions of the Criminal Code of Canada. It uses a variety of approaches to investigate consumer complaints. The rapid pace of change within the marketplace highlights the analytic and evaluative requirements of the investigation function. Thinking within the provincial statutes which set the parameters of the investigation and available enforcement.

- **Responsibility:**

R2: Position is responsible for consumer investigations and has control over the investigative plan, techniques, and processes used. Position is authorized to take enforcement action and has a regulatory focus as a Peace Officer.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 023PS60

Identification Section

Working Title:	Investigator 2
Department:	Service Alberta
Division, Branch/Unit:	Business Services, Consumer Services/Investigation Services
Reports To:	Manager, Investigation Services
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Manager of Investigations, the Investigator 2 is the intermediate level of this series. This position promotes a fair marketplace by providing information to the public and business community, conducting investigations, and taking enforcement actions under department consumer protection legislation. In addition, as a Peace Officer, investigations may be conducted and enforcement action taken under the delegated Criminal Code offences of theft, fraud, false pretences and forgery as it relates to consumer protection legislation. Investigations may involve co-operative cross border and provincial jurisdictions enforcement actions.

The position investigates complaints with an increased level of complexity under the statutes administered by Consumer Services and delegated provisions of the Criminal Code of Canada. Provincial Statutes set the jurisdiction of the investigation and available enforcement remedies. Program Directors and legal counsel provide interpretation guidelines for statutes. Established Department Policy and Procedures set operating guidelines for investigations and file work. The Investigator 2 will make use of a range of advanced investigation techniques and tools including obtaining and executing search warrants and employ a variety of enforcement tools such as administrative action, Civil action, and prosecutions.

The Investigator 2 works with increasing independence and decreasing direct supervision and may act as a resource for Investigative staff. The Investigator 2 will liaise with external law enforcement agencies

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The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive font with a small square icon to the right.

(city Police, RCMP, Government Agencies, Crown Prosecutors) and respond to inquiries from the public and business community.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Investigate complaints and offences in a timely manner, in accordance with legislation, policy and procedures to provide consistent enforcement of a range of consumer protection legislation and delegated criminal code offences. Investigations are subject to regular review by the Director/Manager of Investigations and monitoring for compliance with investigation standards. The Investigator may consult with the Director and Manager of Investigations, Senior Investigators, Program Directors and legal counsel during the course of an investigation.**

Activities:

- Completes investigations in a timely and thorough manner in accordance with department policies, procedures and operating guidelines.
 - Conducts investigations by: gathering, securing and preserving evidence; interviewing complainants; interviewing witnesses and respondents; taking statements and warned statements; examining records.
 - Researches related legislation, for example, Criminal Code, Alberta Evidence Act, Interpretations Act, Provincial Offences Procedure Act.
 - Develop appropriate network of contacts with enforcement agencies.
 - In consultation with the Director/Manager, seek legal options on interpretation and application of legislation.
 - Under direction of Director/Manager and/or in consultation with Senior Investigators and/or Crown Counsel, initiate and conduct the execution of Search Warrants or Production Orders.
 - Following consultation and review with the Manager, make recommendations to the Director of Investigations for enforcement action to obtain compliance with legislation including warnings, reprimands, violation tickets for tenancy offences, prosecutions, hearings, undertakings, director's orders, restraining orders/injunction, property freeze orders, court orders or civil contempt based on evidence. Recommend appropriate cases to forward for the civil forfeiture offices.
 - Where proficiency has been met, may be given the authority to issue violation tickets without further review by the Director.
- 2. Facilitate regulatory action, relating to legislation, policy and procedures, to provide professional and accurate information to the court and administrative hearing processes.**

Activities:

- Subject to review of Director/Manager of Investigations, prepare court documents (court brief, prosecutor's information sheet, information, summonses and subpoenas, or documents required for administrative action).
- Serve summonses on accused and subpoena on witnesses.
- Liaises with other law enforcement agencies and Crown Prosecutor.
- Act as a Crown witness and act as a liaison between the Crown and other witnesses; provide assistance to Crown Prosecutor during court appearances.
- Issues warning letters or recommend statute administrator do so.
- Drafts supplier Undertakings on behalf of the Statute Administrator.
- Prepares documentation, appear as a witness, or assist Case Presenting Officer in administrative hearings.

3. Conduct inspections of regulated businesses to ensure compliance under legislative authority.**Activities:**

- Reviews financial and business records for compliance, identify deficiencies and notify businesses of review results.
- Liaises with other law enforcement agencies and Crown Prosecutor.
- Issue warning letter, or make recommendation to the statute administrator.
- Drafts supplier Undertakings on behalf of the Statute Administrator.
- Prepares documentation, appear as a witness, or assist Case Presenting Officer in administrative hearings.

4. Act as a resource.**Activities:**

- May assist with completing some training requirements for Investigators by sharing knowledge and expertise.
- Consult on investigative techniques and act as a member of working committees for policy or legislative amendments and provide feedback as requested.
- May provide feedback on legislation or participate in legislative review projects.

5. Participate in partnerships, as needs are identified, to increase consumer awareness of departmental legislation and improve relationships with external enforcement agencies.**Activities:**

- Participate with external enforcement agencies including City Police, RCMP, and other Provincial/Federal/International agencies when conducting joint investigations.
- Work with agencies/community groups to raise consumer awareness levels of their clients.
- Develop appropriate network of contacts in law enforcement community.

6. Provide information to the public on their rights, responsibilities, and remedies, to promote a fair market place.

Activities:

- Explains legislation and provide information to consumers and businesses involved in investigations.
- Provides timely assistance to consumers and business operators who come to the office in person.
- Responds to internal information request in a timely manner.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Methods of investigation and evidence gathered during an investigation must withstand the test of Charter Challenges; new challenges emerge as court precedence is set in law. Investigators may be required to obtain search warrants or production orders and seize evidence during the investigation.
- The Investigator 2, after review/consultation with Manager/Director if necessary, will undertake:
 - The most appropriate investigative method to collect information and evidence on an investigation.
 - Type of evidence to collect on an investigation.
 - Which files should be the subject of further enforcement action.
- Enforcement activities flowing from the investigation may include one or more of the following actions: warnings, prosecutions resulting in fines, jail terms, probation, conditional sentence orders or a combination thereof, Injunctions, administrative action on the license of a regulated business, Director's Order, and restitution to consumers. The investigation results may impact consumers and businesses at a provincial, national or international level.

- As a result of the investigation, the Investigator may identify deficiencies in legislation administered by the department and may make recommendations for legislative amendments.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- University degree in a related field (Business, Commerce, Economics) or equivalencies and a minimum of two years experience in investigations. Prosecution experience or investigation experience in a regulatory environment is an asset.
- Working knowledge of all department consumer legislation, investigation techniques and a working knowledge of the variety of enforcement tools applicable in an administrative and regulatory environment.
- Knowledge of other related provincial and federal statutes that affect investigations in the consumer marketplace such as Charter of Rights and Freedoms, Criminal Code, Alberta Evidence Act, Interpretations Act, Provincial Offences Procedures Act, Competition Act, and the Civil Enforcement Act.
- Basic knowledge of accounting principles.
- Ability to be appointed as a Peace Officer under the Peace Officer Act for the purpose of enforcing the following provincial statutes: Cemeteries Act, Charitable Fund-raising Act, Condominium Act, Cooperatives Act, Fair Trading Act, Government Organization Act, Mobile Home Sites Tenancies Act and Residential Tenancies Act, Criminal Code of Canada (specified sections of fraud, theft, false pretences and forgery).
- Individuals require effective listening skills and ability to provide appropriate verbal, non-verbal and written communications, adaptability to change, problem solving and judgment to assess options and implications in order to identify a solution appropriate to workload requirement. Conflict resolution, tact and organizational skills are required to attend to the sensitivity and diversity of issues addressed by this position.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Business community.
- Law enforcement agencies.
- Other government departments.
- Industry and trade associations.
- Investigation staff.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 023PS61

Identification Section

Working Title: Fraud Investigator
Department: Human Services
Division, Delivery Services, Investigation and Review
Branch/Unit:
Reports To: Fraud Investigation Supervisor
Levels to D.M.: 5
Job Description: [023PS61](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

R2 87

TOTAL JOB POINTS

353

Comments on Role

The Fraud Investigator in Employment and Immigration leads the investigation of allegations of suspected program abuse, applying legislative authority from the Income and Employment Supports Act (IESA), regulations, and policies, the Criminal Code of Canada, the Canada Evidence Act and the Canadian Charter of Rights and Freedoms.

As a member of the investigation and review team, this position promotes client accountability with respect to the expenditure of public funds intended to meet the income support needs of clients.

Comments on Evaluation

- Knowledge:**

Content:

- E:** The Fraud Investigator position requires a strong theoretical and applied knowledge of the criminal investigation process, combined with a comprehensive knowledge of relevant legislation, regulations and policies. This position must also be very familiar with the

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Classification: Public



programs and services provided by the department. It is not seen as an E+ due to the narrow, yet specific area knowledge required for the position.

Complexity and Diversity:

- **I:** This position applies sound analytical and conceptual skills in the investigation of multi-faceted allegations of program abuse. Written and verbal evidence supplied by this position is used to support criminal charges. Information obtained through investigations leads to changes/improvements in administrative practices and the promotion of client accountability builds public confidence in the expenditure of tax dollars.

Human Relations Skills:

- **2:** Strong communication skills are applied to the investigative process. This goes well beyond a straightforward exchange of information, as the position is often dealing with resistant clients. Skills associated with assertiveness, persuasion and conflict resolution are routinely applied.
- **Creativity/Problem Solving:**

33%: Clearly stated objectives, practices and precedents, for the most part set the parameters for this work. Within those parameters, the Fraud Investigator assesses each situation and determines the most viable approach, based on own knowledge and experience.

- **Responsibility:**

R2: This is an investigative role in which the position is authorized to make final decisions within their field of expertise and the parameters of legislation and policy.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 023PS61

Identification Section

Working Title:	Fraud Investigator
Department:	Human Services
Division, Branch/Unit:	Delivery Services, Investigation and Review
Reports To:	Fraud Investigation Supervisor
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Fraud Investigations Supervisor, the Fraud Investigator in Alberta Employment and Immigration leads the investigation of allegations of suspected program abuse with legislative authority from the Income and Employment Supports Act (IESA), the regulations, and policies, the Criminal Code of Canada, the Canada Evidence Act and the Canadian Charter of Rights and Freedoms.

As a member of the investigation and review team, the position promotes the client accountability expectations in the expenditure of public funds to meet the income support needs of clients.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Investigates complex, multifaceted, politically sensitive and high priority complaints in accordance with legislation, policy and procedures.

Activities:

- examines Income Support files
- obtains and reviews evidence to determine further courses of action
- determines and authorizes overpayments
- documents the progress of the investigation
- writes concluding reports and identifies areas for case management practice improvements to management and non-management staff
- employs surveillance techniques
- educates clients about their rights and responsibilities

2. Facilitates regulatory action, in accordance with legislation, policy and procedures to provide professional and accurate information to the court and administrative process hearings.

Activities:

- when evidence and information is collected, makes decision whether or not to charge criminally
- prepares documentary evidence required to support a criminal charge
- interviews and interrogates suspects and witnesses (according to the Canadian Charter of Rights and Freedoms and FOIPP)
- prepares, obtains and executes Production Orders, subpoenas and summons (Alberta Peace Officer Appointment)
- prepares court brief and refers the case to Alberta Justice for prosecution
- provides the court with expert witness testimony on Departmental programs and policy
- enters evidence with respect to the Delivery Office files describing deprivation and continuity of evidence
- prepares witnesses prior to and during court to ensure the provision of reliable and credible testimony

3. Participates in partnerships with internal and external agencies to increase awareness of Departmental legislation to improve relationships with external enforcement agencies.

Activities:

- provides expert evidence/participates in quasi-judicial citizen appeal panel hearings when required by front line staff and intake assessments for eligibility determination, when required

- provides background information for high profile cases of media interest
- liaises with Crown Prosecutor to provide Departmental perspective
- liaises with other government offices and law enforcement agencies provincially and federally

4. Provides training, coaching, mentoring, and learning opportunities to assistants.

Activities:

- assigns, monitors and evaluates work delegated to assistant investigators (functional supervision)
- provides mentoring to assistant investigators
- provides an educational work environment for student placements
- teaches court procedures and practices
- collaborates with delivery staff in preventing and detecting errors and implementing improvements in case practice

5. Participates in team membership to meet business plan objectives.

Activities:

- works with teams to solve/resolve issues surrounding highly sensitive investigations, to bring finality to court cases
- participates in developing unit performance standards
- participates in the operational business planning for the investigation unit and contributes toward achieving the required results
- participates in unit meetings to identify issues, share information, solve problems and make decisions
- promotes a co-operative working relationship with service delivery sites in the Edmonton Region

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This work promotes recipient accountability and builds public confidence in the expenditure of tax dollars.

Information obtained during investigation uncovers areas for administrative practice improvements at the district office level which is communicated to the area managers for action to be taken.

Observations made during the course of the fraud investigation promote the Department objective of preventing and reducing financial errors.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Completion of a recognized, related degree or diploma and several years of related experience are required.
- Comprehensive understanding of relevant legislation and its application.
- Human relation expertise (interviewing resistive suspects/witnesses), understanding human behaviour and obtaining appropriate information to build a case from witnesses.
- Case management and time management skills.
- Knowledge of appropriate resources available from various databases, used during a criminal investigation.
- Detailed knowledge of the Criminal Code of Canada, the Canada Evidence Act, Charter of Rights and Freedoms, the Criminal Justice System and the Alberta Evidence Act.
- Ability to network.
- Alberta Peace Officer status.
- Commissioner of Oaths.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Federal, Provincial and Municipal policing agencies personnel for information on investigations.

Federal government departments to acquire financial, citizenship, immigration, and residential information.

Provincial government interdepartmental personnel in Alberta Justice, Children and Youth Services, Alberta Health and Wellness, Advanced Education and Technology, Housing and Urban Affairs to acquire information needed in the course of the investigation.

Inter provincial government departments who administer financial benefits to verify financial, citizenship details, other provincial policing agencies.

Housing authority personnel.

Financial Institution personnel.

Divisional staff in E&I.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS62

Identification Section

Working Title: Career and Employment Consultant
Department: Human Services
Division, Delivery Services
Branch/Unit:
Reports To: Program Delivery Supervisor
Levels to D.M.: 6
Job Description: [023PS62](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

R2 87

TOTAL JOB POINTS

353

Comments on Role

Reporting to the Program Delivery Supervisor, the Career and Employment Consultant (CEC) provides consultative support and guidance to Albertans with regard to career planning, occupational choice, education and training, job search and self-employment. This position ensures that those Albertans who are not employment-ready, or who are unable to participate in the labour market, receive the necessary supports to improve their quality of life and move them along the continuum to personal independence.

Comments on Evaluation

- Knowledge:**

Content:

- E:** The Career and Employment Consultant requires a full working knowledge of Career Development theory and practice, obtained through a combination of a related degree and related experience, as well as a solid understanding of the consulting process. This work also requires a range of knowledge, including community resources, education and training programs, government programs and services and labour market information. This position is

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not an E+ as the push (+) would recognize a specialist role that requires greater integration of knowledge and expertise applied to a broader client group.

Complexity and Diversity:

- **I:** This position applies a variety of analytical and conceptual skills in its work with a diverse client group that may include multi-barriered individuals. Skills regularly applied include planning, advising and coordinating available services to meet client needs. Services may be provided to individuals and/or groups of clients within an identified region of the province.

Human Relations Skills:

- **2:** This position applies strong interpersonal and communication skills to the development and maintenance of working relationships with clients. The focus of the role is on influencing behaviour through effective consultation and persuasion. Skills in conflict resolution and de-escalating highly emotional situations are important, but do not reflect the focus of the job.
- **Creativity/Problem Solving:**

33%: For the most part, clearly stated objectives, functional practices and some precedents set the parameters of the work. Within those parameters, the Career and Employment Consultant assesses each client situation and determines the most viable approach, based on own knowledge and experience.

- **Responsibility:**

R2: Decisions made by this position concern the provision of services and the development of employment plans for clients. As an Authorized Counselor, the Career and Employment Consultant provides funding to individuals, through departmental delegation of authority. This position is authorized to make the decision to grant or deny CEC services to clients.

Last Reviewed: November, 2009

Last Review / Update: 2015-05-25

Subsidiary 2 Benchmark Job Description - 023PS62

Identification Section

Working Title:	Career and Employment Consultant
Department:	Human Services
Division, Branch/Unit:	Delivery Services
Reports To:	Program Delivery Supervisor
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Program Delivery Supervisor, the Career and Employment Consultant (CEC) is a proactive professional who works to strengthen Alberta's workforce in response to the labour market, in consultation and collaboration with departmental and community partners. The CEC provides support and guidance to business, industry and Albertans, to implement the *Building and Educating Tomorrow's Workforce* Strategy, assess career, employability, educational, employment and financial needs, and apply labour market information. The CEC assists individuals to make informed choices that enable them to support themselves and increase their employability and their economic and social well being.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Consistent with the guiding principles of the Department, the Career and Employment Consultant provides career, training and employment counselling and**

support services to individuals and groups to assist them in arriving at informed decisions regarding their plan and to promote self-sufficiency in making such decisions in the future.

Activities:

- Conducts Service Needs Determination interviews to assist individuals, employers, and industry groups in clarifying and prioritizing service needs.
- Determines eligibility for Alberta Works programs and services.
- Utilizes theories of human behaviour, career/employment development techniques and methodologies to help individuals identify achievable, realistic and meaningful life and career goals.
- Provides advice in relation to educational options and financial resources.
- Relays labour market information and relates that information to employment and training options.
- Works with individuals to develop a mutually agreed upon plan to assist in attaining career, education and/or employment goals.
- Recommends approval of funding, where required.
- Develops, facilitates and leads workshops (e.g. career, employer, immigration).
- Assists individuals in searching for work and advise/counsel individuals to assist them in maintaining work.
- Provides labour market information to support those Albertans requiring information and self-directed services to enable them to find and maintain desired work, training or career information.
- Consults with colleagues and community partners in efforts to assist and, when appropriate, refer individuals.
- Responds to public inquiries for information and direction in relation to career research and work search.
- Provides more intensive intervention with special needs clients.

2. **Through developing effective relationships with community partners (industry, business organizations and associations, First Nations/Aboriginal groups, immigrant serving agencies, educational institutions/training providers, service agencies, and other government ministries and levels of government), the Career and Employment Consultant markets Department programs and services to the community and fosters partnerships that enhance services to Albertans.**

Activities:

- Consults and liaises with community partners.
- Designs, develops and delivers information to community partners regarding Department services and programs.
- Engages in community consultations to determine the service needs of community partners and individuals.

- Supports and influences community partners by facilitating attraction/retention strategies that address labour market needs and skills shortages (e.g. Employer Symposiums, Job Fairs).
- Works with industry partners and associations to assist individuals impacted by workforce adjustment.
- Develops and maintains effective networks/partnerships.

3. The Career and Employment Consultant performs employability and learning needs assessments that enable individuals to identify employment strengths and barriers and develop appropriate individual plans.

Activities:

- Conducts an interview to assess individual's abilities and potential.
- Utilizes appropriate testing tools and methodologies, administers assessments and interprets results.
- Co-ordinates access to external assessments, as needed (e.g. psychological, educational, functional capacity, etc.).
- Provides information about and referral to various internal and external programs and services (e.g. AADAC, Mental Health, etc.).
- Assesses needs for assistive technology and disability related supports.
- Analyzes information, interprets and applies policy in order to refer individuals to appropriate programs and services.

4. This position provides case management and supports individual progress in meeting the goals defined in their individual plan.

Activities:

- Supports the client in addressing barriers that may impact their path to independence.
- Collaboratively works with individuals to revise plans, where needed.
- Coordinates the provision of required services, supports and assistive technology.
- Case conferences with colleagues within and outside the department, as needed.
- Case management/follow-up – reviews and monitors progress of the individual plan as required, making recommendations to appropriate internal/external programs, services, resources, and post employment supports.

5. The Career and Employment Consultant supports clients in crisis:

Activities:

- Provides immediate crisis intervention, assessing the presenting problem and providing brokerage and/or guidance and counselling to de-escalate/resolve the conflict.
- Provides individuals with the support necessary to deal with their crisis needs, either by direct service delivery or by the timely and efficient referral to appropriate services.
- Influences and advises individuals to develop individual plans that include goals, steps to achieve goals, responsibilities, and timelines focusing on existing services in the community.

6. This position provides funding to individuals through departmental delegations of authority, as prescribed in a variety of governing acts, regulations and agreements. Supports individuals to access alternate funding options.

Activities:

- Determines eligibility and authorizes/recommends funding available through various governing acts, regulations and agreements.
- Authorizes/recommends funding within delegated levels.
- Responds to individual inquiries as to the status of application award determination.
- Provides information to individuals and the community on funding options.
- Maintains responsibilities as authorized counsellor regarding grant/loan funding.
- Reviews personal and financial information provided on Alberta Works applications (and supporting documentation).
- Assesses applicant eligibility for Alberta Works programs and issues initial financial benefits to meet applicant's immediate needs.
- Where applications have been denied, outlines the appeal process and alternative resources.

7. The Career and Employment Consultant actively participates in departmental activities related to enhancing service provision to ensure alignment of the department's strategic vision.

Activities:

- Works collaboratively with other Department staff in the delivery of programs and services (e.g. Contract Services Coordinators, Regional Specialists).
- Leads and/or participates in special project development, design and delivery.
- Assists in the evaluation and development of Best Practices in the delivery of Department programs and services.
- Participates in Department committees and initiatives.

- Provides consulting support on department policy and procedures to Department contracted training providers.

8. In keeping with Department policies, procedures and Best Practices, the Career and Employment Consultant performs administration duties.

Activities:

- Ensures the timely completion and accuracy of file documentation in hard copy and electronic file documentation, as required for case management, funding interventions and information sharing with other Department employees and contractors.
- Ensures file documentation reflects prescribed policies, procedures and confidentiality requirements.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The focus of this job is to support the Government of Alberta “Building and Educating Tomorrow’s Workforce” strategy, by working with Albertans to address the province’s labour and skill shortages and to consult with community partners.

The Career and Employment Consultant provides service to a very diverse client group, so applies a high degree of resourcefulness and creativity in meeting the varied, and often multiple needs of clients. Not all interaction with clients is voluntary, as some may be poorly motivated or in a crisis situation. As a result, interactions can be very demanding.

The Career and Employment Consultant:

- Applies considerable knowledge of varied programs and services (internally and externally).
- Interprets and applies program specific policies and procedures.
- Makes decisions as to program eligibility and funding support levels for individuals.
- Conducts Service Needs Determination interviews to assist individuals, employers, and industry groups in clarifying and prioritizing service needs.
- Provides career, training and employment support services to individuals, groups and community partners.
- Provides funding to individuals through departmental delegations of authority and acts as an Authorized Counsellor.

- Provides case management and supports individual progress in meeting employment and/or training goals.
- Works with stakeholders to implement BETW, including but not limited to:
 - Employers, industry, business organizations and associations
 - Public and private educational institutions
 - Contracted service providers – agencies, psychologists, doctors, physiotherapists, occupational therapists
 - Other provincial government departments
 - Other ministries and levels of government
 - Community agencies
 - First Nations/Aboriginal groups
 - Workers' Compensation Board
 - Albertans

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Requirements:

- Completion of a recognized degree or diploma related to the Social Sciences and several years of progressively responsible, related experience.

Knowledge:

- Human behaviour theory.
- Career development and employment counselling theories and strategies.
- Disabilities and potential impacts on employment and career goals.
- Career development and employment counselling theories and strategies.
- Adult learning strategies and techniques.
- Available community resources, education/training programs, government programs and services, and labour market information and trends.
- Income and Employment Supports Act, programs, policies and procedures.
- Funding programs, policies and procedures.
- Social barriers, human behaviour, cultural diversity, family dynamics, behaviour change.
- Industry, industry associations and labour groups.
- Immigration issues.
- First Nations/Aboriginal issues.
- Contract management processes.
- Current information systems.

- ALIS (Alberta Learning Information Service) and the Internet.
- FOIPP in all interactions and communications, the Alberta Public Service Vision and Values and Delivery Services Guiding Principles and ability to incorporate them into day-to-day practice.

Skills:

- Ability to apply knowledge of human behaviour theories, while applying career and employment counselling techniques to support change, growth and development toward increased employability.
- Ability to interpret labour market information and conditions to career planning and employment.
- Excellent interpersonal communication skills are essential to provide information, guidance and counselling to individuals.
- Analytical skills are required to assess individual career and employment difficulties.
- Ability to select, administer and interpret vocational tests, and tools.
- Ability to exercise a high degree of independent decision making by applying professional standards to personal judgement and objectivity in dealing with clients, programs and the community.
- Ability to exercise a high degree of independent decision making while approving expenditures under delegated authorities for Employment and Immigration programs.
- Sound relationship building skills and team building skills are essential when dealing with community partners, colleagues, co-workers and clients.
- Effective public relations skills.
- Good research skills.
- Excellent problem solving skills.
- Excellent organizational and time management skills.
- Well-developed written skills and active listening skills.
- Ability to assume lead responsibility in various functions.
- De-escalation/ conflict resolution /negotiating/ troubleshooting skills.
- Computer skills in basic keyboarding, Microsoft Word/Internet applications and job related information systems.

Contacts

(Main contacts of this position and the purpose of those contacts.)

E&I Staff – Daily – To provide information, seek updates on strategies process, identify challenges, provide direction and request follow-up.

Supervisor – Monthly – Problem solve with, seek direction, clarify expectations, and strategize responses, updates.

Business, Community and Industry Partners and potential partners – Daily – Seek information, discuss possible solutions to labour force challenges, address: inform, attract, develop and retain issues.

Other Municipal and Provincial Government Representatives – As Needed – To obtain specialized information and arrange for attendance at meetings.

Community Stakeholders – As required.

Site Manager – Quarterly at Staff Meetings and as required.

Area Manager – Annually at Area meeting and as required.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2015-05-25

Subsidiary 2 Benchmark Evaluation - 023PS63

Identification Section

Working Title: Employment Standards Officer
Department: Labour
Division, Workplace Standards, Employment Standards
Branch/Unit: Branch, Regional Services North
Reports To: Investigation and Compliance Manager
Levels to D.M.: 5
Job Description: [023PS63](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

EI2 200

Creativity/Problem Solving

33% 66

Responsibility

R2 87

TOTAL JOB POINTS

353

Comments on Role

This position is responsible to ensure that consistent interpretation, application and enforcement of employment standards legislation results in a fair and equitable labour environment in Alberta.

The Employment Standards Officer conducts impartial investigations, precipitated by employment conflicts. The front line status of the Employment Standards Officer promotes compliance and seeks the fair and reasonable resolution of disputes between employers and employees relating to Employment Standards Code and Regulation.

Comments on Evaluation

- Knowledge:**

Content:

- E:** Position applies a comprehensive body of knowledge associated with Employment Standards legislation, regulations and policies, principles of case law and common law, accounting principles and the customs and practices of business and industry. This full E rating reflects a working level knowledge in a variety of areas.

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Knowledge is not seen as warranting an E+ rating as the position's primary focus is employment standards; with a knowledge of a significant number of other pieces of related legislation that can impact application of the Employment Standards Code and Regulation.

Complexity and Diversity:

- **I:** Position applies sound investigative and analytical skills when facilitating the resolution of disputes. Position must have a full understanding of the impact of its role and decision-making on the work of others, both internally (e.g., other employment standards staff, union representatives, or government departments) and externally (e.g., to employers, agents, lawyers, accountants, or associations).

Human Relations Skills:

- **2:** Position has the ultimate authority to enforce compliance with legislation and is regularly involved in facilitating the resolution of employer-employee disputes. For the most part, employers and employees work co-operatively with the officer to achieve resolution of the dispute. De-escalation of volatile situations is required, but as a general rule, the ESO achieves compliance through fact finding, education and mediation. This position is routinely involved with influencing behavioral change to achieve ongoing compliance.
- **Creativity/Problem Solving:**

33%: The higher of the two rating options applies to this position. The work is performed within stated objectives, but allows for latitude to determine individual approach, e.g., in an investigation the position employs investigative processes and techniques to obtain the relevant facts required to determine if a contravention of Employment Standards legislation has occurred and applies the necessary measures to achieve compliance. The levels of judgment and independence associated with this position are more consistent with the 33% rating, than that described for 29%.

- **Responsibility:**

R2: This position is authorized to enforce employment standards within the province, making final decisions on complaints of employment standards code violations.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 023PS63

Identification Section

Working Title:	Employment Standards Officer
Department:	Labour
Division, Branch/Unit:	Workplace Standards, Employment Standards Branch, Regional Services North
Reports To:	Investigation and Compliance Manager
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Investigation and Compliance Manager, the Employment Standards Officer (ESO), as part of a team of ESO's, independently investigates and resolves complaints filed pursuant to the Employment Standards Code. Complex issues to be addressed in an investigation include the interpretation and application of the Employment Standards Code and Employment Standards Regulation regarding the payment of wages, overtime pay, general holiday pay, vacation pay, termination pay, maternity and parental benefits and reservists leave. The ESO seeks fair and reasonable resolution of disputes between employers and employees regarding employment standards.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Conducts timely and impartial investigations of complaints involving alleged violations of Employment Standards legislation.**

Activities:

- Evaluates the scope, issues and jurisdiction of the complaint.
- Employs investigative processes and techniques to obtain the relevant facts required to determine if a contravention of Employment Standards legislation has occurred.

2. **Based on investigation results, determines whether Employment Standards legislation has been violated and applies the necessary measures for compliance.**

Activities:

- Resolves disputes between employers and employees through mediation, adjudication and enforcement, as required. An ESO has the authority to make decisions that can include an Order of Officer demanding payment; a Cease and Desist Order; Third Party Demands on bank accounts and accounts receivables; a Declaration of Officer naming more than one legal entity responsible for payment and a Decision of Officer denying an employee's complaint.
- Consults with Technical Advisors with respect to interpretation and application of legislation, procedure and policies.
- Provides expert testimony at appeal hearings.
- Identifies, recommends and prepares evidence for prosecution of non-compliant employers. Serves legal documents for the purpose of Code enforcement and employer prosecutions.
- Assists other provincial jurisdictions in the enforcement of reciprocal agreements.
- Advises Manager of employer/employee concerns regarding application of legislation or policies that may result in consideration of changes to legislation or policy. Conducts environmental scanning for managers.
- Conduct proactive and targeted payroll inspections to obtain compliance with the Code.
- Advises Collections unit of corporate director involvement for consideration in issuing Director's Certificate for wages owing.

3. **Promotes Employment Standards programs and fosters understanding of employment standards legislation through client service and education.**

Activities:

- During complaint investigations and targeted inspections, provides guidance and consultation to clients regarding the proper interpretation and application of employment standards legislation.

- Through contacts established with employer during complaint investigation, offer employers opportunity to discuss future employment issues.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Investigations are conducted province wide and investigations involving national and international clients are common.
- Decisions and directions made by an ESO influence payroll procedures, employer policies, and financial obligations, employment contracts and workplace relationships.
- In the absence of an appeal, officer decisions are enforceable as judgments of the Court of Queen's Bench.
- Client groups consist of employees, employers, agents, lawyers, accountants, union representatives, associations, employment standards staff and government agencies. In general, any employee/employer relationship is impacted by the application and enforcement of the Employment Standards Code legislation.
- The ESO is responsible to ensure consistent interpretation, application and enforcement of employment standards legislation results in a fair and equitable labour environment in Alberta.
- Decisions affect how clients run their day-to-day businesses. Business Plans must address minimum statutory requirements.
- Decisions made in this quasi-judicial environment impact other jurisdictions and organizations.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Requirements:

University graduation in a related field, (e.g., Business/Commerce, Social Sciences, Law) and experience that includes conducting investigations, resolving complaints, conflict resolution and mediation/negotiation.

Knowledge

- In-depth knowledge of the Employment Standards Code and Regulation, policy and procedures.
- Current knowledge of case law, common law principles, Umpire decisions, Justice legal opinions and their impact on enforcement of the Employment Standards Code and Regulation.
- Comprehensive knowledge of business principles, industry customs and practices.
- Thorough understanding of over 40 related pieces of provincial and federal legislation and their impact on the enforcement of the Employment Standards Code and Regulation.
- Experience with courtroom procedures and rules of court.
- Knowledge of payroll systems, accounting procedures and principles.
- Working knowledge of computer programs and applications for preparing documents, correspondence and reports.
- Knowledge of various electronic payroll programs and ability to apply knowledge to complaint investigations.
- Commissioner for Oaths required.

Skills and Abilities

- Logical and intuitive problem solving skills.
- Effective listening, reasoning, observing and deductive skills.
- Ability to diffuse hostility and manage conflict.
- Highly developed investigative skills, balancing the needs for quality solutions within a reasonable time frame.
- Excellent interviewing skills.
- Highly developed mediation, negotiation, consultation, facilitation and alternative dispute resolution skills are required to formulate creative resolutions to disputes between employees and employers who may be hostile and uncooperative. For the most part, both parties want resolution and the ESO's work is focused on consultation and facilitation.
- Excellent written and verbal communications skills.
- Demonstrated ability to interpret and apply legislation, regulations, codes and standards.

Contacts

(Main contacts of this position and the purpose of those contacts.)

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- Employer and employer representatives including owners, CEOs, bookkeepers, lawyers, accountants, employer associations, and other management staff to obtain information to resolve complaints.
- Trustees, receivers, monitors appointed to administer bankruptcies, receiverships and creditor protection, to ensure employee claims receive appropriate priority under different pieces of legislation.
- Employees or their representatives including community organizations representing immigrants and TFWs to gather information and translate when needed to resolve complaint.
- Government departments (provincial and federal) to obtain information necessary to resolve complaint and appropriately refer clients. Frequent contacts include EI, Revenue Canada, CIC, Service Canada, Service Alberta, Alberta Human Rights Commission and Workplace Health & Safety.
- Third Parties to determine if monies are owed to employers and issue Director's demand to secure funds for employees when appropriate. This includes all banks and financial institutions.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS28

Identification Section

Working Title: Head, Corporate and Community Relations
Department: Culture and Tourism
Division, Heritage Division, Historic Sites and Museums,
Branch/Unit: Ukrainian Cultural Heritage Village
Reports To: Director, Ukrainian Cultural Heritage Village
Levels to D.M.: 4
Job Description: [023PS28](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

R1 76

TOTAL JOB POINTS

342

Comments on Role

Position reports directly to the Director of the Ukrainian Cultural Heritage Village. The major areas of responsibility for the position include site marketing and promotions, networking and liaising with surrounding communities, chambers of commerce and tourism association. The position participates in the preparation and assistance of the implementation of the site's business and marketing plans, coordination of cost recovery programs, coordination of site use activities, and the development and implementation of site specific staff development programs. The major purpose of the position is to stimulate involvement by the Village's targeted audiences and to promote and increase visitation to the site.

This facility is renowned for its extensive research and accurate portrayal of a Ukrainian settlement. Over 30 historic buildings have been relocated from the surrounding community and restored to their original condition. The site's "living history" approach to interpretation lets the visitor experience history in a very direct and personal way.

Comments on Evaluation

Knowledge:

Content:

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- **E:** The PUR requires academic preparation in marketing, public relations or commerce; a deep understanding of the Ukrainian culture and heritage and knowledge of marketing and promotion from a tourism perspective. The full E rating is supported by the requirement to have a depth of knowledge in marketing acquired by both academic preparation and considerable experience. This position is not an E+ as it's focus is narrow and limited to a specific area.

Complexity and Diversity:

- **I:** The position develops creative promotional and advertising campaigns, often through developing and maintaining beneficial relationships with community and corporate organizations. The position works to identify potential community sponsors and develops sponsorship agreements with these groups.

Human Relations Skills:

- **2:** Position requires well-developed interpersonal skills in relating to a broad cross-section of stakeholders of the village such as representatives of various societies and organization, tourism agencies, general public, key decision makers for facility use that may have conflicting objectives or views. Position may also have to negotiate in the purchasing of advertising, media buys and procurement of entertainment, required to influence others, supporting the 2 rating.

- **Creativity/Problem Solving:**

33%: In promoting the reputation of the Village both provincially and nationally, the position must decide what type of media and format will best promote the Village. Position must use its knowledge and expertise in the marketing field to develop creative and original methods of advertising to attract new visitors/tourist from all over the country. Working with other groups, associations, and community partners, position will determine which marketing strategy to use to target specific audiences.

- **Responsibility:**

R1: Focus of the position is to develop creative ways of attracting visitors to the village and promoting the reputation of the Village provincially and nationally.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Subsidiary 2 Benchmark Job Description - 023PS28

Identification Section

Working Title:	Head, Corporate and Community Relations
Department:	Culture and Tourism
Division, Branch/Unit:	Heritage Division, Historic Sites and Museums, Ukrainian Cultural Heritage Village
Reports To:	Director, Ukrainian Cultural Heritage Village
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Head of Community and Corporate Relations reports directly to the Director of the Ukrainian Cultural Heritage Village. The major areas of responsibility for the position include site marketing and promotions, networking and liaising with surrounding communities, chambers of commerce and tourism association, preparation and assistance with the implementation of the site's business and marketing plans, coordination of cost recovery programs, coordination of site use activities, and the development and implementation of site specific staff development programs. The major purpose of the position is to stimulate involvement by the Village's targeted audiences and to promote and increase visitation to the site.

This facility is renowned for its extensive research and accurate portrayal of a Ukrainian settlement. Over 30 historic buildings have been relocated from the surrounding community and restored to their original condition. The site's "living history" approach to interpretation lets the visitor experience history in a very direct and personal way.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Community and Corporate Relations

Networking and liaising with surrounding communities, chambers of commerce, tourism associations and their various administrative levels on an ongoing basis (tourism attendance influencers) in order to promote a positive image of the Village.

Activities:

- Represents the Village on various tourism based committees and boards and other networking opportunities to provide expertise relative to tourism marketing activities within the local community, short-haul and long-haul target markets (e.g. Lamont Tourism, Strathcona Tourism, Edmonton Tourism, Kalyna Country, Travel Alberta, Canadian Tourism Commission/Attractions Canada).
- Maintains and enhances positive image of the Village as a world-class facility and anchor attraction to the surrounding tourism community.
- Supports community-based marketing and fundraising activities through the purchase of advertising space and donation of in-kind products.
- Solicits partnerships for mutually beneficial opportunities and community enhancement programs.
- Supports community-based tourism by advising and encouraging tourism operators to display their promotional literature at the Village.

2. Business/Marketing Planning

Prepares, develops, implements and evaluates the Ukrainian Cultural Heritage Village's site Business and Marketing Plans. Ensures that realistic goals are set using cost-effective means to best raise awareness and increase visitation.

Activities:

- Researches, develops and creates critical components of the yearly business plans.
- Researches, develops and implements the yearly marketing plan. In consultation with Site Manager and Program Heads, develops Site Use Policies with respect to facility use, church use and group use activities.
- Investigates and evaluates new business opportunities.
- Builds into the plans performance measurements/indicators and critical success factors for goals and objectives of plan to be realized.
- Evaluates the results of past activities.

- Provides Friends of the Ukrainian Village Society with assistance as required in business planning and marketing efforts.

3. **Marketing and Promotions**

Undertakes activities to market and promote the Ukrainian Cultural Heritage Village to create awareness and encourage visitation by the public on a regional, provincial, national and international basis.

Activities:

- Develops, implements and evaluates annual site marketing and promotional plans. Activities include demographics research, benchmarking for evaluation purposes, development and implementation of visitor surveys and budget planning and implementation.
- Works with the Friends of the Ukrainian Village Society, various site program heads, and the Divisional Marketing Committee in developing proactive marketing strategies for programs and events.
- Designs, develops and coordinates the distribution of information packages to the general public, media, tour operators, special interest groups, community and tourism partners.
- Reviews and recommends involvement in various promotional opportunities including trade shows, conferences, special events, charitable organization requests and other initiatives presented to the site.
- Coordinates all promotional activities with the Communications Branch and senior design staff of the Department. Provides marketing expertise to various Special Event partners and interest groups to best position event products to specific target audience.

4. **Media Relations**

Generates favorable print and electronic media coverage of the Ukrainian Cultural Heritage Village in the Village's identified target markets in order to increase resulting awareness and bring about visitation.

Activities:

- Maintains and cultivates existing working relationships with the media that the Village has already established. Seeks out and builds new working relationships with those freelance writers, newspaper, magazines and electronic media that have yet to feature the Village.
- Develops comprehensive and prioritized media lists and profiles that can be accessed quickly for promotional opportunities.

- By using creative and original means, positions the Village as a unique outdoor living museum, “must-see attraction” along with its unique selling features in the eyes of the media.
- Tracks and records the amount of publicity generated and equivalent advertising value.
- Informs Program Heads and other Village staff of the importance media plays in generating favorable publicity, how they can instill a positive image of the Village in the eyes of the media, and how to better work with them.
- Provides the media with a proactive central information dissemination and coordination services for all site related activities and contacts (a one-stop shopping center for the media).

5. Corporate Sponsorship

Plans, develops and coordinates the Ukrainian Cultural Heritage Village’s corporate sponsorship program in conjunction with the Friends of the Ukrainian Cultural heritage Village, Site Manager and Program Heads to ensure corporate sponsorship efforts are maximized.

Activities:

- Researches, develops and implements an effective corporate sponsorship program, including print and audio/visual presentation materials.
- Works with the Friends Society marketing committee to ensure coordination of sponsorship activities and that acceptable recognition is provided to the sponsors.
- Liaises with other site programs and other Provincial Historic Sites to ensure efforts are not duplicated.
- Nurtures and works closely with corporation(s) to ensure their continued involvement.
- Tracks and evaluates the support given by corporate sponsors.

6. Cost Recovery Programs/Facility Use

On an ongoing basis, initiates and encourages the use of facility bookings and cost-recovery activities at the Ukrainian Cultural Heritage Village to increase attendance and generate income on a year-round basis.

Activities:

- Proactively investigates and coordinates site bookings (includes **all bookings** other than Education Programming), ensuring compliance with the facility use policy guidelines.
- Liaises with the Friends of the Ukrainian Village Society, Interpretation, and Special Events Programs as needed.

- Coordinates, in conjunction with other site staff, fee-for-service programs.
- Develops and/or reviews all promotional material related to these programs.
- Researches, designs, develops, coordinates and evaluates the delivery of a variety of cost recovery programs that fit within the Site Mission and interpretation guidelines.

7. **Supervision**

Hires and supervises relevant assistant staff and supervises volunteers in accordance with the criteria developed by Ukrainian Cultural Heritage Village and Alberta Labour laws.

Activities:

- Prepares position description, hiring, supervision and evaluation of seasonal assistant staff in relevant areas as well as deal with staff development and training and evaluation staff performance and effectiveness.
- Prepares workplan, activity goals and objectives for specific projects and timelines for job duties undertaken by seasonal assistant staff.
- Directs volunteer coordinator in soliciting volunteers for specific assignments (short term and long term) and provides details as to volunteer requirements (duration, skills required, job complexity and outcome).
- Supervises and provides leadership role for those persons volunteering for specific duties relating to Community and Corporate Relations.
- Acting Manager in absence of Site Manager.

8. **Administration**

Submits detailed unit work plans in accordance with the Ukrainian Cultural Heritage Village's Business Plan to ensure programs are monitored and evaluated on a regular basis in order to assist with future successful business planning activities.

Activities:

- Prepares reports, reviews programs and activities on a regular and timely basis.
- Ensures site staff are aware of community support activities, marketing and promotional efforts through the distribution of information materials and regular meetings.
- Provides regular reports on Village requests (consumer, travel trade, facility-use bookings, media, industry requests, donations, production companies and "Dear Manager" visitor comment cards).
- Prepares agreements and contracts with partners (e.g. vendor outlets for Superpass, partnerships with Elk Island National Park).

9. Financial Administration/Budgets

Ensures expenditures from allocated budget reflects activities identified in the Ukrainian Cultural Heritage Village's Business Plan and Site Marketing Plan.

Activities:

- Prepares and determines marketing activities with realistic outcomes and associated costs to best reach target audience.
- Projects appropriate dollar amounts for each project to be implemented during the fiscal year.
- Facilitates the actual commitment of Site dollars as negotiated with traditional/non-traditional partners as part of strategic alliance and joint venture activities.
- Tracks the value of sponsorship, both dollars and in-kind donations in support of the Village and its related activities.
- Works collectively with the Friends of the Ukrainian Village Society to secure grant applications for staffing and other related purposes.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Ukrainian Cultural Heritage Village attracts approximately 50,000 visitors annually. Approximately 25% participate in site-developed curriculum-based school education programs (September to June), 25% attend for special event activities with the remaining numbers being generated mainly through regular summer attendance along with group bookings, private use, etc. The Ukrainian Cultural heritage Village encompasses a total land base of 320 acres. The historic side of the site occupies approximately 100 acres.

The position develops creative promotional and advertising campaigns, often through developing and maintaining beneficial relationships with community and corporate organizations. The position works to identify potential community sponsors and develops sponsorship agreements with these groups.

The Village has high repeat visitation which is successfully generated through the promotion of the special events that are presented throughout the year. Some examples of target audiences include: seniors groups; summer day camps; youth groups; families; church groups; tour operators; adult social groups; daycares; family reunions; and convention planners.

Budget

The Head, Community and Corporate Relations is responsible for the monitoring and expending an operating budget totaling approximately \$40,000 in General Revenues Funds. In addition there is an annual allocation from the Friends of the Ukrainian Village Society of approximately \$5,000 to \$10,000, yearly facility-use booking funds of approximately \$5,000. From direct community involvement in various programs and events a further \$5,000 to \$10,000 is generated annually and media sponsorship to the Village amounts to between \$20,000 and \$30,000 per year. This aggregate total of \$75,000 to \$95,000 is allocated and monitored as part of the functional responsibility of this position.

Supervision

The Head, Community and Corporate Relations supervises one seasonal assistant staff on an annual basis. In addition, the position supervises temporary contract staff and volunteers required to administer surveys, act as assistants during periods of peak use, etc. These additional staff and volunteers may number as many as 20 at any one time.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The position will require the following:

Formal education required and qualifications for the position:

- Undergraduate degree and several years of directly related and progressively responsible experience in a related discipline such as marketing, commerce, etc.
- Minimum of three years directly related experience in marketing, communications or promotions.
- Strong communications skills, both oral and written, time management, interpersonal and organizational strengths are required.
- Knowledge of computer based marketing technology.

Professional competence and knowledge:

- Understanding of the Alberta economy, the business environment, the important role that the Village and Historic Sites and Museums Branch play as the pillars/icons of the tourism industry, and the capability to identify and recognize areas of opportunity.

- Knowledge of the Department’s mission and the Division and Branch’s goals and objectives.
- Knowledge of Alberta’s tourism business, products and services and applicable and potential partners or key contacts.
 - Knowledge of government protocol.
- In-depth knowledge of Historic Sites Service’s three-year Business Plan.
- Valid Alberta Driver’s License

Marketing skills:

- Requires creative flair or original approach to ensure effective positioning.
- Works with a high degree of independence and decision-making.
- Identifies opportunities to extend or maximize marketing or promotional efforts.
- Knowledge of successful marketing practices.
- Shows creativity/originality in developing new initiatives.
- Encourages cooperation and teamwork of staff members.

Communication skills:

- Well developed interpersonal and presentation skills.
- Well-developed written skills to draft related senior level correspondence.
- Ability to develop business plans and market intelligence information in a well thought out manner.
- Keeps well informed and shares information with other staff members.
- Knowledge and understanding of the GoA communications policies and practices.
- Knowledge of PC Microsoft suite of software.
- Understanding of Ukrainian culture and language is an asset.

Interpersonal skills:

- Dealing with representatives of various societies and organizations, tourism agencies, general public, key decision makers for facility use that may have conflicting objectives or views.
- Well developed negotiating and selling skills applied to purchasing of advertising, media buys, procurement of entertainment.
- Independent decision making skills required to set priorities, budget allocations and overall planning directions.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Internal

- Head, Special Events
- Head Interpretation
- Farm Program Coordinator

External

- Friends of the Ukrainian Village Society
- Village Advisory Group
- Other historic site marketing contacts
- Historic Sites Divisional Marketing team
- Edmonton Tourism
- Travel Alberta – In Prov.
- Travel Alberta – International
- Alberta Museums Association
- Communities in Bloom organization committee
- Edmonton and District Historical Society
- Kalyna Country Eco Museum
- Elk Island National Park
- Basilian Fathers Museum
- Strathcona County Wilderness Centre
- Edmonton Regional Tourism Marketing group

Liaises with various program heads and staff to ensure communication is occurring to learn first hand of current programs and new developments in order to position and promote products and programs to media and audience. Encourages the development of new programs based on customer demands and new trends

Works with a variety of community stakeholders to obtain current marketing trends, challenges, etc. Uses opportunities to position Ukrainian Village as a must-see attraction in the greater Edmonton area.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Position supervises one seasonal assistant staff on an annual basis. In addition, the position supervises temporary contract staff and volunteers required to administer surveys, act as assistants during periods of peak use, etc. These additional staff and volunteers may number as many as 20 at any one time.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS35

Identification Section

Working Title: Sport Consultant
Department: Culture and Tourism
Division, Sport and Recreation Division, Sport
Branch/Unit: Development Branch
Reports To: Director, Sport Development Branch (Senior Manager I)
Levels to D.M.: 3
Job Description: [023PS35](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

The Sport Consultant assists in the planning, development, delivery, evaluation and management of program responsibilities pertaining to Albertans involvement in sport. This is achieved through providing support to coaching development, interprovincial and international games, educational programs, and/or funding to provincial associations and community groups.

Comments on Evaluation

Knowledge:

Content:

- E:** This position requires knowledge in sports management principles and practice in order to provide support in organizing and developing provincial and inter-provincial games, coaching development, international sport exchanges, education programs, and/or grant management and consultation to provincial associations and community groups. This includes knowledge of the concepts of business planning, strategic planning, policy planning, project planning, volunteer management, as well as the policies and practice surrounding board and volunteer liability. Requires a thorough knowledge of the policies and procedures of branch and department programs, as well as the legislation and regulations of the Alberta

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Sport, Recreation, Parks and Wildlife Foundation. Broad knowledge in a number of functionally diverse areas (strategic planning, marketing, volunteer management) is required, as well as specialist knowledge in sports management.

In comparison to the Senior Sport Consultant role (E+ in knowledge), the Sport Consultant works on smaller-scale projects and on policy recommendations under the guidance of a superior where a Senior Sports Consultant is wholly responsible and accountable for a multi-level, complex project, the Junior Sports Consultant would be responsible for a piece of that project, or wholly accountable for a smaller-scale, less-complex project.

Complexity and Diversity:

- **I:** This position provides a wide variety of services including advice to provincial and community volunteer organizations in areas such as personnel management of staff and volunteers, financial accountability, board governance, sport technical issues, marketing athlete care and comfort, education and training and policy development. The Sport Consultant also collaborates with inter-provincial colleagues regarding issues management and policy development. The consultant must therefore have a strong awareness of how his/her work affects various organizations, at multiple levels, as well as the division and department.

Human Relations Skills:

- **2:** The position uses a high level of interpersonal skills in working with officials from other government departments (federal, provincial/territorial, municipal), educational institutions, volunteer and private organizations, media, and/or host communities awarded provincial, national and international sporting events. Diplomacy is required with clients, the media, public, and political leaders regarding written and verbal communication in areas that are sensitive or political in nature. Persuasion and influencing skills are required in order to provide consultative advice on important organizational issues such as personnel management of staff and volunteers, financial accountability, board governance, sport technical issues, marketing athlete care and comfort, education and training and policy development.

- **Creativity/Problem Solving:**

33%: Position is responsible for analyzing client problems and requests and provides advice and recommendations in accordance with clear guidelines and legislation. The position also develops policy recommendations for approval by the department and the Alberta Sport, Recreation, Parks and Wildlife Foundation's Board of Directors, under the support and guidance of a superior. The position requires the analysis and evaluation of current policies, and the assistance in development and implementation of new programs. Thinking is guided by clearly stated objectives and precedents and the position's judgement generally determines how objectives are accomplished.

- **Responsibility:**

B: Position is responsible for program implementation as well as providing advice and recommendations to external organizations. Overall, this position develops and implements, and acts in an advisory consultative role.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 023PS35

Identification Section

Working Title:	Sport Consultant
Department:	Culture and Tourism
Division, Branch/Unit:	Sport and Recreation Division, Sport Development Branch
Reports To:	Director, Sport Development Branch (Senior Manager I)
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Sport Consultant assists in the planning, development, delivery, evaluation and coordination of assigned program responsibilities pertaining to Albertans' involvement in sport. This is achieved through providing support to the areas of interprovincial and provincial games, coaching development, international sport exchanges, educational programs, interprovincial/federal relations in sport, providing support for underrepresented groups, managing grant programs, leading coaching development and volunteer educational programs, funding and consulting on organizational and/or sport development to provincial associations and community groups. The Consultant may also be assigned a coordination/lead role in program areas which are provincial in nature and require a lesser-degree of responsibility. The mission and goals of the Sport and Recreation Division and the Alberta Sport, Recreation, Parks and Wildlife Foundation business plans guide the position's activities. The incumbent uses a high level of interpersonal and organizational skills in working with officials from other government departments (federal, provincial/territorial and municipal), local, provincial, national and international sport organizations, agencies and service clubs, educational institutions, the private sector, media, and host communities awarded provincial, national and international sporting events.

Sport Consultants work and specialize in one of two branches within the Sport and Recreation Division: The International and Interprovincial Sport Branch or the Sport Development Branch.

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Although each Sport Consultant provides the same core services to clients and the Ministry and Foundation, their areas of expertise/specialty vary according to the following breakdown:

Interprovincial and International Sport Branch

Grant Administration

- Team training and selection grants
- International Sport Exchange grants
- Alberta Sport Development Centres operating grant

Program Delivery Areas:

Interprovincial Games in which Alberta participates (Canada Games, Western Canada Games, Arctic Games)

- Ensures the games are conducted in a fair and equitable manner and according to the policies and procedures of the governing authority (i.e. Arctic Winter Games International Committee, Canada Games Council, and Western Canada Games Council).
- The incumbent assists with the overall coordination of the team representing Alberta including team eligibility, financial accountability, personnel management, conflict resolution and working in a team environment.

International Exchange Program

- Contributes to and ensures the integrity of the agreements between the Foundation and the host countries.

Sport Development Branch

Grant Administration

- Development Initiatives grant
- Provincial Association Development Grant
- Sport Participation grants
- High Performance athlete and coach grants
- Coaching initiatives grant

Program Delivery Areas:

Provincial Sport Associations (e.g. Hockey Alberta, Swim Alberta, etc.)

- Builds capacity within these organizations in the areas of athlete development, technical development, organizational development and leadership development.
- Reviews and makes recommendations for improving programming.

Coaching Programs

- Works with the provincial/territorial coaching coordinator, to develop and implement policies regarding coaching in the Province.
- Supports the coordination of the delivery of courses of the National Coaching Certification Program, including training and coordination of course conductors.

Federal Provincial Relations

- Assists with the implementation of the exchange, including liaison with visiting delegation and working with provincial sport association.

Regional Sport Development Centres

- Providing consultation and advice in the areas of policy development, programming and training of staff.

- Works with Federal government to develop, implement and evaluate bilateral agreements designed to achieve specific sport development targets.
- Supports various federal-provincial/territorial working groups aimed at specific initiatives (where Alberta is represented) developed at the F-P/T Ministers level.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Within Foundation guidelines, ensures athletes and sport organizations within the Province of Alberta have the opportunity to access and benefit from funding made available by the Alberta Sport, Recreation, Parks and Wildlife Foundation and that grant guidelines are followed responsibly.**

Activities:

- Reviews grant applications and business plans from sport and recreation organizations and utilizing the skills and knowledge gained through their experience, provides advice and guidance to clients to maximize the merit of applications.
- Based on guidelines and expectations as set out by the Alberta Government and the Alberta Sport, Recreation, Parks and Wildlife Act, provides recommendations to the committees and the Board of Directors of the Foundation for funding approval.
- Processes results of review committee decisions including reports, letters and requests for grant payments.
- Exercises considerable independent decision-making in determining the various needs and is responsible for grant allocations, including the monitoring of the budget, within specific programs such as the bi-annual Sport and Recreation Leadership Summit.
- Conducts thorough audit reviews with clients receiving grant funding to ensure that expenditures reflect their intended purposes.

- 2. Within Foundation and Division goals, ensures the integrity of Foundation programming and sport organizations' effectiveness in order to foster a successful and thriving environment for sport in Alberta.**

Activities:

- Provides advice to host communities and Provincial Sport Associations' volunteers and staff in issues dealing with personnel management, financial accountability, board governance, sport technical issues, marketing, athlete care and comfort and special events.
- Conducts client-centered evaluations of existing programs and develops strategies and provides advice for the future direction of those programs and events.
- Works with the provincial sport associations and host communities to ensure that rules and policies are developed in a fair manner and adhered to during major sporting events.

- 3. Provides educational services and information to athletes, sport organizations and the public, within Foundation and Divisional goals, to ensure Alberta athletes and sport organizations have the resources they require to succeed and to disseminate information about Foundation programming.**

Activities:

- Responds to client and public inquiries and provides information in order to communicate the purpose and guidelines of Foundation grants and Foundation programming.
- Provides educational opportunities and information in response to issues within the sport development system in Alberta.
- Provides background and recommended responses on behalf of senior management within the Ministry and elected government officials.

- 4. Facilitates the further development of sport in Alberta by analyzing current and emerging issues and developing policy recommendations for approval by the board of directors for the Alberta Sport, Recreation, Parks and Wildlife Foundation and senior officials within Alberta Tourism, Parks and Recreation.**

Activities:

- Supports the design of guidelines and policies, and provides recommendations for programs and their operation for approval by senior management within Alberta Tourism, Parks and Recreation and the Alberta Sport, Recreation, Parks and Wildlife Foundation Board of Directors.
- Participates in discussions and supports the preparation of briefing documents and policy recommendations for senior and elected officials leading up to meetings of

Federal-Provincial / Territorial Ministers responsible for Sport, Physical Activity and Recreation.

- Participates in inter/intra departmental committees to facilitate ongoing business planning and policy development to reflect the changing work environment.

5. Contributes to the development of a collaborative and informed sport community by developing partnerships and participating in projects and committees with other governments, departments, boards and agencies and/or with private sector organizations.

Activities:

- Provides facilitation, consultation and guidance to groups in a liaison role and other major delivery agencies such as other government departments (federal, provincial/territorial and municipal), local, provincial, national and international sport organizations, agencies and service clubs, educational institutions, the private sector, media, and host communities.
- Provides a coordination link and technical assistance between Alberta Tourism, Parks and Recreation, the Alberta Sport, Recreation, Parks and Wildlife Foundation and delivery agencies funded or contracted to implement sport programs and services to Albertans.
- Provides a provincial perspective gained through extensive knowledge on the Alberta sport system to local, provincial and national committees and task forces related to the development of programs and services for clients.
- Represents the Department at national meetings bringing forth Alberta's position on a wide range of national and interprovincial/territorial committees and working groups.

NOTE: *The position is responsible for various projects on a rotating basis to facilitate employee growth and to acquire expertise in various areas.*

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Sport Consultant provides a wide range of services such as sport technical expertise, promotion, conflict resolution and guidance to provincial sport associations, sport clubs, municipalities, educational institutions, governments, departments, as well as groups and individuals concerned with sport development. The position requires a knowledge and

understanding of community, provincial, national and international trends in sport development activities and opportunities.

The position develops and implements province-wide programs in the area of sport development including but not limited to educational programs, coaching development, multi-sport Games operations, high performance sport development, grants administration and correspondence development.

The position works with assigned provincial sport associations to administer a portion of the \$8 million association grant program.

Maintains an inventory of regional, provincial, national and international sport championships available to be hosted by Alberta communities.

The incumbent works in a supporting role on programs such as provincial and interprovincial games, coaching, educational initiatives, regional sport development centres and international exchanges.

- Canada Summer and Winter Games participation includes approximately 375 participants per games. The selection process hosted by the provincial sport associations includes upwards of 1,500 athletes throughout the province per games.
- Western Canada Summer Games participation including approximately 400 participants per games. The selection process hosted by the provincial sport associations includes upwards of 1,500 athletes throughout the province per games.
- Arctic Winter Games participation including approximately 250 participants per games. The selection process hosted by the provincial sport associations includes upwards of 1,000 athletes north of the 55th parallel.
- Provincial games Host Community Organizing Committee is comprised of 15 Board members, upwards of 60 Committee Chairpersons, a minimum of 5 staff members and involved approximately 3,000 volunteers per games.

The position must act with a degree of independence, but is directly responsible to the assigned Director for major program initiatives and budget expenditures. The Sport Consultant also works under the guidance of a Senior Sport Consultant on projects that are highly-complex and larger in scope.

The position must exercise judgment and flexibility in considering sport organization's needs and providing advice and policy interpretation.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills

and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- University graduation in physical education, recreation or a program with a focus on sports administration with a minimum of 2 to 5 years experience in the area of sport administration.
- Knowledge and understanding of community, provincial, national and international trends in sport development activities and opportunities.
- A sound understanding of policies and procedures of the Alberta Government, Alberta Tourism, Parks and Recreation and the Alberta Sport, Recreation, Parks and Wildlife Foundation.
- Understanding of the role of public support (tax based and lottery based) for sport and private support for sport and the ability to work with both systems of funding.
- Knowledge of the Societies Act and the not for profit portion of the Companies Act.
- Knowledge of information and policies surrounding the Freedom of Information and Protection of Privacy Act and the Public Information Privacy Act.
- Knowledge of the Alberta Sport, Recreation, Parks and Wildlife Foundation Act.
- Working knowledge of policies and practices surrounding board and volunteer liability.
- The ability to coordinate small and large scale events.
- The position must have strong interpersonal and communication skills including business writing, presentation and facilitation.
- Advanced human relations skills to deal with a wide variety of clients, attitudes and sensitive situations.
- The position is required to act with initiative and independence. The ability to work in a team environment is necessary.
- Strong analytical and organizational skills, working knowledge of computer applications, and strong awareness of the political sensitivities of government.
- Excellent analytical and organizational skills, working knowledge of computer applications and strong awareness of the political sensitivities of government.
- A strong ability to work on several diverse and complex tasks of varying length, from one day turnaround to several years prior to completion, effectively and efficiently.
- A desire to keep abreast of developments in the field of sport development and administration through both personal initiative and employer-supported learning opportunities.
- Willingness to learn and grow personally to a level where the incumbent is able to take on a high level of responsibility.
- A valid driver's license.

Contacts

(Main contacts of this position and the purpose of those contacts.)

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Provincial sport association presidents and staff on matters related to all program areas of the Alberta Sport, Recreation, Parks and Wildlife Foundation.

Multi sport Games host societies at a provincial, interprovincial and international level.

Board of Directors of the Alberta Sport, Recreation, Parks and Wildlife Foundation to provide recommendations on the eligibility of grant recipients.

Senior management of Alberta Tourism, Parks and Recreation – to keep updated on issues and developments within assigned program area; to provide recommendations on issues management and program/policy development, to receive supervision and guidance from.

Senior Sport Consultants – to receive guidance and advice from in carrying out duties.

Provincial/territorial coaching coordinators, provincial learning facilitators and master learning facilitators– to provide guidance in training Alberta coaching educators’ materials.

Other governments (provincial/national) and departments – to work collaboratively in areas of mutual interest

Educational institutions, boards and agencies, private sector organizations – to provide advice and guidance in sport development.

Media in relation to specific programs such as the Leadership Summit and volunteer recognition awards.

General public in response to enquiries regarding various programs and services.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Although this position does not have any formal supervisory reporting relationships with subordinates within the GoA, it has some supervisory and leadership duties with staff and volunteers during major sporting events. The position is involved in the selection of volunteers and also supports the provision of a safe environment for volunteers, athletes and coaches at events organized by the Department and the Foundation.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS36

Identification Section

Working Title: Technology Development Officer
Department: Economic Development and Trade
Division, Technology Commercialization, Innovation
Branch/Unit: Support Services
Reports To: Branch Head, Innovation Support Services
Levels to D.M.: 3
Job Description: [023PS36](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

The Technology Development Officer coordinates program development, support initiatives and service delivery processes, working with stakeholders in industry, academia and government on program positioning, piloting and implementation. The position provides grants management expertise to ensure efficient, effective and diligent management of the Technology Commercialization Division projects. This includes control of grant funding as well as branch program expenditures, monitoring and interpreting financial information, producing and analyzing reports, ensuring internal controls are appropriate and effective, and ensuring compliance with contract terms and grants eligibility. In addition, this position also provides support to the Division on performance measures and business planning. The purpose of this position is to provide support to Advanced Education and Technology's business plan goals, in particular, "*value captured from research and innovation drives Alberta's future success in the next generation economy.*"

Comments on Evaluation

Knowledge:

Content:

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- **E:** The position has knowledge of a specialized technical area, specifically the commercialization and innovation strategies to support the promotion of Alberta, policy and investment initiatives. Knowledge of grant funding, financial policy & compliance, research methodologies and project management gained thru post secondary education and experience supports full E rating. This position is considered to be full working level. This position is not the authoritative source on program development, rather it is a catalyst to move programs and initiatives forward.

Complexity and Diversity:

- **I:** This position is focused strictly on Innovation support program development and deals with a variety of stakeholders in industry, academia and government. Many having differing objectives. This position builds consensus and influences decision making. High impact on the organization is not evident.

Human Relations Skills:

- **2:** In convincing companies to consider Alberta as a viable option, this position must influence decision making. This includes working toward committee consensus and liaising with industry to attract businesses to the province
- **Creativity/Problem Solving:**

33%: The differing situations require this position to use various approaches to resolve issues, find solutions and/or promote the technology sector in the industry. This position exercises judgment on how to accomplish objectives, but not necessarily analysis of alternatives. Thinking is guided by clearly stated objectives with varying solution options available. This results in rating of 33%.

- **Responsibility:**

B: This position is consultative with a balance between development of solutions and presentation/selling these solutions to industry stakeholders.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 023PS36

Identification Section

Working Title:	Technology Development Officer
Department:	Economic Development and Trade
Division, Branch/Unit:	Technology Commercialization, Innovation Support Services
Reports To:	Branch Head, Innovation Support Services
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The purpose of this position is to provide support to Goal 4, Value captured from research and innovation drives Alberta's future success in the next generation economy, of the Advanced Education and Technology business plan. Under the general direction of the Branch Head, Innovation Support Services, and working with Manager, Innovation Support Services, and Manager, Program Services, the Technology Development Officer will coordinate the program development and support initiatives. This includes coordinating the program development and delivery process, working with stakeholders in industry, academia and government on program positioning, piloting and implementation. The position will also be responsible for providing grants management expertise to ensure efficient, effective and diligent management of the Technology Commercialization Division projects. This includes delivery and control of grant funding as well as branch program expenditures, monitoring and interpreting financial information, producing and analyzing reports, ensuring internal controls are appropriate and effective, and ensuring compliance with contract terms and grants eligibility. In addition, this position also provides support to the Division on performance measures and business planning.

Responsibilities and Activities

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(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Coordinate the program development and delivery process for the division. The programs may include delivery of funding and/or services in support of the value-added and technology commercialization strategies of the government.**

Activities:

- Organize and coordinate the work of the program development committee for the Technology Commercialization Division.
- Provide leadership and coordination to work with stakeholders in industry, academia and government on program positioning, piloting and implementation.
- Interact with industry and other stakeholders on issues related to industry needs, community innovation initiatives, program delivery, promotion, improvement and guidance.
- Stay abreast of current knowledge of best national and international practices in government programs development and delivery.

2. **Coordinate due diligence process for divisional grants. These projects include the industry collaborative R&D projects, innovation agencies projects, international projects and others. Successful implementation of the due diligence process ensures the fair and transparent awarding of public funds.**

Activities:

- Work with subject experts and reviewers for specific proposals: maintain contacts database, assist reviewers with the process, administer the evaluation process and prepare summary reports.
- Administer ProGrid evaluation process, including maintaining and distributing the project templates; entering the project information into the ProGrid Evaluator; producing, distributing, receiving and processing the review forms; produce summary reports for the Program Committee.
- Review all project documentation for compliance with the Financial Administration Act, the Accounting and Financial Control Manual, grant and contract regulations and agreements, and other government and departmental policies and procedures.
- Maintain historical and current data on the divisional grants, using appropriate software (e.g. Grantium) and produce and edit reports.
- Provide necessary information to the auditing process of the contract and grant documentation.

3. **Work closely with the project officers to develop and prepare grant agreements, ensuring that conditions are in place to safeguard public funds and to minimize any associated risks.**

Activities:

- Identify potential risks associated with funding decisions and develop and recommend specific conditions to mitigate these risks for inclusion in the conditional grant agreements.
- Analyze and prepare grant agreements, ensuring all appropriate terms and conditions are included.
- Coordinate the signing and distribution of all grant agreements, ensuring appropriate approvals are in place.
- Initiate and coordinate the processing of all grant payments.
- Contribute to all aspects of the post-award process.

4. **Monitor and Review accountability reports submitted from all grant recipients and contractors for the branch.**

Activities:

- Develop, refine and take full operational responsibility for the branch's contract and grant record system.
- Evaluate financial accountability and progress reports to ensure that all conditions relating to these grants are being met.
- Communicate with grant recipients when additional information or clarification of accountability reports is required.
- Maintain the reporting status file and follow up on outstanding reporting requirements, including tracking milestones and conditions, on a regular basis.
- Follow up with grant recipients and contractors for outstanding reports.
- Prepare summary status reports for management review.
- Respond to inquiries and assist grant recipients on a regular basis.

5. **Contribute to the development of Advanced Education and Technology business plan, annual report and the related Performance Measures. The end result provides accountability for the Government of Alberta's activities.**

Activities:

- Develop processes and relationships for the purpose of collecting the quality and timely information that is reported in the performance measures.
- Coordinate the process for setting targets for Performance Measures for the Advanced Education and Technology business plan.

- Ensure the accuracy of the reported data, and promote and maintain reporting methods to meet legislative requirements of the Office of the Auditor General.
- Analyze, summarize and interpret data to be included in the business plan and annual report. Also, for the annual report, provide explanations of any variances between the performance measure's actual value and the target, as is required by law.
- Complete the reporting documents/templates for the Performance Measures data. The end result provides the basis for the audit process related to Performance Measures.
- Be the primary contact for the business planning and reporting manager in the Department and for the auditors regarding the performance measures for which the Technology Commercialization Division is responsible.
- Respond and document audit questions in a timely, accurate, and complete manner.

6. Examine, analyze and interpret financial data and prepare reports and recommendations for management on proposals for government financial support.

Activities:

- Coordinate and prepare the program budgets.
- Review financial budgets received with project proposals for reasonableness to assist management in funding decisions.
- Design, prepare and analyze a variety of reports to assist management in decision making.
- Respond to ad-hoc requests from management for various types of financial information, e.g. monthly and quarterly financial forecasts and variance explanations, or statements based on various funding decision scenarios.

7. Assist in the development of systems that impact division and branch operations.

Activities:

- Recommend changes to existing systems to improve the efficiency and effectiveness of branch/department operations.
- Participate on special teams/working groups within the department to develop and implement various common systems. (e.g., a database that captures all relevant data pertaining to all strategic investments projects).
- Develop and coordinate the monitoring and interpreting of financial policies and regulations to provide advice on financial issues to manager, director and other senior management.
- Provide supporting documentation for information or briefings as requested.
- Represent the branch on various internal and external meetings and committees.

- Work with other areas within the department on additional financial policy and standard setting, on topics of joint responsibility.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position impacts the Government of Alberta's investments and accountability in building research capacity and capturing value through innovation. As the coordinator of the division's due diligence review, grant agreements or contracts development, and post award reporting, the position maintains the strength and transparency of the process and as a result, is a direct contributor to the Ministerial activities. The position also requires the ability to lead concurrently both shorter term and longer term projects, as demonstrated in the short timelines of the project review process and the longer term project of compiling the performance measures for the business plan. The performance measures responsibilities in this position impact the quality and integrity of performance information provided to the public and upon which future programming decisions are based. In addition:

- The incumbent interacts with other individuals in the department, other government departments and agencies, and external stakeholders, research and post-secondary institutions and corporate partners, on matters related to innovation and technology commercialization funding issues.
- The incumbent must be flexible and practical when interpreting legislation and guidelines in determining solutions for recommendations of issues.
- Creativity is needed in searching for solutions to extraordinary issues not specifically addressed in legislation. This arises from exceptional versatility of the projects pursued by the division: include the industry collaborative R&D projects, innovation agencies projects, international projects, and projects that are outsourced through contracts, such as business intelligence gathering, leads and contacts generation, feasibility studies, assessments, business planning and others.
- Sound judgement and negotiating skills are required to troubleshoot issues related to accountability reporting expectations. This often involves working on solutions to complex situations to ensure grant conditions are successfully met.

Knowledge, Skills and Abilities

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(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Good knowledge of government accounting policies and practices and a good ability to interpret and apply government and financial policy, legislation and regulations. Good knowledge of Financial Administration Act, Orders in Council, Accounting and Financial Control Manual, Treasury Board Directives and Regulations.
- Several years of experience working in the government funding environment either with grant agreements or contracts.
- Must have strong ability to interpret contracts/agreements to ensure compliance.
- Strong analytical ability, both with data and textual information, uses problem solving and judgement skills.
- Good written and verbal communications skills.
- Related university degree.
- Must be a solid team player, but must also be able to work independently and make sound decisions.
- Client focus – refining the peer review process to best suit the needs of our reviewers; interacting with external stakeholders to meet the legislative demands of the annual reporting process.
- Organizational awareness – needed for assisting in policy and strategic investment activities.
- Interpersonal skills and influencing others – many of activities require both internal and external cooperation from a variety of stakeholders. Usually, the cooperation is voluntary.
- Advanced skills with MS Office and proficient computer skills.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Within Advanced Education and Technology:

Project Officers (ADM, Branch Heads, Directors, Managers and Officers) – Technology Commercialization Division:

- Receive input for development and feedback for improvement of the divisional programs.
- Inform and educate on the project development and administration process.

- Assist with the grant agreement development

Manager, Program Services, Technology Commercialization Division:

- Provide the Technology Commercialization Division relevant information to the ADM's office.
- Receive direction on the reporting.

Manager, Innovation Support Services, Technology Commercialization Division:

- Receive direction on the due diligence evaluation process.
- Receive direction on the reporting.

Strategic Corporate Services – Corporate Planning:

- Provide the Technology Commercialization Division performance measures and other relevant information for the Annual Report and Business Plan.

Within the Government of Alberta:

Auditors or their representatives – Finance or external contractors:

- Provide required information about grants, contracts and performance measures.
- Communicate Departmental and Divisional policies.
- Receive feedback and direction on improving the process.

External to the Government of Alberta:

Program stakeholders – industry, academia and/or government:

- Receive input for development and feedback for improvement.
- Provide information on programs, participants, partners and delivery agencies.

Project proponents – industry, academia and/or government:

- Provide required information about grant requirements and evaluation process.
- Receive proposals and reports.
- Receive feedback on improving the process.

Project reviewers – industry, academia and/or governments:

- Provide required information about grant requirements and evaluation process.
- Provide evaluation forms and project documents and receive evaluations.
- Receive feedback on improving the process.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position does not directly supervise other positions.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS66

Identification Section

Working Title: Communications Advisor
Department: Communications and Public Engagement
Division, Strategic Communications / Ministry
Branch/Unit: Communications Branch
Reports To: Assistant Director, Communications Branch
Levels to D.M.: 4
Job Description: [023PS66](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

The Public Affairs Officer works closely with the Communications Assistant Director or Communications Director and Senior Public Affairs Officers and is responsible for developing and implementing components of Ministry communications programs. Work is done in support of an assigned area of the ministry or in support of senior communications staff.

Comments on Evaluation

- Knowledge:**

Content:

- E:** The position requires a good knowledge of communications planning, web communications and media relations techniques. The position requires an extensive knowledge of writing (including Canadian Press Style Guides), other stylistics, editing and research techniques. It also requires knowledge of public consultation/engagement processes and techniques to provide advice on the consultation process and to recommend appropriate tools. Knowledge of advertising design, placement, GoA advertising policy, GoA communications policy and GoA website standards. An understanding of graphic services and print production techniques is also required. The position requires an understanding and

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application of communications strategies and techniques. The position acts as first point of contact with the media and provides information to the media. Contentious or complex media inquiries are referred to senior staff within the communications branch or ministry. Media calls are referred to the appropriate spokesperson within the communications branch. The position does not require the in-depth knowledge and breadth seen at the E+ level.

Complexity and Diversity:

- **I:** The position must understand and work with other areas of the assigned department but would not be expected to lead multi-functional teams with accountability for team results. The position is required to interpret technical or functional communication and transfer that information via a variety of communication vehicles to the public, ministry stakeholders and staff of the assigned department.

Human Relations Skills:

- **2:** The position requires well-developed human relations skills to persuade and influence behavior or change an opinion when consulting with clients and the public on contentious issues. Much of the contact is for the purpose of disseminating and obtaining information or assessing needs.
- **Creativity/Problem Solving:**

33%: Position functions under clearly stated objectives; however position is afforded use of judgment to determine how to accomplish objectives. Working with the senior staff in the branch the position develops and implements communications programs for assigned client areas on a province wide basis.

- **Responsibility:**

B: Position provides an advisory and consultative role to clients within the field of communications. A variety of communications materials are developed for clients.

Last Reviewed: November, 2009

Last Review / Update: 2017-12-12

Subsidiary 2 Benchmark Job Description - 023PS66

Identification Section

Working Title:	Communications Advisor
Department:	Communications and Public Engagement
Division, Branch/Unit:	Strategic Communications / Ministry Communications Branch
Reports To:	Assistant Director, Communications Branch
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Public Affairs Officer works closely with the Communications Assistant Director or Communications Director and Senior Public Affairs Officers and is responsible for developing and implementing components of Ministry communications programs. Work is performed in support of an assigned area of the ministry or in support of senior communications staff.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Under the direction of the Communications Director and/or Assistant Communications Director provides communications counsel and communications support to management in assigned program areas, based on the branch business plan, to support the ministry.**

Activities:

- develops, implements and monitors communications strategies for both internal and external audiences. Advice and direction is received from communications branch management throughout the communications planning process.
- provides communications counsel to clients
- participates in cross-department and ministry communication committees as needed

2. Uses media relations to ensure that key messages are consistent, clear and easily understood by the general public.**Activities:**

- monitors media coverage
- writes, coordinates and distributes news releases, information bulletins and media information
- provides advice to clients on media relations skills
- acts as a first point of contact with the media and provides information to the media. Contentious or complex media inquiries are referred to senior staff within the communications branch or ministry
- looks for opportunities to proactively profile department programs and initiatives through media relations efforts

3. Provides communication writing support for information materials for internal and external audiences.**Activities:**

- plans, coordinates, writes and edits a number of strategic communications materials including news releases, information bulletins, media notices, letters, briefings, brochures, reports, speeches, presentations, newsletters and other publications
- develops content for the web (intranet and internet), monitors web trends and opportunities (i.e. social media) and provides communications counsel to clients in using the web effectively as a communications tool
- ensures all materials are written in plain language and in the appropriate format (i.e. CP Style, writing for the web)

4. Helps support department public consultation/engagement initiatives**Activities:**

- helps develop tools for public consultation and engagement

- provides communications assistance through the consultation process

5. Co-ordinates graphic design and promotional material production as required ensuring government guidelines and standards are met.

Activities:

- provides design and production advice and counsel
- co-ordinates production with contract staff, suppliers, printers and advertising agencies directly and through PAB
- ensures timely quality products within budget

6. Responsible for event management for both internal and external events.

Activities:

- manages project, timelines, strategy, budget and evaluation
- organizes logistics, including venue, presentation materials, multimedia, collateral materials, catering services and media relations

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Contributes to the success of the department's communication with primary clients and key audiences.

Supports cross-government initiatives as well as cross sector.

Supports the branch, ministry and PAB business plan.

Provides communication consultation for both short and long term on-going functions and initiatives.

Acts as technical expert in production and writing of communications materials.

Works closely with Communications Director, Assistant Communications Director and Senior Public Affairs Officers.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- knowledge of communications planning
- media relations skills
- critical thinking and problem solving skills
- research, writing and editing skills
- knowledge and understanding of the web as a communications medium
- knowledge of public consultation and engagement
- knowledge of Canadian Press style guides
- knowledge of Minister's style guide for correspondence
- consulting skills
- creativity
- project management skills
- knowledge of advertising design, placement and GoA advertising policy, GoA Communications Policy and GoA Website Standards
- understanding of graphic design and print production techniques
- knowledge of Government of Alberta visual identity guidelines
- operating knowledge of information and communications technology and electronic production
- computer skills
- strong interpersonal skills
- organizational skills
- ability to work as team player with minimal supervision
- knowledge of how government works (bills, orders in council, standing policy committees etc.)
- knowledge of department and PAB policies and procedures, regulations, legislation and core business
- knowledge of Freedom of Information and Protection of Privacy (FOIPP) legislation, policies and procedures
- degree or diploma in public relations, communications, journalism or a related discipline

Contacts

(Main contacts of this position and the purpose of those contacts.)

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The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive script font, followed by a small square icon.

This position spends time in contact with division clients, including Assistant Deputy Ministers, to provide services and request information. Contact may also take place with Deputy Ministers and Minister's Office staff to provide guidance on issues and events. This position will also interact with other communications staff, including Directors, Assistant Directors and other PAB staff to discuss plans and projects. This position may be required to assist with providing advice and direction to less-senior Public Affairs Officers and administrative staff. There may be some contact with members of the media to respond to questions and handle issues. This position may direct outside vendors for events or production of communications materials.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2017-12-12

Subsidiary 2

Benchmark Evaluation - 023PS67

Identification Section

Working Title: Reference Librarian
Department: Service Alberta
Division, Business Services, Service Delivery/Library
Branch/Unit: Services
Reports To: Head Librarian, Library Services
Levels to D.M.: 5
Job Description: [023PS67](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

The Reference Librarian provides complex reference, research, current awareness and other specialized information services to designated department clients in order to support the ministry's information needs.

Comments on Evaluation

- Knowledge:**

Content:

- E:** Requires an understanding and application of theoretical knowledge acquired through completion of either a Bachelors or Masters in Library Science. Requires an understanding and application of library principles, practices and concepts associated with a library with a diversified collection. The E rather than an E+ represents that knowledge is deep within library sciences, rather than broad across several areas.

Complexity and Diversity:

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- **I:** Also required is knowledge of appropriate technology to acquire, organize and disseminate information; knowledge of content of information resources, including the ability to critically evaluate and filter them; knowledge of information resources in all formats that may be accessed and searched which may include the Internet as well as more traditional print sources; and specialized subject knowledge in the area of education and learning.

Human Relations Skills:

- **2:** Requires significant client interaction and the ability to be persuasive and assertive in negotiating project scope and completion time frames. Responds to requests for information from client groups by analyzing and selecting appropriate/relevant sources and provides relevant current awareness services to assigned client groups in order to support their ongoing information requirements.

- **Creativity/Problem Solving:**

33%: Analyzes and scopes out client requests for information; analyzes, evaluates and selects appropriate and relevant sources. Develops client profiles of information needs and scans and monitors a variety of information and news sources for items that match client profiles. Advises in the development and maintenance of the collection to support the Ministry's information needs. High research element and latitude to interpret requests and find appropriate solutions. Multiple sources to access.

- **Responsibility:**

B: This position performs an advisory consultative role.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 023PS67

Identification Section

Working Title:	Reference Librarian
Department:	Service Alberta
Division, Branch/Unit:	Business Services, Service Delivery/Library Services
Reports To:	Head Librarian, Library Services
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Provide reference, research and current awareness services to designated clients of the Alberta Government Library Commerce Place Site. These services are provided within the framework of ministry and Library Services business plans and policies. The services support the information needs of the nine designated client departments: Aboriginal Relations, Culture and Community Spirit, Finance and Enterprise, Housing and Urban Affairs, International and Intergovernmental Relations, Municipal Affairs, Service Alberta, Tourism, Parks and Recreation, and Treasury Board.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Provide reference and research services to library clients.**

Activities:

- Respond to requests for information received on-site, by phone or email, in a timely manner according to the needs of the client.
- Identify print or electronic resources for potential addition to the collection or the AGL website to further the ability to provide timely information to library clients.
- Develop guides to finding information in the specialized subject areas of the Commerce Place collection, which will serve the needs of the clients.

2. Provide current awareness services to library clients.

Activities:

- Provide notices of new services and publications from selected resources in print or electronic format to library clients according to their information needs.
- Update/edit electronic table of contents and subject alerts to meet the needs of library clients for current and up to date information.
- Using email, blogs, the AGL website or emerging technologies, communicate current and up-to-date information from databases, news sources, Hansard or the Internet to library clients to meet their information needs.
- Identify new sources of information that may be used to meet the clients' information needs.

3. Market library services to library clients.

Activities:

- Provide training and workshops to inform and instruct library clients about services available to them in AGL Commerce Place site that will meet their information needs.
- Create and post notices of new services or information in the Commerce Place site, on the AGL website and/or the Intranets of designated departments in order to keep library clients informed.
- Send welcome letters to new employees, create and update library brochures and bookmarks in order to inform library clients of services available to them that will meet their information needs.

4. Advise and assist Head Librarian in operations of the site library to meet the information needs of library clients.

Activities:

- Identify issues as they arise that may contribute to quality of service offered by the library to clients.
- Recommend policy and procedures to improve processes and productivity of library to better meet the information needs of clients.
- Participate on library team by working cooperatively with Head Librarian and other library staff on reference and research services and projects to ensure the information needs of the library clients are met in a positive and well functioning workplace environment.
- Participate in AGL activities and committees.
- Assume responsibility for operation of the library in the absence of the Head Librarian to ensure operational effectiveness.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- The Reference Librarian impacts the availability of information for all nine of the departments served by AGL Commerce Place Site and will often be the first, and possibly the only, contact that library clients have with the library. The quality of the information provided can have an impact on the quality of the work performed by library clients.
- The position impacts the ability of library clients to achieve the business goals of the departments served.
- The position will impact the administration of the library, development of reference services, collections management and current awareness services within the library.
- The Reference Librarian has responsibility for supervision of the library in the absence of the Head Librarian.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Masters Degree in Library and Information Science (MLS or MLIS) required as a theoretical foundation to applied skills.
- Understands and embraces library service ethic including customer service and service excellence skills and attitudes, has knowledge of standard and specialized information sources.
- Understands general library processes such as circulation, cataloguing, collection management; possesses good analytical skills and judgment to assess information resources.
- Possesses ability and creativity to experiment with and adapt to new technologies for provision of information.
- Good time management skills.
- Good verbal and written communication skills in order to conduct effective reference interviews and develop marketing information.
- Ability to work well with others.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Library clients from nine ministries for the purposes of providing information as requested and marketing library service; Publishers and information vendors when previewing, assessing or ordering new products.
- NEOS Librarians and staff.
- Library staff in the AGL-Commerce Place site.
- Other AGL Library staff.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

- Information & Creative Technical Services 3 – Library Technician (00041291).

Last Review / Update: 2015-02-17

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Subsidiary 2

Benchmark Evaluation - 023PS68

Identification Section

Working Title: Research, Planning and Policy Analyst
Department: Advanced Education
Division, Post Secondary Excellence, System Capacity
Branch/Unit: and Development
Reports To: Director, Policy Research and Analysis
Levels to D.M.: 4
Job Description: [023PS68](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

This position provides comprehensive and investigative research services for key ministry policy and planning by analyzing diverse information to support the development of policies, programs and planning documents that are consistent with ministry and government directions and reflective of stakeholder feedback. This position develops policy options, data analyses, briefings and recommendations for the consideration for senior ministry representatives and officials.

Comments on Evaluation

- Knowledge:**

Content:

- E:** This position required a comprehensive knowledge of the ministries business plan, strategic priorities, mandates, programs, and business unit functions. There is also a need to focus on the GOA strategic and policy direction and priorities relating to the ministries mandate and initiatives. Thorough knowledge of various requisite legislations such as the Post-Secondary Learning Act, Student Financial Assistance Act, Alberta Centennial Education Savings Act, Private Vocational Schools Act, and the Alberta Heritage Scholarship Act is imperative. E rating reflects requirement for academic training and wide

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breadth of content knowledge applied to various policy research projects/assignments supporting the Ministry and decision makers.

Complexity and Diversity:

- **I:** An awareness of trends, issues and best practices is required in order to effectively analyze diverse viewpoints and develop valid recommendations for presentation to the ministries representatives. Project planning and management skills, including the ability to plan, coordinate, and execute complex research evaluations and survey projects are required.

Human Relations Skills:

- **2:** Developing and maintaining collaborative working relationships with clients, stakeholders and partners is required. This position supports the 2 rating, as it influences the direction, design and implementation of the ministries plans, policies and programs that directly affect post-secondary education stakeholders, the impact of recommendations and decisions made by this position can be significant.
- **Creativity/Problem Solving:**

33%: Initiative, professional judgment and flexibility are demonstrated in this position. Research projects must be coordinated using creativity – especially when reviewing and evaluating policies and programs that contribute to policy development. Position is primarily doing analysis work on variety of short term projects. While there is significant discretions in determining how responsibilities are performed, 33% reflects that solutions are found within the parameters of established legislation, policies, plans and guidelines.

- **Responsibility:**

B: The role of this position is advisory –consultative. This entails consulting and coordinating with the ministries representatives and external stakeholders to establish survey research goals, assess survey requirements, and develop a survey research/analysis plan. There is also provision of advice to various business areas within the ministry regarding research projects to ensure a thorough analysis of issues and use of appropriate research methodologies.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 023PS68

Identification Section

Working Title:	Research, Planning and Policy Analyst
Department:	Advanced Education
Division, Branch/Unit:	Post Secondary Excellence, System Capacity and Development
Reports To:	Director, Policy Research and Analysis
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Advanced Education Policy branch provides leadership to strategic information, planning, analytical, cross ministry and interdepartmental capabilities to facilitate the development of the Ministries policies, programs and business processes and documents. The Sector ensures a coordinated and integrated approach to policy, program development and planning by consulting, collaborating and negotiating extensively with representatives of the Ministry, other government departments, the adult learning system and other system stakeholders.

This position provides comprehensive and investigative research services for key Ministry policy and planning by analyzing diverse information to support the development of policies, programs and planning documents that are consistent with Ministry and government directions and reflective of stakeholder feedback. Functioning as part of a highly collaborative team, this position contributes to policy, planning, environmental scanning and research and analysis frameworks that support decision-making for policies and programs promoting an accessible, affordable, high quality provincial advanced education system. The Research, Planning and Policy Analyst develops policy options, data analyses, briefings and recommendations for the consideration of senior Ministry representatives and officials and potentially Treasure Board, Standing Policy Committee, Legislative Council and Cabinet.

This position also has a significant project management role in coordinating the Department's survey research activities. Responsibilities include identification of issues; definition of problems, development of methodologies for research and analysis (qualitative and quantitative) and coordination of the collection, analysis and provision of research findings and associated implications to diverse clients. Projects include the coordination and analysis of surveys, development of costing and funding models, environmental scanning initiatives and research/analysis to support development of performance indicators associated with accountability frameworks for the provincial post-secondary learning system. The Research, Planning and Policy Analyst will liaise with Ministry stakeholders to gather, exchanged and analyze information relating to Ministry policy and program development and planning.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Comprehensive activities associated with the development, administration and evaluation of surveys are provided to support planning and development of Ministry policies and programs.**

Activities:

- Consults and coordinates with Ministry representatives (and external stakeholders where appropriate) to establish survey research goals, assess survey requirements and develop a survey research/analysis plan.
- Coordinates/leads processes for contracted survey services including development of Request for Proposals, proposal evaluations, contract development and management, management of surveys fielding issues, review of deliverables and processing on invoices.
- Analyzes and identifies potential implications of survey results and presents these results for consideration of Ministry executives (and potentially system stakeholders).
- Monitors and reports the status of survey research projects to the Manager, including timelines, costs, fielding issues, etc .
- Works with key stakeholders.

2. **Comprehensive research, analysis and consultation services are provided to support Ministry representatives in the planning and development of advanced education policies and programs that are aligned with applicable Government and Ministry goals, business plans and strategic priorities.**

Activities:

- Researches, analyzes and evaluates data and information pertaining to advanced education issues obtained from diverse sources, including statistical databases, legislation, policy documents, technical reports and administrative and academic journals.
- Manage contracts for the development of costing and statistical models that will provide hypothetical fund allocations, enrolment changes and other outcomes for various policy and program design options, including cost-effectiveness analysis.
- Develops and finalizes performance indicators for use in various accountability frameworks.
- Develops recommendations and identifies alternate courses of action and associated implications of advanced education programs and policies through interpretation and application of research findings and analysis.
- Provide advice to various Ministry business areas regarding research projects to ensure thorough analysis of issues and use of appropriate research methodologies.
- Collaborates/leads in the development of research reports, position papers and other documents relations to advanced education issues, policies and programs.
- Provides research, analysis and communications support.

3. **Environmental scanning services are performed to support policy and program development and business planning for the advanced education system.**

Activities:

- Identifies significant public sector policy shifts at provincial, national and international levels with potential for impact on Alberta's advanced education system.
- Analyzes economic, social, political and technological issues to identify trends with the potential to impact Ministry policies and programs, summarizing findings for consideration of Ministry decision-makers.
- Researches, critically reviews, and synthesizes new and existing literature on advanced education issues and trends obtained from a variety of sources (i.e. academic journals, administrative publication, government studies, books, newspapers, etc.).

4. **Policy and analysis-related information is developed and disseminated to Ministry representatives to ensure current understanding of the status of the advanced education system in Alberta (and advanced education systems elsewhere) and to support informed planning and decision-making.**

Activities:

- Develops status and profile reports on the advanced education system, including interprovincial comparisons, trends in cost and enrolment and impact of policy decision.
- Functions as an expert user for financial, enrolment and key performance indicators information systems.
- Provides Ministry representatives with information as to emerging trends and issues with potential to impact advanced education system and ensures managers are informed of activities in to other divisions, ministries and levels of government that may affect Ministry policies and programs.
- Research policies, best practices and new theories relating to advanced education administration and ensures relevant Ministry representatives are informed of the research findings.

5. The Director and Executive Director are supported in achieving the mandate and goals of the Sector

Activities:

- Provides input and recommendations relating to issues, opportunities and challenges associated with Sector programs and functions.
- Develops briefings and other documents in response to requests from the Deputy Minister and Executive Team, as well as in response to news reports and release of major research studies.
- Participates in Ministry committees, teams and working groups, providing Sector perspectives and expertise to ensure thoroughness and consistency in policy and program development.
- Collaborates with Sector staff to ensure coordination and integration of activities and promotes collaboration within the Sector and Ministry, and with system stakeholders.
- Establishes and maintains relationships with Ministry and Government representative and stakeholders.
- Develops recommendations to support continual improvement of Sector functions and maintains awareness of associated processes, tools and best practices that can be tailored to meet Sector requirements.
- Remains current and informed as to Ministry issues, proactively recommending review and evaluation of policies and programs develops related strategies and recommendations in consultation with Sector representatives.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Research, Planning and Policy Analyst provides comprehensive services, including research, analysis, consultation and project management to support informed planning and development of policies and programs pertaining to the advanced education system. This position is a key resource for strategic information, obtained through research, environmental scanning and surveys that have the potential to affect the direction and operations of the Ministry.

The impact of recommendations and decisions made by the Research Planning and Policy Analyst can be significant, influencing the direction, design and implementation of advanced education plans, policies and programs that directly affect post-secondary education institutions, learners and other stakeholders. Advanced education issues are diverse, complex and often politically sensitive, with this position expected to maintain a broad view of the Ministry and its strategic priorities when providing information, analysis and planning advice to Ministry managers.

This position collaborates with staff throughout the Ministry when identifying issues; clarifying impacts of various policy options; planning and managing surveys and research projects; and developing input and recommendations for the consideration of senior decision makers. There is an expectation that all information and associated analysis provided by the Research, Planning and Policy Analyst is substantiated, comprehensive and reliable. This position demonstrates initiative and creativity when coordinating complex research projects, and when reviewing and evaluating policies and programs to contribute to their development. The Research, Planning and Policy Analyst must remain aware of trends, issues and best practices across Canada and around the world to effectively analyze diverse viewpoints and develop valid recommendations for presentations to Ministry representatives.

This position works within the parameters of established legislation, policies, plans and guidelines with significant discretion in determining how responsibilities are performed. The Manager provides general guidance, reviewing work for quality of analysis and research provided; recommendations and conclusions developed; and level of professional judgment demonstrated. The timelines and comprehensiveness with which services and information are provided to Ministry client areas is also critical. In addition, the work of the Research, Planning and Policy Analyst is evaluated based on the effectiveness of working relationships established with the wide variety of clients and stakeholders.

This position is delegated considerable independence to determine areas of focus, exercising judgment when researching, analyzing and summarizing information and presenting associated reports and proposals to Ministry decision-makers and prioritizing responsibilities to meet deadlines. Matters with potential for significant impact on business area operations, resource allocation, planning documents, or Sector functions are referred to the director, who is also available for guidance when dealing with particularly sensitive issues or situations. The Director also reviews major briefing and recommendations destined for the executive level to ensure assumptions are valid and Ministry goals and objectives are appropriately reflected.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The Research, Planning and Policy Analyst requires comprehensive knowledge of:

- Ministry business plan and strategic priorities, as well as mandates, programs and functions of business areas across the Ministry.
- Government strategic and policy directions and priorities as they relate to the Ministry mandate and initiatives.
- Organizational structure, business and culture of the Ministry.
- Alberta's socio-economic, political and post-secondary education issues.
- Research methodologies, techniques and procedures, including the application of qualitative and quantitative research methods and data analysis.
- Client and stakeholder community impacted by the Ministry mandate and operations, including relevant organizations, committees, advisory groups and representatives.
- Political environment within which the Ministry operates and the decision-making processes of the Legislative Assembly, Cabinet, Caucus, Treasury Board and various Government committees.
- Applicable legislation and regulations (i.e. Post-secondary Learning Act, Student Financial Assistance Act, Alberta Centennial Education Savings Act, Private Vocational Schools Act, Alberta Heritage Scholarship Act).
- Relevant Ministry policies, functions and processes.
- Software tools used to carry out job responsibilities (i.e. Microsoft Office applications including Outlook, Word, Excel, PowerPoint, database programs including MS Access and SPSS).

The Research, Planning and Policy Analyst requires strong and demonstrated:

- Consultation and interpersonal skills.
- Research and information integration skills including ability to analyze and synthesize information drawn from disparate sources and develop recommendations based on findings.
- Project planning and management skills including ability to plan, coordinate and execute complex research, evaluation and survey projects.
- Written and verbal communication skills and presentations skills including ability to develop clear and compelling documents in support of recommendations; articulate complex issues with broad social and political implications; and present information in a variety of formats to a variety of audiences.

- Organizational skills including ability to multi-task and prioritize multiple responsibilities to meet deadlines.
- Commitment to client service, confidentiality, discretion, tact and innovation.

The Research, Planning and Policy Analyst must be able to:

- Apply theoretical research methods and analysis tools to practical settings while maintaining a high degree of rigor.
- Assess the accuracy and reliability of data; apply costing and statistical tools effectively; and access and manipulate statistical databases.
- Proactively anticipate and plan for Ministry business area requirements.
- Identify emerging trends, issues and opportunities relating to advanced education policies and programs across Canada and around the world, and provide recommendations pertaining to sensitive issues.
- Develop and maintain collaborative working relationships with clients, stakeholders and partners.
- Maintain a strategic and Ministry focus while delivering results at the operational level.
- Functions independently as well as lead and contribute effectively within a team environment.
- Demonstrate initiative, professional judgment and flexibility.

The Research, Planning and Policy Analyst has a graduate degree in a related field or an undergraduate degree with related work experience.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The Research, Planning and Policy Analyst has regular and ongoing contact with:

- Ministry representatives including managers and directors, to provide research, analysis and planning services to; support the development, review and evaluation of policies and programs; provide consultation, advice and recommendations; support development of planning documents; exchange information; represent Sector interest and perspectives; and provide project management services for research and survey initiatives.
- Representatives of other departments and jurisdictions to provide and exchange information; clarify requirements; and collaborate on projects and initiatives.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position does not supervise other positions directly, but does provide project management services to various teams assembled to undertake research and survey projects impacting the development of advanced education policies and programs.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS69

Identification Section

Working Title: Planning and Performance Measurement Consultant

Department: Advanced Education

Division, Corporate Services; Corporate Planning and

Branch/Unit: Performance Measurement

Reports To: Director of Corporate Planning and Performance Measurement (Sr. Mgr. 2)

Levels to D.M.: 4

Job Description: [023PS69](#)

MRS: See the [Minimum Recruitment Standards](#) for Program Services

Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

Reporting to the Director of Corporate Planning and Performance Measurement, the position functions within the parameters of applicable Government and Ministry legislation, regulations, policies, directives, and procedures to: compile of the ministry's three-year business plan in accordance with Government of Alberta Business Plan Standards; develop the department's business plan accountability framework (inclusive of identifying and compiling appropriate performance measures for each business plan outcome), recommend targets for these measures and compile results for inclusion in the Annual Report and Facts and Figures pamphlet; coordinate the preparation and submission of the department's component of the Government of Alberta three-year Business Plan (inclusive of the Minister's mandated strategic priorities).

Comments on Evaluation

- Knowledge:**

Content:

- E:** The position requires thorough knowledge of the business planning and performance measurement processes/cycle, business rules, research methodologies, statistics and calculations (this is a significant amount of content knowledge that is typically gained

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through experience). Because the position requires comprehensive knowledge of the entire Ministry's business plan, strategic priorities, mandates, programs, and other functions of business areas across the Ministry as a whole, as opposed to the department's plans alone, the E rating is warranted.

Complexity and Diversity:

- **I:** The position requires strong analytical skills for evaluating business/performance results and applying the results to upcoming business plans. The position must be able to apply theoretical research methods and analysis tools to practical settings while maintaining a high degree of rigor. The position must have the ability to assess the accuracy and reliability of data, apply statistical tools effectively, and access and manipulate statistical databases resulting in a Level I rating for Complexity and Diversity.

Human Relations Skills:

- **2:** The position requires human relation skills to request information, follow up with stakeholders and collaborate with staff throughout the Ministry, problem solve when information is not supplied, train users and supervise systems testers and to liaise with both technical staff and business users. This level of interaction with different people and groups results in a Level 2 rating.

- **Creativity/Problem Solving:**

33%: The position requires moderate creativity to interpret research results and match those reports against the targets that are set in the Business Plan. The 33% profile allows for solutions to be found within the current body of knowledge and experience.

- **Responsibility:**

B: The position plays an advisory/consultative role and works as a liaison which represents a B rating for Responsibility.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 023PS69

Identification Section

Working Title:	Planning and Performance Measurement Consultant
Department:	Advanced Education
Division, Branch/Unit:	Corporate Services; Corporate Planning and Performance Measurement
Reports To:	Director of Corporate Planning and Performance Measurement (Sr. Mgr. 2)
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Corporate Planning and Performance Measurement (CPPM) Branch leads and supports Ministry planning and decision-making through the provision of planning, performance measurement, performance reporting, facilitation and consultation services. These services pertain to accountability and performance measurement research; GoA strategic planning and reporting; Ministry business planning and reporting; development of integrated performance measures to support planning and accountability; operational planning; enterprise risk management; development of DM performance contracts and status reports; and provision of facilitation and consultation services to other Ministry Branches with respect to strategic and operational planning, risk management and performance measurement.

Reporting to the Director, Corporate Planning and Performance Measurement, the Consultant performs three critical functions in support of the department's business planning and accountability processes:

- Compilation of the ministry three-year business plan in accordance with Government of Alberta Business Plan Standards.
- Development of the department's business plan accountability framework, inclusive of identifying and compiling appropriate performance measures for each business plan

outcome, and recommending targets for these measures. Compile results for inclusion in the Annual Report and Facts and Figures pamphlet.

- Coordinating the preparation and submission of the department's component of the Government of Alberta three-year Business Plan, inclusive of the Minister's mandated strategic priorities; additional key strategies supportive of government goals and directions; and compilation of the results and targets for performance measures for which the department has been designated the lead ministry.

In fulfilling these core functions, the Consultant researches goals, outcomes, strategies and performance measures used in other jurisdictions, for benchmarking purposes; maintains a database of measures used by Advanced Education and Technology as part of the Ministry's accountability framework; coordinates the annual audit of these measures by the Office of the Auditor General; and liaises with department staff and representatives of other departments and jurisdictions to gather, exchange, and analyze information relating to Ministry performance measurement.

This position functions within the parameters of applicable Government and Ministry legislation, regulations, policies, directives, and procedures and in collaboration with the Manager, Accountability and Reporting.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Compilation of the ministry three-year business plan in conformance with Government of Alberta Business Plan Standards.**

Activities:

- Compile all elements of the Business Plan based on the business plan architecture approved by Executive Team, and the Minister's Mandate Letter.
- Communicate with Treasury Board to identify the linkages to the Government of Alberta strategic business plan and update this section in the department plan to maintain alignment.
- Refresh the significant opportunities and challenges section of the plan based on the Strategic Information Report compiled by the policy sector.
- Work with division planning contacts and data custodians to identify and align strategies, performance measures and targets with each goal and outcome.
- Ensure that the Business Plan meets GoA Standards.
- Prepare briefings for Executive Team seeking approval for all updates to the business plan.

- Submit the approved business plan to Treasury Board in a timely manner.
- Develop a business plan highlights pamphlet for distribution to all staff and stakeholders.

2. Development of the department’s accountability framework, inclusive of identifying and compiling appropriate performance measures for each business plan outcome, and recommending targets for these measures. Compile results for inclusion in the Annual Report and Facts and Figures pamphlet.

Activities:

- Researches, analyzes, and evaluates data and information pertaining to advanced learning and innovation planning obtained from diverse sources, including international organizations such as the OECD, other jurisdictions, and administrative and academic journals.
- Conducts analysis of business plans from other jurisdictions to determine best practices in business planning.
- Identifies appropriate benchmark jurisdictions. Prepares summaries for use in critical reflection on Alberta Advanced Education and Technology’s plans and planning process.
- Identifies accountability frameworks used by leading educational and innovative jurisdictions.
- Prepares summaries of research findings and formulates recommendations.
- Researches, assesses and compiles data and supporting information for current and prospective business plan performance measures.
- Liaises with data custodians to clarify documentation and to obtain updates for current performance measures as data becomes available.
- Manages the quality and integrity of the Ministry’s data warehousing SharePoint site.
- Leads ad hoc teams of data custodians to develop new performance measures.
- Liaises with the Office of the Auditor General with respect to measures undergoing audit. Answers enquiries and facilitates meetings for the auditor with data custodians.
- Lead the development of an annual Facts and Figures pamphlet and supporting documentation.

3. Coordinating the preparation and submission of the department’s component of the Government of Alberta three-year Business Plan, inclusive of the Minister’s mandated strategic priorities; additional key strategies supportive of government goals and directions; and compilation of the results and targets for performance measures for which the department has been designated the lead ministry.

Activities:

- Liaises with Treasury Board to identify GoA goals that the department is designated to support.
- Prepare submissions of strategic priorities, strategies and performance measures for inclusion in designated goals in the GoA strategic business plan.
- Ensure that the strategic priorities, strategies and performance measures and targets submitted for inclusion in the GoA business plan are consistent with those approved for the department's business plan.
- Participate in cross-ministry teams established by Treasury Board to review and identify updates to the GoA business plan.
- Prepare briefings for Executive Team to obtain approval for all department submissions to the GoA business plan.

4. The Director and Executive Director are supported in achieving the mandate and goals of the Branch and Sector.

Activities:

- Provides input and recommendations relating to issues, opportunities, and challenges associated with Sector programs and functions.
- Develops briefings and other documents in response to requests from the Deputy Minister and Executive Team, as well as in response to news reports and release of major research studies.
- Participates in Ministry committees, teams and working groups, providing Branch perspectives and expertise to ensure thoroughness and consistency in policy and program development.
- Collaborates with Sector staff to ensure coordination and integration of activities, and promotes collaboration within the Sector and Ministry, and with system stakeholders.
- Establishes and maintains relationships with Ministry and Government representatives and stakeholders.
- Develops recommendations to support continual improvement of Branch functions and maintains awareness of associated processes, tools, and best practices that can be tailored to meet Branch requirements.
- Remains current and informed about Ministry issues, pro-actively reviewing and evaluating policies and programs; develops related strategies and recommendations in consultation with department representatives.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Planning and Performance Measurement Consultant provides comprehensive services, including research, analysis, consultation, and project management to support the core processes of business planning and performance measurement. This position is a key resource for strategic information, obtained through research, environmental scanning, and surveys, that has the potential to affect the direction and operations of the Ministry.

Issues are diverse, complex, and often politically sensitive, with this position expected to maintain a broad view of the Ministry and its strategic priorities when providing information, analysis, and planning advice to Ministry managers.

This position collaborates with staff throughout the Ministry, in particular with the Manager, Accountability and Reporting, when identifying information and data requirements, clarifying business plan goals and expected outcomes, planning and managing data collection projects, and developing input and recommendations for the consideration of senior decision-makers. There is an expectation that all information and associated analysis provided by the Planning and Performance Measurement Consultant is substantiated, comprehensive, and reliable. This position demonstrates initiative and creativity when reviewing and evaluating business plans from other jurisdictions and when assessing the efficacy of various performance measures. The Planning and Performance Measurement Consultant must remain aware of trends, issues, and best practices across Canada and around the world to effectively analyze diverse circumstances and develop valid recommendations for presentation to Ministry representatives. This position also liaises extensively with personnel from other divisions and departments, representing Ministry and Government positions.

This position works within the parameters of established legislation, policies, plans, and guidelines, with significant discretion in determining how responsibilities are performed. The Director provides general guidance, reviewing work for quality of analysis and research provided, recommendations and conclusions developed, and level of professional judgment demonstrated. The timeliness and comprehensiveness with which services and information are provided to Ministry client areas is also critical. In addition, the work of the Planning and Performance Measurement Consultant is evaluated based on the effectiveness of working relationships established with the wide variety of clients and stakeholders.

This position is delegated considerable independence to determine areas of focus, exercising judgment when researching, analyzing, and summarizing information and presenting associated reports and proposals to Ministry decision-makers and prioritizing responsibilities to meet deadlines. Matters with potential for significant impact on business area operations, resource allocation, planning documents, or Sector functions are referred to the Director, who is also available for guidance when dealing with particularly sensitive issues or situations. The Director also reviews briefings and recommendations destined for the executive level to ensure assumptions are valid and Ministry goals and objectives are appropriately reflected.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The Planning and Performance Measurement Consultant requires comprehensive knowledge of:

- the Ministry business plan and strategic priorities, as well as mandates, programs, and functions of business areas across the Ministry
- Government strategic and policy directions and priorities as they relate to the Ministry mandate and initiatives
- the organizational structure, business, and culture of the Ministry
- Alberta's socio-economic, political, post-secondary education and innovation system issues
- research methodologies, techniques, and procedures, including the application of qualitative and quantitative research methods and data analysis
- the client and stakeholder community impacted by the Ministry mandate and operations, including relevant organizations, committees, advisory groups, and representatives
- relevant Ministry policies, functions, and processes
- software tools used to carry out job responsibilities (i.e. Microsoft Office applications, including Outlook, Word, Excel, PowerPoint; database programs including SharePoint)

The Planning and Performance Measurement Consultant requires strong and demonstrated:

- consultation and interpersonal skills
- research and information integration skills, including ability to analyze and synthesize information drawn from disparate sources and develop recommendations based on findings
- excellent grasp of descriptive statistics and a working knowledge of inferential statistics
- organizational skills, including ability to multi-task and prioritize multiple responsibilities to meet deadlines
- commitment to client service, confidentiality, discretion, tact, and innovation

The Planning and Performance Measurement Consultant must be able to:

- apply theoretical research methods and analysis tools to practical settings while maintaining a high degree of rigour
- assess the accuracy and reliability of data, apply statistical tools effectively, and access and manipulate statistical databases
- pro-actively anticipate and plan for Ministry business area requirements
- identify emerging trends, issues, and opportunities relating to advanced education policies and programs across Canada and around the world, and provide recommendations pertaining to sensitive issues

- develop and maintain collaborative working relationships with clients, stakeholders, and partners
- maintain a strategic and Ministry focus while delivering results at the operational level
- function independently as well as contribute effectively within a team environment
- demonstrate initiative, professional judgment, and flexibility

Contacts

(Main contacts of this position and the purpose of those contacts.)

The Planning and Performance Measurement Consultant has regular and ongoing contact with:

- Ministry representatives, including planning contacts, data custodians, managers and directors, to provide research, analysis, and planning services to support the development, review, and evaluation of business plan strategies and performance measures; support development of planning documents; exchange information; and represent Branch interests and perspectives.
- Representatives of other departments and jurisdictions exchange information; clarify requirements; and collaborate on projects and initiatives related to business plan development and performance measurement.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position does not directly supervise other positions.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS70

Identification Section

Working Title: Business Analyst, Mineral Development
Department: Energy
Division, Corporate Services / Information Technology /
Branch/Unit: Investment Planning & Operations
Reports To: Senior Business Architect
Levels to D.M.: 5
Job Description: [023PS70](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

The Business Analyst, Mineral Development position in the Investment Planning and Operations Functional Unit ensures approved Project Management Methods within the Department's IT Business Unit are used to enhance the strategic value of information and ensure IT investments are business driven. The incumbent ensures project alignment with corporate priorities and assists in business case development, risk and quality assurance functions, business process reviews and end user training to ensure integrated business solutions are delivered efficiently and effectively. The Business Analyst, Mineral Development helps to ensure that Information Technology (IT) investments result in premium IT service delivery, enable/achieve business priorities and contribute to ITBU and Department of Energy success by participating in the design and planning of business process changes to the Department's core existing processes through the application of IBM LOVEM business process methodology. The Business Analyst, Mineral Development is responsible for participating in identifying and planning the process improvement solutions for the business clients. This entails a solid understanding of the current business environment, organization business plans, applicable policies and guidelines, as well as business and corporate objectives to drive out optimal process and quality improvement solutions.

Comments on Evaluation

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- **Knowledge:**

Content:

- **E:** Position requires knowledge of department programs such as royalty and tax regimes and the Mines and Minerals Act and corresponding regulations. Information Technology specific knowledge acquired through the Project Management Institute (PMI) training and certification, including Business Process Modeling Techniques and Tools (e.g. Visio etc.), Risk Assessment and Process Reengineering/modeling/analysis. The theoretical knowledge in Business gained through post-secondary education and experience supports the E rating.

Complexity and Diversity:

- **I:** Position must understand the interrelationships and interdependencies between the organizations business operations and technical systems.

Human Relations Skills:

- **2:** Position interacts with multiple internal and external stakeholders from various disciplines (Business Units, Development, Testing, Data Base Analyst, and Systems Analysts) and organizational hierarchies (line staff, middle management, senior management). Position requires facilitation, presentation and relationship building skills.

- **Creativity/Problem Solving:**

33%: Position assists in identifying opportunities for re-engineering, streamlining or enhancement of business processes. Differing and variable situations influence which technical principle to use.

- **Responsibility:**

B: This is a balanced profile providing advisory/consultative services to ensure business user needs and systems requirements are met.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 023PS70

Identification Section

Working Title:	Business Analyst, Mineral Development
Department:	Energy
Division, Branch/Unit:	Corporate Services / Information Technology / Investment Planning & Operations
Reports To:	Senior Business Architect
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Business Analyst, Mineral Development position in the Investment Planning and Operations Functional Unit ensures approved Project Management methods within the Department's IT Business Unit are used to enhance the strategic value of information and ensure IT investments are business driving.

The incumbent ensures project alignment with corporate priorities and assists in business case development, risk and quality assurance functions, business process reviews and end user training to ensure integrated business solutions are delivered efficiently and effectively.

The Business Analyst, Mineral Development helps to ensure that Information Technology (IT) investments result in premium IT service delivery, enable/achieve business priorities and contribute to ITBU and Department of Energy success by participating in the design and planning of business process changes to the Department's core businesses. This can be more effective by either re-engineering core business processes or restructuring to existing processes through the application of IBM LOVEM business process methodology.

The Business Analyst, Mineral Development is responsible for participating in identifying and planning the process improvement solutions for the business clients. This entails a solid

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understanding of the current business environment, organization business plans, applicable policies and guidelines, as well as business and corporate objectives to drive out optimal process and Quality improvement solutions.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Participate in the Business Unit strategic planning and Functional Unit Operational planning activities.**

Activities:

- Participate in the development of the Business Unit vision, mission, goals, objectives.
- Plan, facilitate and document project status meetings.
- Assess, recommend and prepare internal policies, standards and methods.
- Participate in the employee performance contract process.
- Mentor, train and coach internal and external stakeholders when required.

2. **Participate in the planning of business process reviews for new business process development, reengineering, and process enhancements and ensure alignment to the IT Business Process Review Framework.**

Activities:

- Assist in the identification of opportunities for re-engineering, streamlining or enhancement of process for the department in the pursuance of continuous improvement.
- Facilitate working sessions whereby information exchange takes place, gather and process information into deliverables for stakeholder and project team review and approval.
- Develop and evaluate alternatives and recommend optimal business processes and system design options, identify and assess process opportunities for efficiency, effectiveness, business impact and risks, and recommend and prioritize changes to processes.
- Apply IBM LOVEM business process modeling methodology to develop "As Is" models and opportunities used to identify business process improvements or re-engineering opportunities to improve organizational effectiveness.

3. Contribute to the development, implementation and maintenance of the Information Technology (In Investment Management Framework to ensure IT projects are aligned with the corporate priorities.

Activities:

- Assist in the preparation of Business Cases and contribute to Cost/Benefit recommendations and Value Metrics analysis. Participate in the evaluation of alternatives and recommend optimal business process and system design options for consideration by senior staff or team lead.
- Participate in regular business case updates and validation to track and report costs, benefit realization and outcomes in order to assess project performance, facilitate informed decision-making and provide project outcomes.
- Make recommendations on changes to the principles, standards and guidelines.
- Keep abreast of IT best practices, current/emerging technologies and techniques in a rapidly changing environment and evolve framework and methods to better address the functional and business requirements of stakeholders.

4. Provide support to internal/external projects in accordance with Project Management Institute (PMI) and IT principles, methodology and standards.

Activities:

- Assist in the definition of the scope and scale of the project/phase.
- Contribute to the planning process to devise an approach to achieve the project objectives. Participate in the development of project work plans and schedules.
- Coordinate, as assigned, the activities of internal/external stakeholders, project team staff, technical support staff and other resources to carry out the plan for specific areas of responsibility.
- Monitor, review, evaluate and make recommendations on project progress and work schedule and provide status report to project team lead.

5. Participation in Quality Assurance activities for projects to ensure delivery of high quality business system solutions and continuous improvement in the ITBU.

Activities:

- Assist in the development of a Quality Assurance Review for projects in Investment Planning.
- Participate in the identification of quality standards relevant to the project.
- Participate in Quality Assurance reviews and prepare associated reports and recommendations for senior management.

- Ensure project processes and deliverables adhere to departmental, methodologies, standards and best practices. Ensure project deliverables are complete, accurate and meet business requirements.
- Participate in identifying IT project successes and lessons learned to facilitate future improvements and demonstrate a commitment to client satisfaction.

6. Participate in the execution of the IT Risk Management activities and ensure IT investments are effectively analyzed for risk and that identified potential risks are monitored and controlled.

Activities:

- Contribute to the IT Risk Management process to identify risks to the project and assist in developing mitigation strategies.
- Participate in the risk identification process.
- Analyze and quantify project risks to assist in the formulation of a project risk mitigation strategy.
- Contribute in formulating effective risk mitigation strategies that minimizes risk exposure for IT investment projects.
- Participate in the project closing process that formalizes the acceptance of the project outcome and brings it to an orderly closure.

7. Coordinate, develop and provide end-user training to Department of Energy business clients to support the delivery of system developments.

Activities:

- Coordinate end user training to the Department of Energy business clients.
- Participate in the development of an IT Training Framework which includes training technical development and style guidelines procedures and templates.
- Participate in the development and delivery of a training plan to deliver end-user training for system developments.
- Participate in the development, testing and delivery of course content to assist end-users in learning and using the system developments.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Execute multiple projects (e.g. business process reviews, post implementation reviews and quality assurance reviews, etc.) on an on-going basis. These projects are in excess of \$150,000.

Participates in projects end-to-end business case, quality, and risk elements.

Interacts with internal and external stakeholders from various disciplines (Business Units, Development, Testing, Data Base Analyst and Systems Analysts) and organizational hierarchies (line staff, middle management, senior management).

Conducts complex analysis and provides recommendations on process improvement solutions to senior staff and management.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Knowledge of royalty and tax regimes, programs, Mines & Minerals Act and all corresponding regulations.
- Practical understanding of the design and application of all Ministry operating systems utilized in the execution of the departments core businesses.
- Extensive knowledge of the organization's business operations, processes and technical systems, their interrelationships and interdependencies.
- Proven analysis capability at a complex level.
- Thorough understanding of the system development and implementation process, gained through participation on a number of business change project teams.
- Working knowledge of Word Processing tools such as Word, Power Point, Visio, Excel, Access, and Microsoft Project.
- Knowledge of industry business and operating practices.

Disciplines in the following areas are beneficial:

- Practical knowledge of Project Management and knowledge areas gained through leadership of a number of business change project teams.
- Business Process Modeling Techniques and Tools (LOVEM, DDF, Visio, ProVision).
- Project Management Institute (PMI) training and certification.
- Stress management skills to handle multi-tasking activities and tight deadlines.
- Risk Assessment (Risk Analysis, Quality Assurance, Acceptance Testing).

- Training Skills (Report Writing and Presentation Skills).
- Benchmarking and best practices.
- Business rule analysis.
- Customer analysis.
- Process reengineering, modeling and analysis.

Skills and Abilities:

- Ability to conceptualize complex, corporate wide problems, analyze and develop alternative solutions and integrate conceptual and practical experiences in the problem solving process.
- Ability to build and maintain good working relationships with clients.
- Ability to make public presentations.
- Ability to facilitate meetings.
- Ability to contribute to cross functional and multi-department teams.
- Ability to focus on business unit, divisional and departmental objectives and priorities in decision making.
- Ability to accept responsibility and accountability.
- Ability to pursue continuous improvement.
- Ability to take risks (open to new perspectives, ideas and respond to changing business needs).
- Ability to work through the entire change process from objectives to implementation.
- Ability to write logical, well thought through documents in a clear and concise manner.
- Ability to work on team tasks in a self managed environment.

Education:

- University graduation in Business Administration field plus 2 years progressively responsible related experience; or equivalent as described below.

Equivalency:

- Directly related experience considered on the basis of 1 year of experience for 1 year of education; OR
- Masters degree in a related field plus 1 year related experience.

AND

- Project Management Institute (PMI) training and certification is desirable.

Contacts

(Main contacts of this position and the purpose of those contacts.)

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Contact would primarily be with internal stakeholders such as the IT department and other business areas depending on the project that is being worked on.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 023PS71

Identification Section

Working Title: Lead Security Advisor
Department: Health
Division, Information Strategic Services Division,
Branch/Unit: Information Management Branch, Information Policy and Compliance Unit
Reports To: Security Manager
Levels to D.M.: 5
Job Description: [023PS71](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

This position is a conduit between the technical components of secure networks and the business needs of non-technical staff in the ministry. It is a business analyst role, ensuring that the ministry's secure networks and IT systems maintain their integrity, yet at the same time are not so restrictive that the business and services conducted through these secure sites and systems cannot be efficient. The position ensures that information security policies are maintained and training for ministry staff on security of systems is developed and delivered. It coordinates responses to the Office of the Auditor General's security concerns and questions and ensures that there are appropriate internal controls implemented for the various systems. The position focuses on the business needs for the security of Alberta's Netcare Electronic Health Record, Netcare Portal and other systems, whereas the technical development and configuration of secure networks is the responsibility of systems analysts in the ministry.

Comments on Evaluation

Knowledge:

Content:

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- **E:** Theoretical knowledge of information security, gained from post-secondary education, is required so the position can understand systems development and network infrastructure as it relates to security. Knowledge of the Health Information Act and FOIPP is essential. The position is not an E+ because it has a very specific focus on one aspect of the IT system – security. If it considered broader topics in IT and was involved in the technical and scientific development of secure systems, it may receive a higher rating.

Complexity and Diversity:

- **I:** The position is responsible for maintaining the threat and risk assessment plans and processes on every IT system within the department, as well as implementing the risk assessment plan within the ministry.

Human Relations Skills:

- **2:** Position liaises with the Office of the Auditor General, translating technical IT issues into meaningful information to report out on security. It is also the chair of the Security Working Group for the ministry, and plays an influential role in ensuring priorities are addressed.
- **Creativity/Problem Solving:**

33%: There is a significant element of creativity and innovation required to take policy and standards on security for government IT systems and translate it into something meaningful that will achieve the business objectives of the ministry. However, it is a role that exists within every ministry, and because there are very specific requirements on the security levels, FOIPP, and other standards for IT that are well established, the position is not rated at the highest level of operational thinking (38%). It is appropriate at the 33% level to work within well established frameworks and boundaries.

- **Responsibility:**

B: The position is a balance between development of security initiatives (such as the Information Security Policy Manual and related standards for security) and delivery (such as responding to stakeholder inquiries on healthcare systems security, and managing the Threat and Risk Assessment project). If the position was focused on developing technical security features and implementing hardware and software for the ministry's systems, it would be rated as a C1 profile, and would most likely be a better fit in the Systems Analyst stream. However, because it is largely a coordinator and advisory role for the ministry and does not require a computer science degree to perform the work, it is appropriately rated in the Program Services stream with a balanced profile.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Subsidiary 2 Benchmark Job Description - 023PS71

Identification Section

Working Title:	Lead Security Advisor
Department:	Health
Division, Branch/Unit:	Information Strategic Services Division, Information Management Branch, Information Policy and Compliance Unit
Reports To:	Security Manager
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Security Manager, the Lead Security Advisor is responsible for successful completion of controls testing for Information Technology (IT) environments for Albertan Health and Wellness (AHW) and Alberta Health Sector.

As a key member of the Security team, this position is under the general direction of Security Manager, plans and performs procedures to

- Create and maintain the department's information security program to preserve the integrity and confidentiality of AHW information.
 - Assess and recommend improvements to information security controls for all the custodians connecting to the Electronic Health Record (EHR) through Alberta Netcare.
 - Complete Threat and Risk Assessment to support the information systems.

Additionally, the Lead Security Advisor is responsible for:

- The information security incident resolution process.

- The development, scheduling and delivery of information security awareness training needs for department staff and affiliates, and responsible for the integration of information security awareness with the HIA and privacy training programs.
- Responding to enquiries from the Regions and Boards, health custodians and affiliates and others with respect to the implementation of information security policy and controls in support of the *Health Information Act* (HIA).

This position exercises considerable interpersonal skills working with Unit staff, Department and government contacts, public and the various custodian organizations to support the implementation of security controls to support legislation within the Department and the Alberta health sector.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Work closely with the Security Manager to create and maintain the departmental Information Security program by:**

Activities:

- Maintaining the Information Security Policy Manual (ISPM) and any related standards and processes resulting from the policies outlined in the ISPM.
- Work with and guide the security team members to complete vulnerability assessments to recommend improvements in departments IT control environment to preserve the integrity and confidentiality of AHW information.
- All critical assets have a threat and risk assessment completed as defined by policy (currently annual).
- Manage and report on the Enterprise Threat and Risk Assessment process.
- Working with Information Technology teams to ensure adequate security is maintained within current and new IT environments.

2. **This position has significant impact to Alberta's Electronic Health Record by working with a wide variety of external stakeholders to complete compliance reviews by:**

Activities:

- Recommending and ensuring appropriate security controls (including the Provincial Assess Framework, Provincial Organizational Readiness Assessment, etc.) are implemented for granting access to Alberta Netcare, EHR.

- Assessing security controls within the Information Technology environments for all custodians connecting to Alberta Netcare Electronic Health Record (EHR).

3. Work with the privacy team and internal business process stakeholders to ensure:

Activities:

- Complete threat and risk assessments to support the departmental privacy impact assessment process for any new projects or changes to business process.
- Relevant threat and risk assessment is performed to manage and mitigate risk within the Information Systems.
- Project milestones are met and all required documentation is maintained and up to date.

4. Lead the security incident resolution process.

Activities:

- Lead the response in the incident resolution process for internal and external incidents.
- Appropriately acknowledges and escalates incidents when required.
- Works closely with Manager to document, manage and resolve incidents and report to Senior Management and others as required.
- Coordinates incident resolution meetings with staff at all levels as required to ensure affected stakeholders and required resources are engaged in the incident resolution process.
- Responsible for maintaining and recommending updates to the incident resolution process as required.
- Uses considerable interpersonal and teamwork skills in order to effectively communicate the severity of the incidents and to ensure that all required stakeholders are actively engaged in the incident resolution process.

5. Coordination of activities in response to security requirements from the Office of the Auditor General (OAG).

Activities:

- Resource for preparing responses to any information security related questions or requirements from the OAG in support of the development of the OAG Annual Report.
- Responsible for setting goals pertaining to the work required to address concerns raised in the OAG Annual Reports and to provide quarterly and monthly updates to the OAG on the status of the work.

- Works with the Security Manager to ensure that any new resource requirements resulting from OAG requests are addressed in the Unit's operational plan.
- Responsible for day-to-day management of the ongoing Threat and Risk Assessment project, using the Department and Government of Alberta approved threat and risk assessment methodology.

6. Responsible for the development, scheduling and delivery of information security awareness training needs for department staff and affiliates, and responsible for the integration of information security awareness with the HIA and privacy training programs.

Activities:

- Responsible for the development of a multi-faceted information security awareness program to address the implementation of the controls outlined in the Information Security Policy Manual.
- Develops content for the information security awareness program in a variety of different media, including instructor led sessions, electronic delivery and printed manuals.
- Works with the Unit's HIA and privacy teams to ensure that the material in the information security awareness program has the proper level of correlation to the HIA and privacy training programs.
- Responsible for reporting on numbers of staff who have participated in the various information security awareness sessions.

7. Responds to enquiries from the Regions and Boards, health custodians and affiliates and others with respect to the implementation of information security policy and controls in support of the Health Information Act (HIA) as it relates to the Alberta Netcare Electronic Health Record.

Activities:

- Provides guidance by responding to inquiries from various stakeholders to assist them in analyzing and interpreting the best way to implement security controls for various projects and business processes internal to the Department and in various provincial initiatives.
- Works with Information Technology and Information Systems Delivery Branches and business units as required ensuring that all recommended solutions will work in the technical and operational environment.
- Validates and approves exceptions to the security policies as appropriate.

8. Responsible for security compliance in relation to policies.

Activities:

- Develops, maintains and updates security audit methodology and criteria for a shared electronic health record such as Alberta Netcare.
- Based on audit reports, follows up with custodian organization to educate on inappropriate access so that it does not continue.
- Reports on this activity to the Electronic Health Record Data Stewardship Committee.
- Conducts audits of department security practices.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position has assistance of general principles and guidelines for Information Systems Security but with rapidly changing environment, this position is required to stay current with Information Systems Security emerging practices, standards and compliance requirements by:

- consulting with internal staff, government organizations and professional associations
- independent research and professional development
- assisting professional development with courses as required

The position is a key responder and provides key inputs into the Department's response to security and IT concerns and questions raised by the Office of the Auditor General (OAG) with respect to the development of the OAG's Annual Report.

The position is responsible for maintaining the threat and risk assessment process on every IT system within the department as well as for implementing the enterprise risk assessment plan within the ministry.

As such, has access to very sensitive information regarding the IT operations and limitations.

Is a key player in maintaining and auditing the access processes for Alberta Netcare.

Responsible for maintaining information security policies that reflect the complex and diverse environment in the Department and within the Alberta Netcare Electronic Health Record, while ensuring that the policies can be implemented in a manner that makes sense from a business perspective.

Works to help ensure that security controls are designed to work in the clinical environment as required through frequent meetings with teams involved in the delivery of Alberta Netcare and System-To-System applications.

Participates in the Health Sector Security Working Group to help ensure that the Regions and Boards are supported in the implementation of the security controls required to support the *Health Information Act* (HIA).

The position plays a key role in coordinating the implementation of security controls within the environment defined by the Health Systems Architecture by working closely with Information Technology Architecture Services team, and within the operational environment maintained by Production Management.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Related university degree, post-secondary certificate or diploma with a specialization in information security is required.
- Must be able to lead large, diverse groups of stakeholders without a clear mandate.
- Information Systems Security controls knowledge for a wide variety of technical Information Technology environments, Systems development and network infrastructure required.
- Also requires that the incumbent maintain expertise and knowledge in current and emerging threats and risk mitigation.
- Knowledge of privacy and access legislation such as HIA, FOIPP or PIPA.
- Ability to increase security awareness and knowledge of others through presentation skills.
- Developed written communication required.
- Ability to work both independently and in a team environment.
- Experience with research and analysis is required to enhance knowledge in current and emerging trends within Information Systems Security.
- Knowledge and/or experience with adult education/training desirable.
- Knowledge and/or experience with the health system desirable.
- CISSP certification would be an asset.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Office of the Auditor General (OAG) – Work with and respond to information security related issues posed by the OAG in preparation of the OAG Annual Reports.

Office of the Information and Privacy Commissioner (OIPC) – Engage in working relationship with the OIPC and communicate effectively on security related issues.

Regions & Boards and Custodians & Affiliates – Engage with these stakeholder groups to develop security based provincial standards and policies. Leads and assists with resolution of provincial based security incidents. Audits all external users of Alberta Netcare and resolves inappropriate accesses with custodian organizations. Leads stakeholder security working groups. Provides practical advice on the best way to implement security controls within the stakeholder environment. Provides oversight to ensure security compliance including on site visits as needed.

Internal Staff and Affiliates – First point of contact for all security related issues within AHW. Leads in resolution of all security/privacy breaches from the department. Responds to ad hoc information security questions posed by internal staff or Affiliates and engages them proactively by delivering the information security awareness programs. Assists internal committees and working groups from across the Department on information security issues as required.

Government – Provides advice to peers in other Departments in response to ad hoc requests for advice on the implementation of information security best practices. Participates on cross-government security initiatives as required.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS72

Identification Section

Working Title: Policy and Planning Consultant
Department: Seniors and Housing
Division, Community Support Programs and Strategic
Branch/Unit: Planning Division; Protection for Persons in Care
Branch; Prevention, Policy and Planning Unit
Reports To: Manager, Prevention, Policy and Planning
Levels to D.M.: 4
Job Description: [023PS72](#)
MRS: See the [Minimum Recruitment Standards](#) for
Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

The Policy and Planning Consultant contributes to the planning, organization and development of provincial policy, standards, legislation and projects relating to the prevention of abuse of vulnerable adult Albertans. This includes:

- Supporting the development of program policy, procedures and standards that ensure the ministry manages complaints and conducts investigations of abuse in compliance with legislation and regulations.
- Assisting in the planning and development of abuse prevention initiatives that promote the safety and well being of vulnerable adults.
- Participating in the legislative review and amendments to the Protection for Persons in Care Act.
- Supporting the development of a provincial abuse prevention and response model by providing specialized knowledge, information and recommendations.

The work of the Policy and Planning Consultant results in enhanced safeguards for vulnerable Albertans who are subjected to abuse or risk of abuse.

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Classification: Public



Comments on Evaluation

□ Knowledge:

Content:

- **E:** The position requires in-depth knowledge of legislation and regulations pertaining to protection for persons in care (*Protection for Persons in Care Act and Protection for Persons in Care Regulation*) along with other related legislation and regulations (*Personal Directives Act and Housing Act*). This position also requires a strong understanding of principles and practices associated with the conduct of investigations relating to abuse; knowledge of program development and project management principles, techniques and tools; knowledge of computer information systems; and knowledge of needs assessment and adult learning principles. This larger depth and breadth of knowledge is acquired through post secondary training as well as through considerable on-the-job training and experience, resulting in an E rating.
- Based on the level of knowledge required for duties to be carried out and the overall impact the position has both within the Ministry and externally (*other ministries, service providers, vulnerable adults*), the position is seen to be well suited at an E rather than E-. This type of work, however, is not recognized at the E+ level where a larger breadth of knowledge, higher complexity of work and greater latitude for creative application of knowledge is anticipated.

Complexity and Diversity:

- **I:** The work involves the provision of research, program and policy analysis, and consultation and education relating to abuse investigation and prevention initiatives and programs. The position makes recommendations that may affect the ministry, other ministries, vulnerable adults, and the general public regarding investigations into abuse cases. This necessitates a need to understand how its work relates to the work of others, resulting in the I rating.

Human Relations Skills:

- **2:** The position deals mainly with ministry colleagues and with other ministries when gathering and disseminating information. Influence on others is exercised through working collaboratively with diverse teams and work groups, resulting in a 2 rating. Influence is also used when training system users and liaising with systems technical staff in information systems design and development, as well as during presenting educational materials effectively to a variety of audiences.
- **Creativity/Problem Solving:**

33%: Problems and solutions encountered in this position are known for the most part, but the incumbent also uses research and analytical skills in finding solutions to different situations. The position has latitude in determining how objectives are accomplished.

□ **Responsibility:**

B: The position's primary role is advisory and consultative as it draws on its specialized knowledge to provide guidance and support related to the development of program policy and abuse prevention initiatives, as well as the maintenance, development and redevelopment of information systems.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 023PS72

Identification Section

Working Title:	Policy and Planning Consultant
Department:	Seniors and Housing
Division, Branch/Unit:	Community Support Programs and Strategic Planning Division; Protection for Persons in Care Branch; Prevention, Policy and Planning Unit
Reports To:	Manager, Prevention, Policy and Planning
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Policy and Planning Consultant reports to the Manager, Prevention, Policy and Planning of the Protection for Persons in Care Branch of the Community Support Programs and Strategic Planning Division. The Policy and Planning Consultant contributes to the planning, organization and development of provincial policy, standards, legislation and projects relating to the prevention of abuse of vulnerable adult Albertans. The work of the Policy and Planning Consultant results in enhanced safeguards for vulnerable adult Albertans who are subjected to abuse or at risk of abuse. The position exists to support the development of a provincial abuse prevention and response model by providing specialized knowledge, information and recommendations.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Within the framework of the branch operational plan, develops program policy, procedures and standards that ensures the Ministry manages complaints and conducts investigations of abuse in compliance with legislation and regulations.**

Activities:

- Prepares policy materials, reports and recommendations for branch managers and Director.
- Identifies operational and service delivery issues, options and solutions in consultation with Abuse Prevention Consultants, Managers and Director.
- Undertakes research and consults with external bodies, including other programs, ministries and jurisdictions, on best practices.
- Develops public communication materials, such as bulletins, brochures and web based material to inform stakeholders on branch policy and practice.
- Monitors the impact of policy decisions and proposes changes that will improve service delivery by analyzing data, conducting research, and surveying and consulting with stakeholders.

2. **Participates in the planning and development of provincial abuse prevention initiatives that includes education and prevention activities that promote the safety and well-being of vulnerable adults.**

Activities:

Contributes to the development of a provincial abuse prevention framework by:

- Conducting needs assessment and consulting with stakeholders and partners.
- Conducting research on prevention initiatives in other programs, ministries and jurisdictions (municipal, provincial and federal).
- Conducting cost-benefit analysis and making recommendations.
- Participating in ministry and cross-ministry discussions and/or initiatives.
- Designs, develops and coordinates the preparation and distribution of public and stakeholder education and awareness materials.
- Delivers education and information sessions to stakeholders and interest groups, as assigned.
- Evaluates the effectiveness of prevention and education initiatives undertaken by the branch.

3. **Participates in the legislative review and amendments to the Protection for Persons in Care Act. enabling government to respond more effectively to complaints of abuse involving vulnerable adults receiving publicly funded care and support services.**

Activities:

- Assists with the preparation of legislative amendments and creation of regulations.
- Engages in environmental scanning and prepares materials that succinctly synthesize information.
- Researches, analyzes, prepares, organizes and presents quantitative and qualitative information for briefings and ministerial action requests relating to issues pertaining to the legislation and regulations.
- Consults with other programs, ministries and jurisdictions on issues, options and recommendations.
- Participates in working groups and coordinates, analyzes, prepares and presents information.
- Coordinates various aspects of stakeholder and public consultation.

4. Takes a lead role with minimal supervision, to oversee the maintenance, development and/or redevelopment of information systems to ensure information technology meets current and emerging business needs.

Activities:

- Applies project management expertise in the planning and development of approved IT projects.
- Liaises with operational branch staff, division staff, technical support staff and contractors to ensure consistent communication of key timing and resource considerations ensuring project deliverables are met.
- Acts as an expert resource in the design, testing, implementation and maintenance of the IT systems.
- Provides training, advice and guidance to branch staff on all aspects of the IT system.
- Oversees the development of user manuals and training materials and/or provides consultation to contractors to ensure materials are created satisfactorily.
- Establishes quality assurance measures, conducts audits of quality control procedures and evaluates system effectiveness.
- Generates regular and ad hoc reports, conducts data analysis and prepares information for monthly, quarterly and annual reports.

5. May supervise professional and administrative staff, project staff and/or consultants to ensure timely project completion, as required by each assigned project.

Activities:

- Develops project outlines.
- Identifies resources required.
- Assigns and monitors work completed, sets standards.
- Provides training and orientation to project participants.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The results achieved by the position are both internally and externally focused:

- Internally, within the branch, the most significant impact is on direct operations so that service delivery to the public is optimized.
- Externally, the results impact:
 - *Other divisions and programs within the Ministry of Seniors and Community Supports, e.g. Persons with Developmental Disabilities Program, seniors' lodges and unique homes, and supportive living accommodation standards and licensing.*
 - *Other Ministries, primarily Health and Wellness (health facilities, including hospitals and continuing care facilities); Children and Youth Services (Office for the Prevention of Family Violence, women's shelters, youth shelters); and Housing and Urban Affairs (homeless shelters).*
 - *Community based service providers, agencies and organizations that deliver services to vulnerable adults.*
 - *Professional associations such as College of Physicians and Surgeons, College and Association of Registered Nurses of Alberta.*
 - *Other jurisdictions such as law enforcement, and secondary education institutions.*
- The work of the Policy and Planning Consultant affects a diverse client group which includes the general public (as complainants), vulnerable adults (as victims of abuse), agencies, service providers, employees, employers and unions. Additionally, advocacy groups and special interest groups are affected.
- The work of the Policy and Planning Consultant is diverse in nature involving the provision of advice, planning, research, policy and program analysis, evaluation, consultation and technical expertise.
- The position primarily operates without established guidelines, policies or procedures. Identifying problems and issues, and arriving at options and solutions requires some knowledge of current and past practices (operational procedures internal to the program) but largely the solutions are unknown and require significant analytical thinking.

Knowledge, Skills and Abilities

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The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive font with a small square icon to the right.

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- University degree in social sciences or a similar field, supplemented by several years of related experience.
- In depth knowledge of the Protection for Persons in Care Act and Protection for Persons in Care Regulation.
- General knowledge of legislation that has an adult protection component, including:
 - *Prevention of Family Violence Act*
 - *Dependent Adults Act*
 - *Powers of Attorney Act*
 - *Personal Directives Act*
 - *Health Facilities Review Committee Act*
- General knowledge of legislation and regulations that applies to service providers, directly or indirectly, including:
 - *Persons with Developmental Disabilities Community Governance Act*
 - *Hospitals Act*
 - *Nursing Homes Act*
 - *Housing Act*
 - *Health Information Act*
 - *Freedom of Information and Protection of Privacy Act*
 - *Ombudsman Act*
- Knowledge of government and non-government services and programs that address the needs of vulnerable adult client populations, including: seniors, persons with developmental disabilities, brain injury, mental health and addictions.
- Knowledge of developmental program planning and design and the means to influence the development of social policy.
- Knowledge of principles, concepts, practices and procedures associated with conducting investigations and administrative fairness.
- Knowledge of research methodology and analysis.
- Knowledge of program and project management principles, techniques and tools.
- Knowledge of computer information systems, software applicable to word processing and spreadsheets, information management, data quality principles, best practices and processes.
- Knowledge of needs assessments, adult learning principles and teaching tools.
- Conceptual, analytical and problem solving skills.
- Ability to plan, organize and participate in multiple projects concurrently within time and resource constraints.
- Ability to clearly communicate (in writing and orally) complex concepts, principles, practices and technical information.
- Presentation skills oriented to adult learners and ability to plan, develop and present educational materials effectively to a variety of audiences.
- Statistical analysis and effective report writing skills.

- Positive interpersonal skills and ability to work cooperatively and collaboratively with diverse teams and work groups.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Director: Discuss projects and assignments, provide information, input, advice, problem solving, consultation.

Branch Managers: same as above.

Colleagues/Abuse Prevention Consultants: Same as above and in some matters, provide training, assistance, coaching and support

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No Supervision exercised.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS73

Identification Section

Working Title: Industry Development Officer
Department: Economic Development and Trade
Division, Enterprise, Industry Development/Energy and
Branch/Unit: Supply Chain Development
Reports To: Senior Director, Energy and Supply Chain Development
Levels to D.M.: 4
Job Description: [023PS73](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

The Industry Development Officer (IDO) is responsible for the collection, assembly, analysis, and dissemination of industry information and research in support of Finance and Enterprise activities. The position will also be involved in the preparation of sector marketing materials and will assist in the development, preparation, and participation of seminars and Alberta industry events.

Comments on Evaluation

Knowledge:

Content:

- E:** The position has knowledge of a specialized area that consists of the following sectors: hydrocarbon upgrading, refining, petrochemicals, metal fabrication, engineering and construction, and energy equipment and services. The IDO must have working knowledge of industry practices in these sectors. Position must have a strong understanding of the Alberta economy, Canadian and North American economies and the economies of other provinces. Working level of qualitative and quantitative research knowledge and skills including adapting research methods to different requests is required. Must also have an understanding and application of principles and practices associated with this knowledge in writing and

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editing communications for Minister, Deputy Minister, promotional materials and in response to information requests.

Complexity and Diversity:

- **I:** Due to the extensive nature of participation in cross-divisional activities, position must understand and work with other areas of the assigned department but would not be expected to lead sector teams with accountability for team results. Working knowledge of other government departments is important when communicating with professional and industry associations and various stakeholders in order to provide effective and consistent messaging on the Alberta Advantage.

Human Relations Skills:

- **2:** Position requires frequent interaction with the public and sector firms in responding to requests for economic, statistical, and business information and data. These frequent interactions with external clients include discussions with stakeholders who have very strong opinions on the role of government in the economy and private sector. The IDO must be able to discuss potentially contentious issues and arrive at solutions that achieve the objectives of a multitude of diverse stakeholders.
- **Creativity/Problem Solving:**

33%: The position functions under clear objectives; however position is afforded use of judgment to determine how to accomplish objectives. IDO is responsible for complex projects that involve goal setting, time management, interaction with various groups and individuals, and delivery of results under tight deadlines.

- **Responsibility:**

B: The position is consultative with a balance between research, analysis and development of solutions, and the provision of economic and business climate information to internal and external clients. Analysis and recommendations are provided to senior management, Deputy Minister and Minister's office.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 023PS73

Identification Section

Working Title:	Industry Development Officer
Department:	Economic Development and Trade
Division, Branch/Unit:	Enterprise, Industry Development/Energy and Supply Chain Development
Reports To:	Senior Director, Energy and Supply Chain Development
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Senior Director, Energy and Supply Chain Development Unit, Industry Development Branch, the Industry Development Officer (IDO) is responsible for the collection, assembly, analysis, and dissemination of industry information and research in support of Finance and Enterprise activities. The incumbent will also be involved in the preparation of sector marketing materials and will assist in the development, preparation, and participation of seminars and Alberta industry events. The IDO will support the work of Energy and Supply Chain Development directors in sectors that include: hydrocarbon upgrading, refining, petrochemicals, metal fabrication, engineering and construction, and energy equipment and services. The position will work on issues and activities related to the specific industry sectors in the Unit.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Support and participate in cross-divisional activities.

Activities:

- Participate on and support the initiatives of the relevant sector teams.
- Conduct research assignments regarding information requests. This will include, but is not limited to, preparation of briefing materials for senior management, Deputy Minister, and Minister's Office.
- Completion of Action Requests (ARs) using both individual research and coordinating input from Branch and external experts.
- Organize, participate, and promote, in conjunction with other department staff, incoming and outgoing industry missions with private and public sector parties.
- Liaise between other government departments and the Industry division for more effective Alberta Advantage messaging and promotion. This work will require the development of excellent working knowledge and relations with other government departments (at all levels) and professional and industry associations.
- As needed, conduct research on programs the Province may undertake to assist firms in taking advantage of opportunities or improving competitiveness of Alberta firms.

2. Provision of economic and business climate information to internal and external clients.

Activities:

- Respond to information requests originating from both within and external to Finance and Enterprise. These requests are generally from Alberta's international offices or potential investors and require a high degree of detail and sophistication.
- Work with Communications staff in developing from concept to publication, brochures and marketing materials about Alberta's industry sectors.
- Develop information sheets about the various aspects and considerations of doing business in Alberta.
- Provide information on potential funding sources and program services available to firms. Experience and knowledge about the various programs is required; the incumbent is versed in the major programs and their objectives and can source more specialized programs as required. The indirect and ever-changing nature of the information search ('path finding') requires a high degree of creativity and a detailed working knowledge of departments, agencies, and other resources.

3. Preparation of economic and business publications and organization of branch events.

Activities:

- Assist in developing projects and information products for the promotion and development of specific sectors.
- Collect, analyze, and interpret information from sources including municipal and provincial government departments, other levels of government, and industry organizations to support sector strategies and initiatives.
- Work with contacts in the private sector and other government agencies in gathering information for sector projects.
- Work with industry directors to support the activities of industry sector teams.
- Assist in organizing incoming and outgoing missions and participation in events and sector-based events.
- Carry out research and analysis to assist in the development of business cases.
- Undertake short and long-term research assignments including, but not limited to, the preparation of responses to ARs, client and organization requests, and identified industry requirements. Incumbent must be able to employ a number of research methods including Internet, direct contact, and interviews; and determine the most time effective and resource efficient approach in order to achieve results.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Responsibilities include the collection of information/material in response to ARs, requests for information, and to assist with initiatives or events.

Facilitation and co-ordination of branch research activities and the provision of information internal and external to the department

Position requires strong communication skills to interact and coordinate events with others.

Publications prepared by the incumbent, which are distributed through means including the F&E website, are used by a variety of clients in the public and private sectors, including senior officials, and by the general public, located in Alberta and around the world.

Position requires frequent interaction with officials in other Government of Alberta departments, Government of Canada, and Industry Associations, and sector firms to obtain or exchange information – a good deal of which is time sensitive.

Requires effective communication in the exchange of information at the provincial/territorial working level as well as with stakeholders.

Responsibility for complex projects that involve goal setting, time management, interaction with various groups and individuals, tight deadlines and delivery of results.

Position requires frequent interaction with the public and sector firms in responding to requests for economic, statistical, and business information and data.

Position requires high degree of independence and professionalism due to level of interaction with both internal and external clients, complexity of workload, and delegated responsibility.

Advanced organization and time management skills are critical to the incumbent's success in this position.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Completion of a related post-secondary degree (Business, Commerce, or Management preferred); Masters level an asset.
- Two years of progressively responsible related experience.
- Highly advanced research skills.
- Requires high degree of creativity, initiative, professionalism, and judgment.
- Able to deal with external clients, including those that have very strong opinions on the role of government in the economy and private sector.
- Good knowledge of the Alberta economy, its place in the Canadian and North American economies, and the economies of other provinces.
- Strong working knowledge and understanding of economic and socioeconomic data sources, and interpretation of the data.
- Strong quantitative and qualitative analysis skills.
- Able to work effectively in both an independent and team environment.
- Able to foster good intra-governmental and external stakeholder relations; able to discuss potentially contentious issues to arrive at solutions that achieve the objectives of a multitude of diverse stakeholders.
- Excellent communication skills, both written and oral.
- High degree of proficiency with MS Office applications (Word, Excel, PowerPoint), the Internet, and database manipulation.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Internal: Industry Directors in the Industry Development Branch; Policy Directors in Alberta Finance and Enterprise; Trade and Investment Directors and Officers in IIR; Technology Directors in AET; Alberta International Offices.

External: Other levels of Federal and Municipal governments; Canadian High Commission and Embassy international business development representatives; Provincial Industry Associations; Individual companies.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 023PS74

Identification Section

Working Title: Area PIEOP Officer
Department: Agriculture and Forestry
Division, Forestry Division, Woodlands Area
Branch/Unit:
Reports To: Woodlands Area Manager, Senior Manager 2
Levels to D.M.: 3
Job Description: [023PS74](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

SRD employs a coordinated approach to address public concerns and information needs, with the Public Information, Education and Outreach Program (PIEOP) providing strategic planning, collaboration, and coordination services to further profile, promote, and support SRD core business areas. The Area PIEOP Officer provides Area level development and delivery of information, education, and outreach programs to the Ministry. Products and services are developed by determining the needs of the corporate Area (Woodlands) within the context of departmental core programs and strategic initiatives. Using the information contained in the needs assessment process, and incorporating the input of the Area Manager and the Manager of Outreach Programs, the Area PIEOP Officer develops Area Operational Planning guidelines and assists PIEOP Division Coordinators to determine divisional PIEOP priorities and initiatives using these tools. Working closely with the Area Manager, Manager of Outreach Programs and the PIEOP Division Coordinators, the Area PIEOP Officer develops an implementation strategy and conducts associated activities to achieve the goals outlined in the Area Operational Planning process and assigned work plan.

The position strives to ensure consistency and efficiency of approaches through collaboration with other Area PIEOP Officers and participation in PIEOP working groups and special projects, in addition to liaising with education and outreach organizations and associated stakeholders in their

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corporate Area. Area outreach initiatives are evaluated through feedback to the Manager of Outreach Programs and the PIEOP Division Coordinators.

Comments on Evaluation

□ Knowledge:

Content:

- **E:** Position requires knowledge of public information, education, and outreach theories, mechanisms and tools in addition to an understanding of Area issues, stakeholder groups and organizations. Strategies and priorities of three separate divisions (Fish and Wildlife, Forestry, and Lands) are integrated in development and implementation of Area Operational Plans and assigned work plans. This position is at the full working level utilizing its theoretical and breadth of knowledge to perform the work specific to the Woodlands area. This position is not rated an E+ level whereby a larger breadth of knowledge, higher complexity of the program and broader portfolio are required.

Complexity and Diversity:

- **I:** Issues relating to information, education, and outreach programs are complex and often politically sensitive. This position is expected to maintain a broad view of the Ministry and its' strategic priorities in contributing to associated area plans and strategies.

Human Relations Skills:

- **2:** Position communicates technical information to diverse audiences, and collaborates with others in development and implementation of Operational Plans. Position also has significant contact with representatives of stakeholder organizations, other departments, and peers in other jurisdictions to develop working relationships, exchange information, and identify and resolve issues. Focus is to influence and persuade others.
- **Creativity/Problem Solving:**

33%: Relying on its expertise and knowledge, the Area PIEOP Officer generally determines how objectives are accomplished. Providing recommendations on addressing issues and opportunities within an Area is a position requirement; position also supports the Area Manager in researching and preparing Action Requests, briefings and background materials. Position is supported by the Manager of Outreach Programs and the Area Manager, working within the parameters of established legislation, frameworks, policies, plans, and guidelines.

□ Responsibility:

B: Accountability for final decisions relating to Operational Plan development rest at higher levels in the organization. For the most part, position is advisory/consultative in nature and illustrates a

balance between development (needs assessment/issues identification) and implementation (delivery of information, education and outreach programs) within an Area of the Ministry.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 2 Benchmark Job Description - 023PS74

Identification Section

Working Title:	Area PIEOP Officer
Department:	Agriculture and Forestry
Division, Branch/Unit:	Forestry Division, Woodlands Area
Reports To:	Woodlands Area Manager, Senior Manager 2
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Sustainable Resource Development (SRD) plays a prominent role in addressing issues relating to the sustainable development of Alberta's natural resources. The Ministry is challenged with a highly public profile and competing expectations as it works to encourage balanced and responsible use of the province's fish and wildlife, land, and forestry resources.

Supporting SRD core business areas, the Area Public Information, Education and Outreach Program (PIEOP) Officer provides Area level development and delivery of information, education, and outreach programs to the Ministry. The Area PIEOP Officer develops these products and services by determining the needs of their corporate area within the context of departmental core programs and strategic initiatives. Using the information contained in the needs assessment process, and incorporating the input of the Area Manager and the Manager of Outreach Programs, the Area PIEOP Officer will develop the Area PIEOP Operational Planning guidelines. They will also assist the PIEOP Division Coordinators to determine divisional PIEOP priorities and initiatives using these tools. Working closely with the Area Manager, Manager of Outreach Programs and the PIEOP Division Coordinators, the Area PIEOP Officer develops an implementation strategy and conducts associated activities to achieve the goals outlined in the Area Operational Planning process and assigned workplan.

This position strives to ensure consistency and efficiency of approaches through collaboration with other Area PIEOP Officers and participation in PIEOP working groups and special projects. The Area PIEOP Officer also liaises with education and outreach organizations and associated stakeholders in their corporate Area, and contributes to monitoring and evaluating Area outreach initiatives.

Although the position reports to the Area Manager, collaborative outreach initiatives are evaluated through feedback to the Manager of Outreach Programs and the PIEOP Division Coordinators in Head Office. This position performs all work in accordance with relevant Government and Ministry legislation, policies, and guidelines.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Information, education, and outreach needs for the assigned Area and evaluations of existing initiatives are compiled and reported to assist with development of the Area PIEOP Operations Plan and Divisional PIEOP priorities.**

Activities:

- Reviews media and relevant information sources and collaborates with Area staff members and stakeholders on the Area PIEOP needs evaluation, monitors and evaluates existing Area initiatives; compiles and reports information to the Area Manager, Manager of Outreach Programs, and the PIEOP Division Managers.
- Collaborates with the Area Manager and PIEOP Area and Outreach Coordinator to develop Area PIEOP Operational Planning, including determining and establishing priorities, work plans, and Area PIEOP implementation strategies to ensure consistency and coordination with priorities of the Ministry and other Areas.
- Assesses information, education, and outreach capabilities and current initiatives and activities within the Area to identify inconsistencies and gaps; develops action plans and recommendations to capitalize on opportunities and address challenges.
- Investigates and proposes cross-divisional and cross-regional information, education, and outreach initiatives.

- 2. Information, education, and outreach programs and initiatives as outlined within Area Operational Plans are delivered in compliance with relevant policies, standards, and guidelines.**

Activities:

- Consults and collaborates with the PIEOP Manager of Outreach Programs, Area Manager, PIEOP Divisional Managers, Area representatives, and other PIEOP staff members to deliver PIEOP programs and staff training and awareness initiatives within the Area.
- Provides leadership and guidance for the development and delivery of PIEOP resources and tools, community-based initiatives, and youth education programs within the Area.
- Provides assistance and support for the Junior Forest Warden (JFW) program at the request of the Provincial JFW Coordinator, including serving as Area liaison regarding resources and public land requests, and representing the Ministry at JFW events.
- Coordinates delivery of PIEOP programs and initiatives with regional stakeholders and regional education and outreach organizations.

3. Area PIEOP programs and initiatives are coordinated and consistent with PIEOP initiatives in other Areas of the Ministry.

Activities:

- Participates in regular meetings with PIEOP representatives and Area staff members to support exchange of ideas, innovations, challenges, successes, and failures and promote consistency of PIEOP program delivery throughout the province.
- Identifies opportunities for consistencies and efficiencies throughout the province by participating in information sharing and cross-area program development with other Area PIEOP Officers and the PIEOP Manager of Outreach Programs.
- Actively participates in PIEOP working groups and PIEOP training and information sessions.
- Contributes to the development of PIEOP provincial resources and tools (i.e. campaigns, brochures, displays, school programs, special events).
- Promotes requirements of the assigned Area with representatives of PIEOP and other Areas.
- Identifies and facilitates partnerships between Areas and with stakeholders to promote and facilitate opportunities for shared information, education, and outreach programs and initiatives.
- Contributes to the planning and design of strategic campaigns targeted at informing Albertans about topics that may impact their health, safety, or enjoyment of natural resources.

4. The Area Manager and the Manager of Outreach Programs are supported in achieving the mandate and goals of the Ministry.

Activities:

- Provides consultation and recommendations for issues, opportunities, and challenges associated with PIEOP, particularly from the perspective of the assigned Area.
- Performs research and prepares action request responses, briefings, background documents, correspondence, and recommendations for consideration by the Area Manager and/or senior PIEOP representatives, ensuring materials are accurate, comprehensive, and consistent with relevant legislation, regulations, and standards.
- Establishes and maintains positive relationships with Ministry representatives and education and outreach stakeholder organizations, participating in committees and working groups and providing relevant perspectives and positions as required.
- Completes other duties as assigned by the Area Manager.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Area PIEOP Officer provides comprehensive services essential to the delivery of a coordinated information, education, and outreach program for the Ministry. This position is a key resource for determining the needs and existing resources while also integrating the strategies and priorities of the three Divisions (Fish and Wildlife, Forestry, and Land). The Area PIEOP Officer also establishes and/or recommends options to the Area Manager for emerging and complex issues pertaining to the development of the Area PIEOP implementation strategies.

The impact of decisions and recommendations made by the Area PIEOP Officer can be significant, affecting the manner in which diverse Ministry programs are delivered within the Area and the degree to which the goals of the PIEOP Operations Plan are reflected in the Area implementation strategies. This position is expected to determine the relevance of emerging issues and information gathered through research, analysis, and consultation and decide which information and issues need to be advanced to the Area Manager and senior PIEOP representatives. The Area PIEOP Officer is expected to collaborate effectively with Area staff members carrying out diverse functions and provide high quality consultation and services to support achievement of Area, PIEOP, and Ministry goals. A strong teamwork orientation and flexibility is required to implement the PIEOP Operations Plan for the assigned Area and to participate effectively in cross-Division and cross-Area PIEOP initiatives.

Issues relating to information, education, and outreach programs are complex and often politically sensitive, with this position expected to maintain a broad view of the Ministry and its strategic priorities when contributing to associated plans and strategies. Significant judgement and creative thought are required to develop information, education, and outreach programs at the Area level that engage communities, youth, and Albertans as stewards for the balanced and

responsible use of the province's natural resources and when communicating with the public or media regarding PIEOP messaging.

The Area PIEOP Officer is also relied on to identify and capitalize on opportunities to enhance consistencies and efficiencies and advance the PIEOP mandate for a coordinated approach to address public concerns and information needs. This position has considerable freedom to develop processes and systems that support effective communication between Area staff, Division PIEOP Coordinators, and PIEOP Officers in other Areas and to manage location-based outreach programs in a manner consistent with Ministry and Government goals and strategic direction. In addition, the Area PIEOP Officer influences the development of tools and resources that meet requirements of the assigned Area, while advancing the movement toward consistent and integrated PIEOP programs and strategies.

The Area PIEOP Officer works within the parameters of established legislation, frameworks, policies, plans, and guidelines, with significant discretion in determining how responsibilities are performed. The Area Manager and the Manager of Outreach Programs are available to clarify goals, objectives, and priorities and provide consultation and guidance as required. Work is reviewed for quality of analysis, recommendations, solutions, and conclusions provided and level of professional judgment demonstrated. The timeliness and comprehensiveness of services and consultation provided to clients and stakeholders are critical.

This position is delegated considerable independence to determine approaches to responsibilities, including providing leadership to the identification of Area information, education, and outreach needs and implementing strategies associated with the Area PIEOP Operations Plan. Matters with potential for significant impact on Area, Division, or PIEOP operations, resource allocation, or the information, education, and outreach function are referred to the supervisor. The Area Manager and/or the PIEOP Area and Outreach Coordinator also review major briefings and recommendations to ensure assumptions are valid and Area, Division, Ministry, and PEIOP goals and objectives are reflected appropriately.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Degree in Journalism, Communications, Business Administration or a related field is required.

The Area PIEOP Officer requires comprehensive knowledge of:

- the Ministry business plan, organizational structure, and priorities, as well as mandates, programs, and functions of the assigned Area and Divisions to ensure clear, consistent, and integrated approach to PIEOP and Ministry messages
- public information, education, and outreach theories, mechanisms, and tools
- the political environment within which the Ministry operates and Government decision-making processes
- PIEOP stakeholder communities and organizations affected by the Ministry and Area mandates, including relevant committees, advisory groups, and representatives
- applicable Government and Ministry policies, functions, and standards
- applicable legislation, regulations, and guidelines (i.e. Wildlife Act, Fisheries Act, Forests Act, Forests and Prairie Protection Act)
- applicable information management systems and software tools (i.e. APACK)

The Area PIEOP Officer requires well developed and demonstrated:

- interpersonal and relationship management skills to collaborate and negotiate with varied and diverse clients and stakeholders
- communication skills to develop recommendations and solutions based on consultations and research, and deliver presentations to key decision-makers and stakeholders verbally and in writing
- public speaking and media relations skills
- influencing skills to promote innovation and build consensus
- ability to develop and maintain collaborative working relationships with Area and PIEOP staff, Government representatives, and stakeholders
- research and analytical skills to analyze information and risks, synthesize diverse information, develop appropriate recommendations, and make decisions in line with PIEOP and Ministry business goals.
- professional judgment and decision-making skills to determine priorities and represent the Area and Ministry on external committees involving multiple stakeholders and sensitive strategic / political information
- organizational and project management skills
- commitment to teamwork, client service, and continuous improvement

The Area PIEOP Officer must be able to:

- coordinate the development of PIEOP needs assessment tools and processes in collaboration with Area staff, reflecting requirements of the Area while also integrating the priorities and strategies of the Ministry and the Divisions
- monitor and evaluate PIEOP programs and initiatives
- ensure goals and objectives are met and deliverables are achieved and reported
- develop and coordinate complex projects and implementation strategies while carrying out ongoing responsibilities
- pro-actively anticipate and plan for Area requirements pertaining to information, education, and outreach programs

- identify and monitor sensitive issues and develop appropriate responses and recommendations
- develop and maintain collaborative working relationships with varied partners and stakeholders to facilitate integrated and coordinated approaches to PIEOP programs delivered throughout the province, while also ensuring responsiveness to requirements of the assigned Area
- function independently as well as lead and contribute effectively within a team environment
- demonstrate initiative, professional judgement, and creative approach to problem solving
- travel to various locations

Contacts

(Main contacts of this position and the purpose of those contacts.)

The Area PIEOP Officer has regular and ongoing contact with:

- Area representatives and the Area Manager to collaborate on the identification of Area needs for information, education, and outreach programs, and the implementation and evaluation of Area PIEOP plans, provide advice and recommendations, influence direction and prioritization of program development at the Area level, and exchange information.
- PIEOP representatives, including Area and Outreach Program Coordinator, other Area PIEOP Officers, and Division Coordinators, to influence priorities and issues pertaining to PIEOP programs, provide recommendations, and support communication between the Area and Division representatives and other PIEOP Area Officers.
- Representatives of stakeholder organizations and other departments to develop and maintain partnerships and effective working relationships; exchange information; identify and resolve issues; collaborate on projects and initiatives; promote Area and Ministry PIEOP programs; and participate in stakeholder events.
- Peers in other jurisdictions to exchange information and identify best practices and innovative approaches to public information, education, and outreach programs.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

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Classification: Public

Alberta 

Subsidiary 2

Benchmark Evaluation - 023PS76

Identification Section

Working Title: Communications Advisor
Department: Education
Division, Learning Supports and Information Management
Branch/Unit: Division, School Technology Sector
Reports To: Director, School Technology Sector
Levels to D.M.: 3
Job Description: [023PS76](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

The Communications Advisor provides writing, editing, consultation, issues identification, as well as research and analysis services to support internal and external communications for the School Technology Sector and the associated achievement of branch goals. In addition to developing communications strategies and materials, this position is a key liaison with other areas of the division, the Ministry and other departments to facilitate the effective and efficient flow of ministerial, project and program information in accordance with Alberta Education's communications protocol.

The Communications Advisor prepares ministerial correspondence, action request responses, briefing notes and presentation materials for the sector. As well, the role coordinates production of the sector e-newsletter and maintains content for the websites with current and accurate school technology information for the reference of internal and external stakeholders and technology industry representatives. This position also identifies and researches issues pertaining to sector programs and recommends appropriate response strategies to senior representatives. Reporting to the Director, this position performs work in accordance with relevant government and ministry legislation, regulations, policies and guidelines.

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Classification: Public



Comments on Evaluation

□ Knowledge:

Content:

- **E:** This position requires knowledge of professional communications, public relations or journalism with experience applying media relations and research techniques in a public sector environment. Knowledge of federal and provincial research sources and environmental scanning practices is applied in the role. The position must have an understanding of communication materials with the ability to create action request responses, briefings, issues summaries, ministerial correspondence and newsletters. Comprehensive knowledge of the Ministry mandate, business plan, sector operational plan, sector programs, the learning and technology policy and related legislation is required in addition to understanding of the provincial education system (Kindergarten to Grade 12) and associated issues and current trends. Experience with software applications, social media tools and automated systems such as Microsoft Office, ARTS, SharePoint, Web 2.0, Twitter and content management systems are needed to carry out responsibilities, including posting updates, reports and documents onto the School Technology sections of the Alberta Education public website and intranet. This position does not require the application of theoretical knowledge for programming, building applications or developing the technical components of the websites. The position is not viewed as an E+ because of the specific scope of the work researching and consulting to support sector communication services and preparing related correspondence.

Complexity and Diversity:

- **I:** The Communications Advisor is an independent contributor providing refined research and analysis to communications material for senior level decision-making. Understanding of work flow, procedures and expected outcomes in the sector/ministry allow the incumbent to operate effectively. The position ensures consistent communication of key messages and tailoring correspondence to target audiences while complying with relevant legislation.

Human Relations Skills:

- **2:** Strong writing, editing, speaking and interpersonal skills are necessary to provide accurate responses for inquiries and assignments and when consulting with internal and external stakeholders. The Communications Advisor serves as a division representative on the Business Planning Working Group, Ministry Communications Committee and the Web Management Advisory Team Committee. The position liaises with communications representatives from other branches and divisions to resolve issues and maintain consistent approaches to communication and information dissemination.
- **Creativity/Problem Solving:**

33%: The work requires identification of issues, evaluating information and ensuring ministry positions and sector program area procedures are correctly reflected in responses and materials. The position develops and follows a communications plan for the sector which includes parallel information being presented on the websites. The websites are a tool used to communicate specific information regarding school technology launches or initiatives to superintendents, school boards and the public, however, it is not the only source.

Other responsibilities include writing, posting and publishing correspondence for politically sensitive issues and coordinating large scale public projects/initiatives. The Communications Advisor ensures compliance to guidelines and regulations including GoA and ministry communication protocols and awareness of social media guidelines. The role works within established legislation, policies and plans, while having significant discretion to determine how responsibilities are performed; the position exercises judgment when analyzing information as well as coordinates projects and prioritizes responsibilities to meet deadlines and client requirements. The Director provides general guidance, reviewing work for quality of information produced and consultation provided to sector representatives and comprehensiveness of recommendations developed. Relative impact of decisions in the position are limited through protocol and nature of the work. A weighting of 33% is appropriate as solutions are known through experience or following established policies at the full working level, this professional determines how objectives are achieved.

□ **Responsibility:**

B: The role is balanced because it performs the technical aspects of the communications function including researching, writing and editing, while consulting with various stakeholders to provide guidance and advice relating to diverse communications services/issues. The position has a consultative and coordination role developing and producing sector promotional and communication materials.

Last Reviewed: July 11, 2011

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 023PS76

Identification Section

Working Title:	Communications Advisor
Department:	Education
Division, Branch/Unit:	Learning Supports and Information Management Division, School Technology Sector
Reports To:	Director, School Technology Sector
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Communications Advisor provides writing, editing, consultation, issues identification, and research and analysis services to support internal and external communications for the School Technology Sector and the associated achievement of branch goals. In addition to developing communications strategies and materials, this position is a key liaison with other areas of the division, ministry and other departments to facilitate the effective and efficient flow of ministerial and program information in accordance with Alberta Education's communications protocol.

The Communications Advisor prepares ministerial correspondence, action request responses, briefing notes and presentation materials for the sector, as well as managing production of the sector e-newsletter and maintaining websites with current and accurate learning and technology information for the reference of internal and external stakeholders and technology industry representatives. This position also identifies and researches issues pertaining to sector programs and recommends appropriate response strategies to senior sector representatives. Reporting to the Director, this position performs work in accordance with relevant government and ministry legislation, regulations, policies, and guidelines.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Accurate and timely responses to ministerial assignments, including correspondence, briefing notes, and action requests, are prepared for the signature of the Minister, Deputy Minister, and Assistant Deputy Minister, ensuring consistent communication of key messages; appropriateness of contents for identified audiences; and compliance with relevant government and ministry legislation, policies and procedures.**

Activities:

- Researches and verifies facts and information associated with ministerial assignments.
- Composes responses, considering the author's style and position and ensuring consistency, clarity, conciseness and accuracy of messages.
- Ensures Ministry positions and relevant sector program area policies and procedures are accurately reflected in responses and materials.
- Trains and mentors sector representatives in the preparation of action request responses and other communications materials.
- Organizes and tracks assignments to completion.

2. **Appropriate, precise and timely responses are prepared for enquiries and correspondence received from the Ministry Communications Branch.**

Activities:

- Collects and verifies information pertaining to enquiries and assignments.
- Researches and prepares responses, ensuring relevant sector program area policies and procedures are appropriately reflected and consistency and accuracy of information is maintained.
- Refers correspondence to other branches or divisions as required and follows-up to ensure timely completion of responses.
- Represents division on the Ministry Communications Committee.

3. **School Technology Sector communications are planned and produced to support the goals of sector program areas, ensuring accurate and consistent communication of key messages; appropriateness of contents for identified audiences; and compliance with relevant policies, standards and guidelines.**

Activities:

- Collaborates with sector program areas to identify and develop communication strategies on an ongoing and project basis, mentoring sector staff members in the development and application of communications strategies and approaches as appropriate.
- Drafts communication plans for sector program areas, with support from the Communications Branch.
- Identifies internal and external communications-related opportunities that support achievement of sector mandate and goals; develops and edits communications materials for opportunities and events, including fact sheets and key messages.
- Assists sector managers in coordination of media relations and communications material for large scale projects or initiatives (e.g. Emerge One-to-One Laptops, Canadian Space Agency Project, Elevate Conference and video conferencing for schools across the province).
- Composes draft documents on identified topics, ensuring appropriate focus on the key audience(s).
- Edits documents produced by sector staff members to maintain consistency and accuracy.
- Collaborates with sector staff members and graphic designers to create promotional materials as necessary, ensuring materials comply with government and Ministry visual identity guidelines.
- Works with sector program areas to integrate Web 2.0 tools into communication strategies in appropriate manner.

4. **Electronic newsletters are prepared to keep learning and technology stakeholders and the technology industry informed of ministry directions and sector activities.**

Activities:

- Invites and compiles submissions from ministry staff members for inclusion in electronic newsletters.
- Researches websites and reviews articles for appropriateness of inclusion in newsletters.
- Ensures that consistency and quality of submissions are maintained.
- Liaises with Communications Branch staff to manage issues at the approval stage.
- Ensures newsletters are posted electronically on or before deadlines.

5. **Technology sections of the Alberta Education public website and intranet are continuously updated and maintained to ensure currency and accuracy of available information.**

Activities:

- Collaborates with sector staff to ensure appropriate information is on websites.
- Reviews websites on an ongoing basis, updating information as appropriate.
- Liaises with the Ministry Web team, as required, to ensure quality and appropriate functionality for new postings (i.e. system is tested for errors before information is posted to website).
- Ensures appropriate sector staff is trained in the use of the website content management system by developing training material and administering the training.
- Represents division on the Web Management Advisory Team Committee.

6. Environmental scanning, research and analysis services are provided to identify issues and keep sector representatives informed of current and relevant articles and publications.

Activities:

- Monitors and reviews publications, summarizing key points relating to learning and technology and identifying emerging issues for attention of sector, division and/or ministry representatives.
- Scans Hansard publications for topics of interest to sector program areas and circulates accordingly.
- Researches topics on request from sector program representatives, including developing associated summaries and briefings.

7. Submissions for reports, newsletters, and publications produced by other branches and divisions are prepared to ensure clear and consistent communication on learning and technology topics.

Activities:

- Writes reports, newsletters and publications for website. Reports, newsletters and publications submitted by sector staff are compiled and edited to ensure consistency and quality of website content.
- Liaises with communications representatives from other branches and divisions to resolve issues and maintain consistent approaches to communication and information dissemination.

8. School Technology Sector operational updates and submissions are prepared for input to divisional planning and reporting requirements.

Activities:

- Coordinates preparation of mid-year and year-end status reports associated with the sector operational plan.

- Collaborates with sector program areas and other division program and business areas throughout planning and reporting cycles and processes.
- Serving as the division representative on the Business Planning Working Group.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- This position provides comprehensive communications services for the School Technology Sector, including writing and editing, research and analysis, consultation, and issues identification and response development. The Communications Advisor must have a comprehensive understanding of the ministry learning and technology policy, associated issues, and key audiences in Alberta's Educational Technology Branch to provide effective communication services for the sector, including the development of accurate, insightful, sensitive, and grammatically correct responses and documents with the potential to impact the ministry's image.
- This position collects information and reports from throughout the sector, division, ministry and other departments to research, compile, and verify contents of ministerial and other responses. Documents and materials produced include action request responses, briefings, issues summaries, correspondence, and newsletters, with the Communications Advisor also having a significant consultative and coordination role relating to the development and production of sector promotional and communications materials.
- This position researches information from a wide variety of federal and provincial sources (including not-for-profit organizations and websites). Initiative and creativity are required to develop insightful and clear written information to keep stakeholders, partners, and the technology industry informed of ministry initiatives. These stakeholders include senior decision-makers in the ministry and other departments (e.g. Advanced Education and Technology, Service Alberta), Kindergarten to Grade 12 school jurisdiction, central office learning and technology leaders, school-based administrators, teachers and staff, ASBA / ATA / CASS representatives, and not-for-profit partnership organizations.
- The Communications Advisor performs environmental scanning to identify issues with the potential to impact sector operations and researches information from a wide variety of sources to contribute to the development and implementation of responses. Issues can be politically sensitive, with this position relied on to recommend appropriate responses and strategies for the consideration of senior sector representatives.
- The Communications Advisor works within the parameters of established legislation, regulations, policies, plans, and guidelines, with significant discretion in determining how responsibilities are performed. The Director provides general guidance, reviewing

work for quality of information produced and consultation provided to sector representatives and the comprehensiveness of conclusions and recommendations developed. Work is also evaluated based on the effectiveness of working relationships established with clients and stakeholders.

- This position is delegated considerable independence to determine priorities and areas of focus, exercising judgement when researching, analyzing, and compiling information; prioritizing responsibilities to meet deadlines and client requirements; and coordinating projects with tight and often concurrent time frames. Matters with potential for significant impact on business area and client operations or resource allocation are discussed with the Director, who is also available for assistance when dealing with politically sensitive or contentious situations. The Communications Advisor typically works directly with the appropriate program manager on communications assignments and initiatives, with all final correspondence reviewed by the Director.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The Communications Advisor requires comprehensive knowledge of:

- the ministry mandate, business plan, organizational structures, programs, reporting relationships, and learning and technology policy, as well as the division operational plan and cross-ministry initiatives
- the provincial education system (Kindergarten to Grade 12) and associated issues, including ministry positions on current education issues
- the School Technology Sector mandate and operational plan and how the work of the sector connects with other program and business areas within the ministry
- the ministry's style guide and procedures for correspondence and briefings and the Deputy Minister's Correspondence Manual
- stakeholders, other ministries and key audiences in Alberta's Educational Technology Branch, including relevant organizations, committees, advisory groups, and representatives and the most appropriate means of getting information to stakeholders
- the political environment within which the ministry operates and the organization structure and business processes of the government
- graphic design, print production, and plain language techniques
- relevant legislation, regulations, policies, systems, and guidelines (e.g. School Act, Freedom of Information and Protection of Privacy Act)

- knowledge and understanding of the functionality of the ministry's in-house Content Management System (Umbraco) in order to identify and foster issue resolution
- software tools and automated systems used to carry out responsibilities (e.g. Microsoft Office, ARTS; Content Management Systems, SharePoint; Web 2.0; the internet)

The Communications Advisor must have well developed and demonstrated:

- writing and editing skills to ensure information is suitable for diverse audiences and consistent with the style of the applicable sector, division or ministry representative or official
- interpersonal and consultation skills
- conceptual, analytical, and problem solving skills, including ability to quickly integrate needs of diverse clients and stakeholders to provide effective communication services
- research and information integration skills
- organization and time management skills, including ability to analyze diverse issues and compose written responses under pressure while meeting high standards and adjusting for various writing styles; must be able to anticipate how the Minister, Deputy Minister, Assistant Deputy Minister, and other executives would respond to a given issue
- project coordination skills
- commitment to confidentiality, tact, discretion, and diplomacy

The Communications Advisor must be able to:

- provide consultation, guidance, and advice relating to diverse communications services and issues
- conduct research, analyze data, and present complex and detailed information in plain language suitable for the audience in question
- plan, prioritize, and coordinate multiple activities and projects with attention to detail
- work independently as well as contribute effectively in a team environment
- demonstrate initiative, sound professional judgment, and creativity

Qualifications:

- A university degree in Communications, English, Journalism or related field is required plus two years progressively responsible related experience in public/media relations, writing and editing professional communications. Experience using Microsoft Office applications in a networked environment, with experience in using the Internet.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The Communications Advisor has regular and ongoing contact with:

- School Technology Sector representatives to exchange and prepare information; develop communications strategies; provide communications advice and consultation; and coordinate graphic design processes for the production of communications materials.
- Assistant Deputy Minister's office to route and exchange information; coordinate input and briefings for issues; and provide recommendations.
- Communications Branch representatives to receive advice and provide input to ministry-wide communications initiatives.
- representatives of the ministry, government, stakeholder organizations, and the public to exchange information; coordinate activities; and resolve issues.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Not applicable.

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 023PS75

Identification Section

Working Title: Workplace Economist
Department: Economic Development and Trade
Division, Strategic Corporate Services, Data Development
Branch/Unit: and Evaluation Branch
Reports To: Senior Manager, Socioeconomic Statistics
Levels to D.M.: 4
Job Description: [023PS75](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [023PS](#) - Program Services 3

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E12 200

Creativity/Problem Solving

33% 66

Responsibility

C1 57

TOTAL JOB POINTS

323

Comments on Role

The Data Development and Evaluation Branch is accountable for assessing and analyzing economic and demographic trends, conditions and forecasts, developing data, management information and indicators, producing and disseminating statistical information and reports, and for evaluating programs policies and initiatives. The Socioeconomic Statistics Unit is responsible for leading or co-leading initiatives on workplace analysis, labour market analysis, forecasting and planning, conducting related research into economic, demographic, workplace and social conditions and trends, and providing labour market information and high-end publication and reports.

The Workplace Economist anticipates the information needed to enable effective decisions on occupational health and safety policies and strategies. This position leads the co-ordination and preparation of the Annual Occupational Injuries and Diseases in Alberta publications. It provides information and recommendations, based on the evidence and statistical data, to departmental staff and clients in planning or changing policies, programs and services. The Workplace Economist is also the key contact for Lost-Time Injury and Disabling Injury information and fatalities inquiries for the Economic and Demographic Analysis Unit. This includes responding to complex requests for preparation of customized, multi-dimensional analysis.

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Classification: Public



Comments on Evaluation

□ Knowledge:

Content:

- **E:** This position requires knowledge of social research methods, statistics and database management and manipulation. The position applies research skills to determine appropriate methodologies, define research problems, collect and analyze data, design statistical reports and develop recommendations. A sound understanding of workplace health and safety and labour-relations issues is also required, in order for the position to provide information and recommendations, based on the evidence and statistical data, to department staff and other stakeholders, to assist in the planning or changing of policies, programs and services. The full E rating represents the working knowledge of economic research methodology related to workplace safety.

Complexity and Diversity:

- **I:** The work of this position has impacts internal and external to the department, as it presents findings in a report form that is meaningful to senior management, to assist in making program and policy decisions. This position is a full individual contributor, needing a full understanding of the manner in which its work relates to the work of others.

Human Relations Skills:

- **2:** The communication demands of this position go well beyond a straightforward exchange of information. The Workplace Economist is accountable for technical accuracy of reports and must present information in a manner which is understandable and meaningful to stakeholders.

□ Creativity/Problem Solving:

33%: The higher of the two rating options is appropriate for this position. The Workplace Economist develops new methodology for calculating the risk of injury and disease in Alberta workplaces. This position applies knowledge and creativity in the development of approaches to prepare materials and publications and to present technical information. Clear objectives are provided, with the position determining how objectives will be accomplished, based on own knowledge and experience.

□ Responsibility:

C1: The focus of this position is on analysis, with findings often influencing management decisions concerning programs and policies.

Last Reviewed: November, 2009

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Classification: Public

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Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 2 Benchmark Job Description - 023PS75

Identification Section

Working Title:	Workplace Economist
Department:	Economic Development and Trade
Division, Branch/Unit:	Strategic Corporate Services, Data Development and Evaluation Branch
Reports To:	Senior Manager, Socioeconomic Statistics
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Data Development and Evaluation Branch is accountable for assessing and analyzing economic and demographic trends, conditions and forecasts; developing data, management information and indicators; producing and disseminating statistical information and reports; and for evaluating programs policies and initiatives. The Socioeconomic Statistics Unit is responsible for leading or co-leading initiatives on workplace analysis; labour market analysis; forecasting and planning, conducting related research into economic, demographic, workplace and social conditions and trends, and providing labour market information and high-end publication and reports. Work has high impact at both the provincial and national level.

The Workplace Economist anticipates the information needs to enable effective decisions on occupational health and safety policies and strategies. The Workplace Economist leads the coordination and preparation of the Annual Occupational Injuries and Diseases in Alberta publications. The incumbent must have a full working knowledge of statistics, social research methods and database management and manipulation.

The incumbent must maintain a solid understanding of workplace health and safety and labour-related issues and provide information and recommendations based on the evidence and

statistical data to departmental staff and clients in planning or changing policies, programs and services (e.g. Targeted employer profiles).

The Economist is also the key contact for Lost-Time Injury and Disabling Injury information and fatalities inquiries for the Economic and Demographic Analysis Unit. This includes responding to complex requests for preparation of customized, multi-dimensional analysis.

The incumbent employs his/her research skills to select the most appropriate methodologies, define the research problems, collect and analyze data, write computer programs in SAS on PC and mainframe; design and prepare statistical reports and recommendations.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Lead the analysis of workplace health and safety data to provide management, staff, clients, stakeholders and partners with information and tools to promote a good understanding of the conditions, costs and trends in occupational health and safety. The information directly impacts decisions regarding department direction, programs and initiatives.**

Activities:

- Monitor the developments at the national and international level for occupational injuries and diseases, lost time claims and workplace fatalities policies relating to the political, economic and social circumstances, which may affect the Alberta workplace.
- Identify and understand significant issues and emerging developments in the workplace and economy.
- Develop the methodology for and lead the preparation of the Annual Occupational Injuries and Diseases in Alberta- Summary of Lost-Time Claims and Claim Rates in Alberta for public release (7- 12 sector publications).
- Develop the methodology, analyze the data and produce targeted employer profiles to support the Work Safe initiative (up to 800 profiles developed annually).
- Analyze the data and provide results for management indicators outlined in the Workplace Health and Safety Operational Plan (e.g. employers with Certificate of Recognition, targeted employers and industries).
- Prepare workplace injury statistics and background information to support departmental news releases and the Occupational Health and Safety Magazine.

- Analyze the data and produce summary of fatalities under the Occupational Health and Safety Act and develop new reports (e.g. 10 year comparison of occupational fatalities).
- Analyze and report on employment standards compliance, problem industries and employers.
- Develop and ensure preparation of statistical reports in support of the Safety Awards Program.
- Develop and ensure preparation of workplace injury and disease reports for various issues and industry associations using advanced research and statistical techniques (e.g. reports on Health Services and Manufacturing).

2. Develop and manage accurate and up-to-date information and related methodology and models to support workplace health and safety policy decisions.

Activities:

- Develop and manage lost-time claim injury information and related methodology (Lost-Time Claim Modeling Run).
- Analyze and evaluate WCB information classification issues (coding schemes) to ensure that classification is aligned with the North American Industrial Classification System used in the Labour Force Survey.
- Assess the impact of data revisions; changes in data-development methodologies and definitions; and amendments to legislation, policies and practices in order to recommend required changes to procedures.
- Develop statistical methodology for selecting targets for the Workplace Health and Safety compliance programs.
- Update and maintain data bases on accepted claims by Workers' Compensation Board; and fatalities investigated by Workplace Health and Safety.
- Verify data and check output for errors; document data and sources (source databases, data limitations, coding, etc.)
- Document all methodology and data analysis processes to ensure that there is longitudinal data consistency and the establishment of solid data series.

3. Respond in a timely and accurate manner to Action Requests and information requests related to Lost-Time and Disabling Injury Claims and OHS data and assist clients by providing specific and appropriate information.

Activities:

- Provide information, analysis and other input into the preparation of response to Action Requests related to workplace injuries, fatalities and related labour issues.
- Respond to information requests by preparing and providing statistical information relating to industry and employer, workplace health and safety performance, fatalities and occupational injuries and diseases.

- Provide statistical information related to compliance based programs and target groups on the OHS Business Plan.
- Prepare the statistical data and analysis for presentations and briefing notes regarding workplace health and safety matters for the Minister and senior officials of the department.
- Provide statistical direction for and prepare scenarios for Workplace Health and Safety policy internal and external meetings to enhance understanding (e.g. Occupational Health and Safety Council).
- Conduct user satisfaction surveys to determine how publications and information are used and propose recommendations of how to better meet the needs.

4. Research new data sources and methodologies to keep analysis, publications and reports innovative/leading edge, relevant and responsive to current and emerging workplace issues.

Activities:

- Identify, evaluate (e.g., for relevance, reliability, validity, feasibility, cost, etc.) and incorporate/utilize new or expanded data sources.
- Research and develop methodologies for improving the quality of reporting (e.g., timeliness, comprehensiveness) on occupational health and safety issues and fatalities.
- Undertake background research, literature reviews and environment scans (e.g. Canadian Association of Administrators of Labour Legislation and other WCB jurisdictions).
- Identify emerging issues in workplace health and safety e.g. (prevalence of hazards by industry sector).

5. Project Management and Liaison.

Activities:

- Maintain and expand strong working relationships with WCB statistical service staff to ensure timely, responsive and value added data analysis and reporting.
- Oversee work of junior research staff assisting in preparation of reports, analysis and publications.
- Maintain and expand strong working relationships with WCB statistical service staff to ensure timely, responsive and value added data analysis and reporting.
- Maintain and enhance positive, effective working relationships with other team and branch members, Employment Standards, Workplace Investment and other departmental staff and stakeholders, such as employer associations, safety associations and employers.

- Chair project meetings and consult with other departmental staff (e.g., Workplace Investment) and WCB staff to resolve data issues (e.g. Lost Time Claim methodology) and develop new reports to address emerging needs.
- Work collaboratively with team members on a variety of projects that include survey development, data collection and statistical analysis.
- Key contact for the WCB statistical information for development of Labour Market Information Data Mart and use within the Workplace Information Tracking System (WITS).
- Key contact for workplace health and safety and fatality statistical data for Communications to address media requests and works directly with safety associations and industry associations to address their health and safety information needs.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Develops new methodology for calculating the risk of injury and disease in Alberta workplaces and identify employers and workers that would benefit from departmental programs.
- Studies the impact of data modifications on information systems and implementing positive change for the workplace reporting in the areas of health and safety and collective bargaining.
- Presents findings in a report form which is meaningful to senior management to assist them in making program/policy decisions.
- Works independently in the preparation of statistical reports and is accountable for the technical accuracy and thoroughness and clarity of data provided and reports produced.
- Works independently to manage projects and lead project teams, pursuant to a Project Charter which the incumbent develops and submits for approval by Management.
- Incumbent exercises creativity in developing approaches to prepare materials and publications and to present technical information.
- Sets objectives and parameters for the Project Assistant to be able to independently gather, organize and compile data and information for use in projects.
- Makes decision on terminology and formats and prioritizing of work. There is considerable flexibility in day-to-day operational matters and those having standard procedures.
- Production and release of data is subject to the limitations of FOIP legislation as well as any formal or informal agreements, which may be in effect between the department and other government departments or agencies.

- Major partners and stakeholders include: departmental staff, departmental and interdepartmental committees, external clients (workers, employees, unions, associations and consultants), Workers' Compensation Board, Human Resources Development Canada and other labour departments.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Requirements

- Degree in economics, statistics or business (or equivalent) with significant course work in socio-economic methodology and statistics.

Knowledge

- Good working knowledge of labour legislation related to lost-time claims and workplace injuries (e.g. Occupational Health and Safety Act, Workers' Compensation Act and Employment Standards) and understanding of the information policies of Workplace Investments and the Labour Relations Board.
- General knowledge and understanding of workplace legislation in other jurisdictions.
- Strong understanding of economic methodology, data sources and interpretation related to workplace safety.
- Detailed knowledge of relevant data bases and computer software such as Microsoft Word, Excel, Outlook Express, SAS, COGNOS Power Play and the Intranet.
- Conceptual skills needed for planning, designing, advising, integrating, coordinating and developing various internal database management systems.
- Strong knowledge of social research methods and advanced statistics (e.g. multi-variant analysis techniques).
- Strong knowledge of data reporting and interpretation.
- Principles and practices to summarize, present and report on technical information.
- A good understanding of government structures, policies and procedures, departmental business plan and current strategic initiatives.

Skills and Abilities

- Superior interpersonal, organizational and liaison skills.
- Strong project management and good supervisory skills.

- Ability to work as a team member and also independently and to prioritize work.
- Excellent communication skills, both written and oral.
- Ability to ascertain data analysis needs, and interpret and analyze data and concepts congruent with needs.
- Ability to undertake complex statistical and economic analysis and integrate information from a wide variety of primary and secondary sources.
- High accuracy (error free).
- Strong problem-solving skills.
- Ability to clearly present information in an interesting and practical way.
- Strong client service orientation.

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position has regular and frequent contact with Senior management and program planners in the Occupational Health and Safety program area, WCB managers and data analysis positions, Senior industry personnel working with OHS programs, Senior personnel with industry safety associations, E&I business and performance staff and internal and external auditors.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No direct supervision exercised.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 022PS74

Identification Section

Working Title: Systems Administrator
Department: Infrastructure
Division, Capital Projects Division, Divisional Coordination,
Branch/Unit: Systems Administration Branch
Reports To: Manager, Facility Inventory and Tech Support (M4100)
Levels to D.M.: 5
Job Description: [022PS74](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-I2 175

Creativity/Problem Solving

33% 57

Responsibility

R1 66

TOTAL JOB POINTS

298

Comments on Role

This position provides application support to the Building and Land Information Management System (BLIMS), identifying training needs and providing training on enterprise business applications. BLIMS is a web-based system that manages the life cycle of government-owned and leased buildings and land. It is a comprehensive inventory system that supports the ministry's Capital Planning Initiative by allowing "one window" access to the data, communication and reports supporting Alberta's infrastructure. Currently there are over 30 systems that provide data and reporting abilities on the condition of facilities, grants, and projects. These all need to be integrated into BLIMS and this position acts one of the system's experts (from a business analyst role, not a computer science perspective) for all of these systems. It has a research component, researching problem situations for users, identifying the core issues and recommending solutions, and leading the identification of potential systems that could correct current systems issues. The planning component of the role is enhancement applications, and leading business units through user acceptance testing.

Comments on Evaluation

Knowledge:

Content:

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Classification: Public



- **E-:** The job requires experience in the life cycle of systems development and application support and a working knowledge of technical systems (such as software applications, networks, security issues, and systems testing), business processes (such as user acceptance testing, technical writing, project management), and the department's priorities (capital planning and how BLIMS relates to the objectives of the division.) The breadth of knowledge required in these three areas is recognized as an E- (beyond the "D" level of technical understanding in a job). The position has a focus on operational "how to" issues rather than the "why" of the system. For this reason it is not rated as an "E" which would have recognized a job that was required to apply specific theoretical knowledge on a regular basis.

Complexity and Diversity:

- **I:** The position is required to integrate 30 different applications and systems that all relate to capital planning and infrastructure management. It must have an awareness of the multiple issues in security, data management, and consistency for these applications, which merits a "I" rating.

Human Relations Skills:

- **2:** Position has a significant collaboration component to its role, working in teams to develop a strategy for managing conversion and transfer to BLIMS. It regularly liaises with both technical IT staff and capital planning staff as a project member and trainer. As such, it must translate the technical terminology and requirements of managing the system into business terminology. If the position was required to communicate information to a technical audience for the most part, it would be rated as a "1". However the position uses influence and persuasion skills in communicating timelines and processes for developing the new system.

Creativity/Problem Solving:

33%: The conversion to and maintenance of BLIMS is a large-scale project that requires the position to address a large variety of issues in systems administration, for which there is no precedent or assistance available. The position is required to filter through a significant amount of information when researching solutions for a wide variety of systems-related issues. In addressing multiple capital planning systems, the position requires an advanced level of problem solving and analytical skills. Design and analysis of systems are not the focus of the job. The job remains primarily an operational job that exists to provide day to day support for the business areas that use these IT systems. For this reason, the 33% is appropriate.

Responsibility:

R1: Position is accountable for the maintenance and development of multiple systems managed by the Capital Projects Division. It delivers support and training to staff across the ministry on the use of these systems.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

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Classification: Public

Alberta 

Subsidiary 2 Benchmark Job Description - 022PS74

Identification Section

Working Title:	Systems Administrator
Department:	Infrastructure
Division, Branch/Unit:	Capital Projects Division, Divisional Coordination, Systems Administration Branch
Reports To:	Manager, Facility Inventory and Tech Support (M4100)
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Working with other System Administrators in a matrix reporting structure, with team leadership provided by the Senior System Administrator, the primary purpose and function of this position is to work with business users to facilitate their knowledge and understanding of Building & Land Information System (BLIMS) and departmental applications. This position is responsible for the planning, research, development, testing, implementation and upgrading of new and existing system applications and related processes and interfaces. This responsibility includes implementing test plans, which involves test cases/conditions/data, coordinating users involved in testing, preparing and maintaining fault reports and ensuring that all items are dealt with and signed off prior to implementation.

The System Administrator functions in a critical role in support of BLIMS and other enterprise applications as a link between INFTRA business units, external users, contracted IT resources, Service Alberta, and the Information Management Branch (IMB). The incumbent is part of a team that acts in an advisory and consultative role for all stakeholders on system-related issues. These stakeholders include, but are not limited to, Infrastructure and Transportation staff, government departments, school boards, post-secondary institutions and health authorities. The

incumbent will also be contacted on business process issues as they relate to departmental applications.

The position provides direct end user support in:

- Application Support
- Problem Management

The other key functions pertain to system enhancement and development projects in which the System Administrator participates as a team member.

- Enhancement Management
- Release Management

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Application Support** – Functions as a liaison with other government departments, businesses, system group(s), system interfaces and management, i.e. communicate changes and identify impacts necessary for the normal everyday operations of the systems.

Activities:

- Identify training needs and provide training on enterprise business applications for all levels of users.
- Manage the system administration documents for enterprise business applications.
- Administer user security privileges for enterprise business applications.
- Provide general administration duties:
 - Ensuring integrity of the production data
 - Running and testing operational processes
 - Conducting data table maintenance
- Assist in management of application security and processes:
 - Processing and creating internal and external user accounts
 - Collaborating with domain administrator to establish application server security
 - Creating all new access and maintenance of system security and administration of related processes for all users of BLIMS and other departmental systems
- Leading complex ITR initiatives (i.e. impact the entire division(s), involve specialty equipment, etc.

2. **Problem Management** – Resolving problems and responding to user business needs and concerns, addressing issues with current production functionality, providing specialized knowledge and information to all internal and external users of BLIMS and departmental applications.

Activities:

- Collect, analyze, and process business application issues in production.
 - Tracking all issues identified and resolving those issues through consultation with the appropriate business representative and technical resources.
 - Resolving issues in collaboration with Information Management Branch (IMB) or Service Alberta.
- Research business and systems issues and identify solutions.
- Support stakeholders in identifying business process issues that relate to system functions.
- Function as support analyst for all issues related to BLIMS and other department-wide applications.
- Research problem situations for business and system users, identifying core issues and recommending solutions, implementing policy and procedures to support the recommended solutions.
- Initiate identification of potential systems, process and policy/procedural implications resulting from new initiatives or corrective changes.
- Troubleshoot, resolve problems, identify faults within the systems and recommend modification to resolve the problems.
- Leading the resolution of complex hardware/software issues (i.e. impact the entire division(s), involve specialty equipment, etc.

3. **Enhancement Management** - Participates in identifying and planning enhancements and new initiatives for enterprise business applications, leading business units through user acceptance testing, and deploying the application changes to the business community.

Activities:

- Participate on projects that have an impact to the application environment, either new development, software upgrade and/or enhancement projects by:
 - Assisting with user acceptance testing
 - Developing documentation
 - Developing application related user documentation, such as user guides
 - Rollout of applications
- Develop training modules and inform/train users on changes.
- Manage testing of scheduled changes/updates with appropriate user groups to ensure they are functional.
- Facilitate movement of changes from User Acceptance Testing (UAT) to production environments.

- Conduct UAT regression testing to ensure application functionality meets requirement.
 - Collaborating with IMB to clear application “bugs”.
 - Performing follow-up in relation to system changes, enhancements and new initiatives.

4. **Release Management** – Implementing planning and follow-up activities in relation to system changes, assisting with the development of communication/implementation strategies resulting from technology and business operation changes.

Activities:

- Coordinate the business activities related to implementing application changes; application testing, approval of moves to user environments and keeping users informed and trained on changes.
- Author support user manuals where required.
- Develop and maintain necessary system components and support manuals.
- Conduct extensive user testing, certify, upgrade, maintain, and track all specialized software for the branch.
- Test, implement and upgrade new and existing system applications and related processes and interfaces including:
 - Preparing test plans, which involves test cases/conditions/data, coordinating users involved in testing.
 - Preparing and maintaining fault reports and ensuring that all items are dealt with and signed off prior to implementation.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The primary function of this position is to work with business users to facilitate their knowledge and understanding of BLIMS (see BLIMS remarks below) and departmental applications. The function includes user support, training, process development, issue resolution and escalation, and opportunity identification.

The Building and Land Information Management System (BLIMS) is an integrated, multi-functional web-based system of modules to provide data management, reporting, and communication to support our owned and supported infrastructure businesses. It includes all functions, processes, and systems required to manage the life cycle of a facility. BLIMS

maintains base information for supported, leased and owned facilities to support Government of Alberta business requirements.

BLIMS is driven by several objectives:

- *Provide “one window” access to the government’s building and land portfolio.*
- *Provide comprehensive inventory information.*
- *Allows for data to be captured only once and then shared information among authorized users.*
- *Provide accurate and comparable information to both internal and external stakeholders.*
- *Provide improved tools for decision making.*
- *Support the Capital Planning Initiative.*

This position works closely with the support teams (Service Alberta and IMB operations team) to provide overall application support. The incumbent works with minimal supervision and has the authority to report and attempt to resolve all reported issues directly with the appropriate parties (Directors, Managers, Consultants, IMB, etc.) All application change requests are reviewed in conjunction with IMB. The position is responsible for the coordination of user acceptance testing, training and application rollouts along with approvals before changes are put in a production environment. The incumbent is responsible for submitting, in a coordinated manner, issues and requests reported by the user communities.

Complexities of this position include factors such as:

- Operating in a matrix reporting structure in which the incumbent must participate in and contribute to a team environment; collaborating with other System Administrators from the Capital Projects and the Properties Division in the delivery of services.
- Users are from diverse backgrounds in specialized government areas, and will consist of individuals at widely varying levels of authority. The incumbent must therefore shape input and advice in an appropriate manner and be able to communicate effectively at all levels.
- This position must work with multiple teams that also provide support services for the technical environment (Service Alberta, ITRs, IMB and Super Users.)
- The position requires the incumbent to serve as the system expert, or as backup administrator, for over 30 applications; including out of business hours support.
- Currently there are over 30 individual systems managed by the ministry which provide data and reporting abilities to assist in managing projects, grants, facility condition, etc. Many of these legacy systems will be integrated into the Building and Land Information Management System that is currently under development. The volume of the work and complexities of multiple and diverse systems makes the role very challenging.

In terms of independence/decision making; the position:

- Must independently work on project assignments within established priority and project guidelines.
- Make sound on-the-spot decisions based on the ability to analyze all pertinent information; the knowledge of Infrastructure and Transportation current operations, as well as short and long-term objectives; and the overall knowledge of BLIMS and enterprise-wide applications.
- Communicate effectively status of activities to the system administration team.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Generally, the position would require a combination of diplomatic and interpersonal skills and a sound and in-depth technical knowledge of enterprise systems and the challenges associated therewith. The nature of the position responsibilities requires excellent problem-solving skills and the ability to communicate with all levels of staff, both within the department and with external stakeholders. Also required is an excellent learning attitude and the ability to adapt to change.

Specific skills and knowledge include:

Knowledge:

- Working knowledge and experience with system development lifecycle, mainly focused on application support and related best practices.
- Working knowledge of how the provincial government operates and detailed information on this department and its working relations.
- Able to understand, interpret and apply terms of memoranda of understanding, relevant legislation, regulations and policies to BLIMS and other departmental application requests.
- Knowledge of various areas of software applications, including development methodology and associated documentation, relational database concepts, data modeling, acceptance testing, and ad hoc query tools.
- Understanding of an applications environment and its components which includes: Enterprise applications, desk-top applications and web applications.
- Understanding of LAN networks, domain security features, and user security profile procedures.

Skills:

- Work Teams – able to participate in and contribute to a team environment.
- System testing – able to develop test plans (scenarios, test cases and regression testing) and conduct system testing.
- Technical writing – able to write effective documentation and manuals; making technical terms understandable to user communities.
- Training skills – able to identify user training needs, develop training solutions and provide user training.
- Networking and communication skills.
- Ability to communicate effectively with staff with varying degrees of systems expertise, to clarify and address program and system requirements.
- Problem analysis and problem solving – able to analyze complex system requirements and to implement optimized solutions.
- Change management – able to adapt to and facilitate system changes.
- Organizational skills – able to multi-task and work on multiple projects with tight timelines.
- Presentation skills – able to make presentations to varying audiences, including internal and external stakeholders.

Education and Training Required:

- Graduation in computer technology or a related field from a recognized post-secondary institution, plus two years progressively responsible related experience; or equivalent.

Contacts

(Main contacts of this position and the purpose of those contacts.)

In this position the incumbent maintains client relations with BLIMS and department-wide application interface clients such as:

- Infrastructure and Transportation
- Twenty-one Post Secondary Institutions
- Seventy-seven School Boards
- Ten Regional Health Authorities
- Government of Alberta Departments
- Internal government and departmental support, such as Service Alberta, IMB, etc.

Includes ongoing contact with:

- Managers – support applications and troubleshoot problems
- Senior Systems Administrator – work direction, issue management, progress reporting
- Application Consultants – report production issues that require immediate resolution. Communicate and test changes implemented as required. • Application Business Lead – review proposed application changes to ensure that they are coordinated with established business processes
- Application Users (Internal/External to Department) – most communication is carried out with application users. Submission of application changes required by the business
- IMB Staff – work with the consultants and IMB staff on: upgrades and maintenance agreements, application upgrades and required changes, resolution of issues with the Service Alberta help desk, equipment upgrades and/or replacements
- Clients/User Communities – submission of application changes required by the business

Definition of Clients/User Communities: users of production application both internal and external to Alberta Infrastructure and Transportation.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 022PS69

Identification Section

Working Title: Investigator
Department: Service Alberta
Division, Business Services, Consumer
Branch/Unit: Services/Investigation Services
Reports To: Manager, Investigation Services
Levels to D.M.: 5
Job Description: [022PS69](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-I2 175

Creativity/Problem Solving

29% 50

Responsibility

R1 57

TOTAL JOB POINTS

282

Comments on Role

Working with experienced investigators, this entry level position assists in consumer protection investigations under statutes administered by the division to promote a fair marketplace, ensure compliance and enforcement action for non-compliance. This is considered an entry level position within the unit.

Comments on Evaluation

- Knowledge:**

Content:

- E-:** Through academic preparation and on-the-job training, the position has knowledge of department consumer legislation, investigation techniques, and an awareness of the variety of enforcement tools applicable in an administrative and regulatory environment. It also requires an understanding of the Charter of Rights and Freedoms, Criminal Code, Alberta Evidence Act, Interpretations Act, Provincial Offences Procedures Act, Competition Act, and the Civil Enforcement Act. In-depth knowledge of the relevant acts and enforcement tools is not a requirement of this position, which justifies the pull on the E.

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Classification: Public



Complexity and Diversity:

- **I:** As a Peace Officer appointed under the Peace Officer Act and under the direction of the Director/Manager, it will conduct investigations under the delegated criminal code offences as it relates to consumer protection legislation and take appropriate enforcement action. Provincial Statutes set the jurisdiction of the investigation and available enforcement remedies.

Human Relations Skills:

- **2:** Position requires sound interpersonal skills to communicate effectively with a wide range of clients on contentious issues.
- **Creativity/Problem Solving:**

29%: The position will investigate a variety of complaints, generally at a lower level of complexity, under the statutes administered by Consumer Services and delegated provisions of the Criminal Code of Canada of theft, fraud, false pretences and forgery. It works within established department policy and procedures that set the operating guidelines for investigations. Investigations are monitored and direction is provided on a frequent basis.

- **Responsibility:**

R1: The position develops investigation plans and enforces legislative infractions.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 022PS69

Identification Section

Working Title:	Investigator
Department:	Service Alberta
Division, Branch/Unit:	Business Services, Consumer Services/Investigation Services
Reports To:	Manager, Investigation Services
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Manager of Investigation Services, the Investigator is an entry level position. This position promotes a fair marketplace by providing information to the public and business community, conducting investigations, and taking enforcement actions under department consumer protection legislation.

The individual has a basic knowledge of department legislation, policies and procedures, and systems used in the investigation function. The individual will investigate a variety of complaints, generally at a lower level of complexity, under the statutes administered by Consumer Services and delegated provisions of the Criminal Code of Canada of theft, fraud, false pretences and forgery. Investigations are monitored and direction provided on a frequent basis. As a Peace Officer appointed under the Peace Officer Act and under the direction of the Director/Manager, will conduct investigations under the delegated criminal code offences as it relates to consumer protection legislation and take appropriate enforcement action. Provincial Statutes set the jurisdiction of the investigation and available enforcement remedies. Program Directors and legal counsel provide interpretation guidelines for statutes. Established Department Policy and Procedures set operating guidelines for investigations and file work.

Investigations are reviewed on a regular basis for action, appropriate application of legislation, and use of investigation techniques. The Investigator will develop contacts with external law

enforcement agencies (City Police, RCMP, Government Agencies, Crown Prosecutors) and respond to inquiries from the public and business community.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Under direction of the Director/Manager of Investigation Services, investigate complaints and offences in a timely manner, in accordance with legislation, policy and procedures to provide consistent enforcement of a range of consumer protection legislation and delegated criminal code offences. Investigations are generally at a lower level of complexity or seriousness and are reviewed on frequent basis.**

Activities:

- Completes investigations in a timely and thorough manner in accordance with department policies, procedures and operating guidelines.
- Conduct investigations by: gathering, securing and preserving evidence; interviewing complainants; interviewing witnesses and respondents; taking statements and warned statements; examining records.
- Research related legislation, for example, Criminal Code, Alberta Evidence Act, Interpretations Act, and Provincial Offences Procedure Act.
- Develop appropriate network of contacts with enforcement agencies.
- Under direction of Director/Manager and/or in consultation with Senior Investigators and/or Crown Counsel, participate in the execution of Search Warrants or Production Orders.
- Following consultation and review with the Manager, make recommendations to the Director of Investigations for enforcement action to obtain compliance with legislation including warnings, reprimands, violation tickets for tenancy offences, prosecutions, hearings, undertakings, director's orders, restraining orders/injunction, property freeze orders, court orders or civil contempt based on evidence. Recommend appropriate cases to forward for the civil forfeiture offices.

2. **Facilitate regulatory action, relating to legislation, policy and procedures, to provide professional and accurate information to the court and administrative hearing processes.**

Activities:

- Subject to review of Director/Manager of Investigation Services, prepare court documents (court brief, prosecutor's information sheet, information, summonses and subpoenas, or documents required for administrative action).
- Serve summonses on accused and subpoena on witnesses.
- Liaise with other law enforcement agencies and Crown Prosecutor.
- Act as a Crown witness and act as a liaison between the Crown and other witnesses; provide assistance to Crown Prosecutor during court appearances.

3. **Act as a resource.**

Activities:

- Participate as a junior member in team investigations or records review as required.
- May provide feedback on legislation or participate in legislative review projects.

4. **Provide information to the public on their rights, remedies and responsibilities to promote a fair marketplace.**

Activities:

- Once knowledge is at an acceptable level, explain legislation and provide information to consumers and businesses during investigations.
- Participate in consumer awareness initiatives as assigned.
- Provide timely assistance to consumers and business operators who come to the office in person.
- Respond to internal information requests in a timely manner.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Methods of investigation and evidence gathered during an investigation must withstand the test of Charter Challenges; new challenges emerge as court precedence is set in law. Investigators may participate in obtaining search warrants and seize evidence during the investigation.
- After review and in consultation with the Director/Manager, the Investigator will recommend:
 - The most appropriate investigative method to collect information and evidence on an investigation.

- Type of evidence to collect on an investigation, and
 - Which files should be the subject of further enforcement action.
- Enforcement activities flowing from the investigation may include one or more of the following actions: warnings; prosecutions resulting in fines, jail terms, probation, conditional sentence orders or a combination thereof; Injunctions; administrative action on the license of a regulated business, Director's Order, and restitution to consumers. The investigation results may impact consumers and businesses at a provincial level, national or international level.
- As a result of the investigation, the Investigator may identify deficiencies in legislation administered by the department and may take recommendations for legislative amendments.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- University degree in a related field (Business, Commerce, Economics) or equivalent combination of education and experience. Experience in investigations is considered an asset.
- Basic knowledge of department consumer legislation, investigation techniques, and an awareness of the variety of enforcement tools applicable in an administrative and regulatory environment.
- Basic awareness of other related provincial and federal statutes that affect investigations in the consumer marketplace such as Charter of Rights and Freedoms, Criminal Code, Alberta Evidence Act, Interpretations Act, Provincial Offences Procedures Act, Competition Act, and the Civil Enforcement Act.
- Basic knowledge of accounting principles.
- Ability to be appointed as a Peace Officer under the Peace Officer Act for the purpose of enforcing the following provincial statutes: Cemeteries Act, Charitable Fund-raising Act, Condominium Act, Cooperatives Act, Fair Trading Act, Government Organization Act, Mobile Home Sites Tenancies Act and Residential Tenancies Act, Criminal Code of Canada (specified sections of fraud, theft, false pretences and forgery).
- Individuals require effective listening skills and ability to provide appropriate verbal, non-verbal and written communications, adaptability to change, problem solving and judgment to assess options and implications in order to identify a solution appropriate to

workload requirement. Conflict resolution, tact and organizational skills are required to attend to the sensitivity and diversity of issues addressed by this position.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Business community.
- Law enforcement agencies.
- Other government departments.
- Industry and trade associations.
- Investigation staff.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 022PS70

Identification Section

Working Title: Assistant Fraud Investigator
Department: Human Services
Division, Delivery Services, Investigation and Review
Branch/Unit:
Reports To: Fraud Investigation Supervisor
Levels to D.M.: 6
Job Description: [022PS70](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-I2 175

Creativity/Problem Solving

29% 50

Responsibility

R1 57

TOTAL JOB POINTS

282

Comments on Role

Reporting to the investigation and review supervisor, and receiving functional supervision from a senior investigator, this position assists in the investigation of allegations of suspected program abuse. As a member of the investigation team, the position's main contribution to the organization is in the quality assurance and control of the expenditure of public funds in the provision of income support benefits to clients.

Comments on Evaluation

- Knowledge:**

Content:

- E-:** The position requires some theoretical and applied knowledge of the criminal investigation process to work in this assisting role that reflects the pull on the E, rather than an in-depth working knowledge level represented by the E. In addition to investigative skills, the position applies knowledge of criminal code procedures and a familiarity with the programs and services provided by the department.

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Complexity and Diversity:

- **I:** This position applies analytical and conceptual skills when assisting in the investigation of allegations of program abuse. Through this assistance and further coordination of projects, the position must understand the manner in which its work relates to the work of others resulting in the I rating.

Human Relations Skills:

- **2:** Well developed communication skills are applied to the investigative process. This goes beyond a straightforward exchange of information, as the position may deal with resistive clients. Skills associated with assertiveness and persuasion are routinely applied.
- **Creativity/Problem Solving:**

29%: The lower of the two rating options reflects the assisting role of the position. Diverse situations result in the position's latitude to determine the approach to use. The position, however, has ready access to assistance from the Supervisor and Fraud Investigator within the organizational unit

- **Responsibility:**

R1: The Assistant Fraud Investigator is not authorized to make final decisions. This is a delivery role that involves some development of recommendations.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 022PS70

Identification Section

Working Title:	Assistant Fraud Investigator
Department:	Human Services
Division, Branch/Unit:	Delivery Services, Investigation and Review
Reports To:	Fraud Investigation Supervisor
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the investigation and review supervisor, and receiving functional supervision from a Fraud Investigator, this position assists in the investigation of allegations of suspected program abuse in the Income Support program.

The legislative authority to do the work is derived from the Income and Employment Supports Act, Regulations and Policies.

The legal authority is derived from the Peace Officer Act and regulations, The Criminal Code of Canada, The Canada Evidence Act, and The Charter of Rights and Freedoms.

As a member of the investigation team, the position's main contribution to the organization is in the quality assurance and control of the expenditure of public funds in the provision of income support benefits to clients.

Responsibilities and Activities

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(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Assists in the investigation of alleged program abuse

Activities:

- reviews income support files
- obtains and reviews evidence to recommend further courses of action to senior investigator
- documents the progress of the investigation
- writes concluding reports and identifies areas for improvement in case management practices
- determines, calculates and electronically enters overpayments into the automated system
- completes recovery agreements with clients, as required

2. Learns the processes in laying criminal charges according to the Peace Officer appointment and the authorities contained therein.

Activities:

- prepares documentary evidence to support a criminal charge
- interviews suspects (according to the Canadian Charter of Rights and Freedoms and FOIPP)
- interviews witnesses
- prepares court briefs, and refers the case to the crown prosecutor's office in Alberta Justice

3. Coordinates special projects as assigned, upon recommendations and approval from site and regional management.

Activities:

- develops the mechanisms to coordinate the project and tracks the status to determine ongoing utility
- monitors the direct cost savings (potential financial losses) to the division
- develops expertise in specific areas to provide expert opinions
- performs "locate" activities for Child Support Services staff (locating respondents related to child maintenance payment responsibilities)
- leads the post audit activities associated with the ARC (automated reporting for clients) pilot, and makes recommendations for process adjustments to ameliorate financial loss

4. **Represents the department in court**

Activities:

- provides the court with expert witness testimony on the Income Support program and its delivery
- enters evidence respecting the delivery office files describing the deprivation and the methods used in calculating the overpayments
- prepares witnesses prior to and during the court to ensure the provision of reliable and credible testimony

5. **Provides support services to delivery office staff**

Activities:

- attends appeal hearings when requested by delivery staff
- provides support to the eligibility determination process for issuing financial benefits
- provides input on forms content
- liaises with other government offices and enforcement agencies
- educates delivery staff about prevention/ deterrence strategies in the administration of financial benefits

6. **Team membership**

Activities:

- participates in the development of the yearly worksite business plan
- participates in unit meetings to discuss issues, share information
- promotes a supportive working relationship with service delivery sites in the Edmonton Region

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Impacts the Edmonton Region in the Department of Employment and Immigration. This work promotes recipient accountability and builds public confidence in the expenditure of tax dollars.

Information obtained during investigation uncovers areas for administrative practice improvements at the district office level.

Observations made during the course of the fraud investigation promote the department objective of preventing and reducing financial errors.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Requirements:

- Completion of a related degree or equivalency; diploma and some related experience.

Knowledge:

- Knowledge of the judicial and court systems.
- Familiarity with relevant legislation.
- Ability to successfully complete the academic requirements for Peace Officer appointment from the Solicitor General's Department.

Skills:

- Ability to interview resistant suspects/witnesses, understand human behavior and obtain appropriate information to build a case.
- Ability to modify and develop investigative techniques to deal with environmental and cultural differences.
- Ability to qualify as Commissioner for Oaths.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- E&I Delivery staff in the typical course of the fraud investigation to determine client circumstances

- Utility company personnel to verify residential, payment circumstances
- Municipal government licensing, housing, registry personnel to verify allegations contained in the complaint
- Delivery staff in cross government departments to verify family composition details, financial circumstances
- Landlords, other property representatives to verify accommodation circumstances
- Social Services agency personnel to corroborate and acquire information
- Day Care and educational institution personnel to verify family circumstances needed for the investigation
- Employers

Assistant Fraud Investigators routinely assist the lead investigator to the concluding stage of the investigation. As a result there is regular exposure to all the contacts of the higher level work. The less complex information acquisition activities are assigned to the assistant whereas the more complicated work with other policing agencies and banking personnel are not. The primary difference in the roles is the accountability for the investigation lays with the senior level investigator who oversees all aspects of the investigation. As the assistant develops the required competencies, more complicated work is assigned.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 022PS76

Identification Section

Working Title: Land Use and Environmental Research Analyst
Department: Agriculture and Forestry
Division, Policy, Strategy and Intergovernmental Affairs
Branch/Unit: Division, Policy Coordination and Research Branch
Reports To: Branch Head, Policy Coordination and Research
Levels to D.M.: 4
Job Description: [022PS76](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E11 175

Creativity/Problem Solving

33% 57

Responsibility

C1 50

TOTAL JOB POINTS

282

Comments on Role

This position is responsible for activities related to the Policy Coordination and Research Branch. Work involves updating the Ministry's Land Use Monitoring Study and support for on-going work in the areas of land use planning, bio-diversity, climate change, environmental goods and services, traceability, emergency management, business continuity and pandemic preparedness planning. This position undertakes research and data collection, the analysis of information, the development of draft departmental positions, and report writing.

Comments on Evaluation

- Knowledge:**

Content:

- E:** The Land Use and Environmental Research Analyst requires a general understanding of Agriculture and Land Use planning systems in Alberta. Position requires theoretical knowledge of the agriculture industry in the context of land use planning, climate change and

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environmental trends. It applies research and analytical techniques and requires report writing skills. These experiences and skills would be learned from completion of post-secondary studies.

Complexity and Diversity:

- **I:** Position must have an understanding of how the research and analysis it conducts relates to the work of senior members within the Policy Secretariat Branch. Position may be required to present research and information for a variety of other employees/initiatives within the department and industry clients, who are requesting information.

Human Relations Skills:

- **1:** This position communicates for information exchange and information gathering purposes only. It is not required to deal with situations of conflict and is not required to negotiate with or influence others.
- **Creativity/Problem Solving:**

33%: The position is responsible primarily for data collection and analysis, and may be involved in developing recommendations or ideas for further discussion with management. The Land Use and Environmental Research Analyst conducts standard data collection and analysis, with precedents to follow for briefing notes and reports. The research assignments and preparation of briefings are known. Within the context of these assignments, this position must determine the most appropriate approach and practice to use to achieve results. Performs analysis, reasons and draws inferences from data to assist in developing recommendations on policy.

- **Responsibility:**

C1: The position is focused on research and analysis. Methods for the Land Use Monitoring Study are predefined. Findings of research conducted by the position may support current department initiatives, or influence future development of priorities.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 022PS76

Identification Section

Working Title:	Land Use and Environmental Research Analyst
Department:	Agriculture and Forestry
Division, Branch/Unit:	Policy, Strategy and Intergovernmental Affairs Division, Policy Coordination and Research Branch
Reports To:	Branch Head, Policy Coordination and Research
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position is primarily responsible for activities related to the Policy Coordination and Research Branch. Work involves updating the Ministry's Land Use Monitoring Study and providing support for ongoing work in the areas of land use planning, bio-diversity, climate change, environmental goods and services, traceability, emergency management, business continuity and pandemic preparedness planning. This position undertakes research and data collection and the analysis of information, development of draft departmental positions and report writing.

This position must coordinate responsibilities across the Ministry and with other government departments. The position requires professional and mature judgement when faced with potentially politically sensitive issues.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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1. **Responsible for assimilating data collected on agricultural land use changes from provincial and municipal governments:**

Activities:

- Coordinate project or directly undertake data collection or provide advice to cooperating agencies for them to collect data and compile information on additions and deletions to the agricultural land base for a specified period of time into a database. Templates exist to support data collection work at municipal offices and provincial departments.
- Interpret information from computer files into analysis, tables, and graphics presentation for report preparation.

2. **Responsible for internet-based research:**

Activities:

- Research to provide support to strategic initiatives such as agriculture-specific land use planning, bio-diversity in agriculture, species at risk, climate change, environmental goods and services, traceability, emergency management, business continuity and pandemic preparedness planning.
- Collect information regarding initiatives across Canada and leading jurisdictions around the world.

3. **Responsible for preliminary report writing, drafting of Briefing Notes, Ministerial Advice and external correspondence:**

Activities:

- Based on information collected, prepare reports for review and approval of project managers.
- Draft Agriculture and Food Land Use Monitoring report. This study should be updated every five years.
- Draft Ministerial Advice, Briefing Notes on issues related to research work.
- Draft response for Action Requests, to address industry concerns regarding issues arising from data collected.

4. **Responsible for general assistance to supervisors in activities related to food safety and resource policy issues:**

Activities:

- Support preparation of presentations on research findings for government and industry stakeholders.
- Identify and monitor important land use/environmental trends, generate new ideas for discussion with managers.
- Develop an in-depth understanding of issues related to each area of research responsibilities.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Land Use Monitoring Study – supports Ministry response to potential GoA Land Use Framework recommendations.

Environmental Goods and Services – supports Ministry’s contribution to GoA priority. Work will support the Institute of Agriculture, Forestry and the Environment in developing work plans for the cross ministry initiative, including pilot projects. Information will be shared with other ministries to assist them in policy development.

Climate Change – supports Ministry’s contributions to GoA priority. Climate change impacts upon agriculture and society at large need to be analyzed in both the Alberta and agricultural context. Strategies for adaptation to climate change in Alberta need to be identified and implemented effectively for the agriculture industry.

Traceability – International legislative/regulatory and policy development work related to Strategic Management Team. This work supports work on Ministry priority on Food Safety and Market Access initiative.

Emergency Management Planning – need to assist in the development of a comprehensive broad Consequence Management Plan for ARD. Work is also needed to better coordinate and document a wide range of specific emergency roles and responsibilities for senior managers. This work links into the ministry’s Business Continuity Planning system.

This position is based in Edmonton, but may require considerable travel within the City of Edmonton and around the province to visit municipal planning offices in support of data collection work for the Land Use Monitoring study.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Degree in Agriculture, Environmental Sciences, research, land use/resource planning, or related field or equivalent combination of education and related experience.
- General understanding of Alberta's agriculture, natural resources and land use planning systems is preferred.
- Knowledge of prairie farming systems, environmental issues and resource interests that compete with agriculture.

Skills:

- Research, data collection, analytical and report writing skills. Generalist skills preferred over single specialization.
- Computer skills – word processing, databases, spreadsheets, Internet based research, PowerPoint, e-mails.
- Excellent communication skills – written and verbal, must understand political sensitivity of certain information.

Abilities:

- Must be able to work independently or as part of a team.
- Good interpersonal skills, must be able to work and interact with a wide range of people across the province.
- Able to handle multiple projects or tasks with a variety of deadlines and responsibilities.
- Able to consider cause and effect situations, determine inter-relationships between collected information.
- Excellent analytical and critical thinking abilities, able to develop recommendations and conclusions.

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position must develop and maintain contacts with a wide range of stakeholders within Alberta Agriculture and Food as well as other provincial government departments, municipal governments, the government of Canada and industry.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 022PS41

Identification Section

Working Title: Intergovernmental Officer
Department: Economic Development and Trade
Division, Canadian Intergovernmental Relations/Social and
Branch/Unit: Economic Policy/Social Policy
Reports To: Associate Director, Social Policy
Levels to D.M.: 5
Job Description: [022PS41](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E11 175

Creativity/Problem Solving

33% 57

Responsibility

C1 50

TOTAL JOB POINTS

282

Comments on Role

In order to give support to the Ministry's core business of providing strategic advice and policy analysis, analyzing and disseminating information, coordinating Alberta's policies and activities, and advancing Alberta's interests (as outlined in the Ministry Business Plan), this position monitors political developments in social policy, and reports to an Associate Director of the Social Policy team.

Also within the framework of the Ministry Business Plan, the Intergovernmental Officer works with the entire Canadian Intergovernmental Relations Section to pursue a consistent and coordinated approach to the province's intergovernmental agenda. This includes pursuing effective participation by Alberta in the federation, working to achieve a federal system that better serves Albertan's needs, and attaining effective leadership by Alberta that supports a strong and united Canada.

Comments on Evaluation

Knowledge:

Content:

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- **E:** Supports professional research and analysis that requires knowledge of research methodologies, data analysis and recommendation preparation, acquired through post-secondary preparation. Position must have an understanding of the goals of the department and of Alberta in relation to issues of federalism and the constitution. Position also requires a thorough understanding of the Canadian political system and political developments relating to Quebec.

Complexity and Diversity:

- **I:** Position works directly with Ministry staff providing advice and support in a complex field. It is required to have a good understanding of how the work performs impacts or is impacted by others. Work includes the coordination of high level meetings. Position does not have supervisory responsibilities and does have on-site management support.

Human Relations Skills:

- **1:** Position requires well-developed communication and interpersonal skills to perform effectively at the provincial/federal level, however, the purpose of the contact is primarily to request, exchange or clarify information. Information is generally used internally and does not need to be translated for use outside of the field.

- **Creativity/Problem Solving:**

33%: The research assignments and preparation of briefings are known. Within the context of these assignments, this position determines the most appropriate approach and practice to use to achieve results. Performs analysis, reasons and draws inferences from data to develop recommendations and input to policy.

- **Responsibility:**

C1: Primary focus is on research, analysis and the development of recommendations or information materials. The position has some program support role, however, it does not dominate the role.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 022PS41

Identification Section

Working Title:	Intergovernmental Officer
Department:	Economic Development and Trade
Division, Branch/Unit:	Canadian Intergovernmental Relations/Social and Economic Policy/Social Policy
Reports To:	Associate Director, Social Policy
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

In order to give support to the Ministry's core business of providing strategic advice and policy analysis, analyzing and disseminating information, coordinating Alberta's policies and activities, and advancing Alberta's interests (as outlined in the Ministry Business Plan), this position monitors political developments in social policy, and reports to an Associate Director of the Social Policy team.

Also within the framework of the Ministry Business Plan, the Intergovernmental Officer works with the entire Canadian Intergovernmental Relations Section to pursue a consistent and coordinated approach to the province's intergovernmental agenda. This includes pursuing effective participation by Alberta in the federation, working to achieve a federal system that better serves Albertans' needs, and attaining effective leadership by Alberta that supports a strong and united Canada.

Responsibilities and Activities

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(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Provides intergovernmental monitoring and liaison, in support of the core business areas of strategic advice, policy analysis, and information analysis and dissemination, as identified in the Ministry's Business Plan. Particular attention is paid to social policy issues.**

Activities:

- Monitors media sources, federal and provincial government announcements, Ministerial speeches, and legislative proceedings for knowledge of events that shape the intergovernmental environment. Discerns trends and their political implications for Alberta.
- Ensures that the government is aware of and therefore in a position to respond to intergovernmental political developments.
- Updates the Social Policy team, as well as other interested members of the Canadian Intergovernmental Relations Section, on recent developments in social policy issues.
- Monitors the ongoing activities and positions of the Canadian governments and political parties at the provincial and federal level, with respect to social policy.
- Maintains relationships with Alberta ministries involved in social policy issues.

- 2. Provides support to various members of the Ministry.**

Activities:

- Prepares draft responses to correspondence received from the public by the Minister of International and Intergovernmental Relations and by the Premier of Alberta, with a view to ensuring that a response is sent within a reasonable limit of time, and to maintaining positive government-citizen relations.
- Provides government information and communicates Government of Alberta positions in response to public inquiries.
- Provides support as requested to other members of the Social and Economic Policy, Intergovernmental Coordination, and Federal/Provincial Relations teams. Provides input as to trends and their implications.
- Disseminates information both through oral briefing and using a variety of writing structures, including briefing notes, letters, memos, summaries, speaking notes, tables, and visual diagrams.

- 3. Assist the Section with its role in coordinating Alberta's participation in intergovernmental meetings and conferences, including Council of the Federation meetings, the Western Premiers' Conference, First Ministers' Meetings, and other intergovernmental meetings. This helps to ensure effective participation by Alberta**

in the Canadian federation, in keeping with the Ministry's Business Plan goals of securing benefits for Alberta as an equal partner in a revitalized, united federation and ensuring that Alberta's priorities and interests are advanced at intergovernmental meetings of Ministers and officials.

Activities:

- Prepares draft issue updates and briefing materials.
- Drafts related speaking notes for the Minister and other members of government.
- Coordinates and organizes briefing materials.
- Gathers and organizes information from line ministries concerning Alberta's priorities on sectoral issues.
- Seeks input from other governments on their objectives and priorities for upcoming conferences and meetings.
- Conducts follow-up to conferences/meetings (i.e. informs line ministries and other governments of outcomes, status of follow-up activities, and directions for future work).

- 4. Participates in the Ministry's Business Plan strategy of developing policy recommendations and strategies with regards to social policy and other related issues as they emerge. Ensures that accurate and up-to-date background information is readily available if requested by other staff members or government, and also helps to provide a broader understanding of social policy issues as the Ministry develops a vision and principles for Alberta's role in the federation.**

Activities:

- Initiates, undertakes, and assists with related research projects.
- Keeps abreast of relevant academic proposals and commentaries and, if necessary, provides summaries and analysis of these materials to support the development of Alberta's response and position.
- Follows issues and trends which may be of concern to the government in the present and future.
- Summarizes books, academic articles, government releases, and other documents.
- Analyses federal and provincial initiatives for their implications on Alberta.
- Drafts briefing materials.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Works directly with Ministry staff, providing requested advice and support to advance Alberta's intergovernmental policy goals.

Assists with interdepartmental work resulting in better coordination of overall provincial initiatives through cross-ministerial information exchange, environmental scanning, and strategic planning.

Contacts other officials in Alberta ministries as required to coordinate an Alberta response to any number of public policy issues (e.g. coordinating responses on Action Requests).

Interacts with federal and provincial counterparts to exchange information and coordinate activities, with the aim of advancing Alberta's intergovernmental interests.

Contacts members of the academic community to arrange meetings on issues relating to Canadian public policy.

Occasional contact with the general public to discuss and provide information on intergovernmental issues.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Thorough understanding of the Canadian federal system of government, including the Canadian political system, operation of Canadian political institutions, and political processes (generally requiring at least an undergraduate degree in Political Science, Canadian Studies, or a related discipline).
- Thorough knowledge of the Canadian Constitution (particularly as it relates to division of powers).
- Knowledge of the Canadian intergovernmental relations environment, and awareness of jurisdictional issues, emerging issues and current events impacting intergovernmental relations.
- Knowledge of academic research techniques.
- Ability to undertake multi-disciplinary research and analysis of public policy, using a variety of resources and analytical tools.
- Ability to analyze current events and discern trends that will have implications for Alberta.
- Capacity to provide original analysis and creative thought in the development of strategic options and policy recommendations.

- Excellent writing skills and the ability to present information in a clear, concise, and accurate manner.
- Strong interpersonal skills focusing on the ability to communicate effectively (verbally and in writing) with individuals at different levels of government, in the private sector, and from the general public.
- Well-developed facilitation, influencing, and team-building skills.
- Well-developed organizational, prioritization and time management skills.
- Ability to work both individually and in a team environment.
- Ability to meet tight deadlines.
- Ability to take initiative.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Internal

- Alberta Ministries i.e. Employment and Immigration; Children and Youth Services; Seniors and Community Supports; Tourism, Parks and Recreation
- Ministry staff

External

- Federal/Provincial/Territorial governments: all counterpart Ministries (dealing with intergovernmental and social policy issues) in all F/P/T jurisdictions
- Broader, secondary impact on all Ministry clients, where federal-provincial initiatives and funding arrangements impact Ministries' programs and services

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No supervision exercised.

Last Review / Update: 2016-03-11

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Subsidiary 2

Benchmark Evaluation - 022PS40

Identification Section

Working Title: Research and Policy Analyst
Department: Advanced Education
Division, Post Secondary Excellence, System Capacity
Branch/Unit: and Development
Reports To: Director, Policy Research and Analysis
Levels to D.M.: 4
Job Description: [022PS40](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E11 175

Creativity/Problem Solving

33% 57

Responsibility

C1 50

TOTAL JOB POINTS

282

Comments on Role

This position supports the planning and development of policies and programs that promote an accessible, affordable, and high quality advanced education system by assisting the executive director, director, and sector managers in the provision of business research and analysis (including qualitative and quantitative analysis) to support program design and policy development initiatives. The Research and Policy Analyst works within a highly flexible team environment. This position performs research and analysis of information, data, legislation and regulations as well as the preparation and provision of information and recommendations. Analysis includes the development of costing and funding models, review of survey results, and impacts of policy options. Position identifies issues, analyzes relevant information, supports environmental scanning exercises, initiates and coordinates survey responses, and provides value-added information in a timely manner.

Comments on Evaluation

- Knowledge:**

Content:

- E:** This position performs professional research work that requires university graduation in a related area. Theoretical knowledge is required in the area of research methodologies, data

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analysis and recommendation preparation, gained through academic studies supporting the E rating. The position must have a comprehensive understanding of the goals of the department, divisional objectives, as well as their specific areas of research specialty.

Complexity and Diversity:

- **I:** Responsibilities of this position include the facilitation and co-ordination of branch research activities and the provision of information and advice internal and external to the department within their area of specialty.

Human Relations Skills:

- **1:** This position requires effective communication in the exchange of information at the provincial/territorial working level as well as with stakeholders.
- **Creativity/Problem Solving:**

33%: The research assignments and preparation of briefings are known. Within the context of these assignments, this position must determine the most appropriate approach and practice to use to achieve results. This position performs analysis, reasons and draws inferences from data to develop recommendations on policy. Rating of 33% is appropriate as the focus of the position is primarily analysis and making recommendations rather than developing new procedures, alternatives or policy as seen at 38%. Objectives are clearly outlined and assistance available from senior policy officers and management.

- **Responsibility:**

C1: Primary focus of this position is of research and analysis of shorter term projects and assignments, resulting in C1 rating.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 022PS40

Identification Section

Working Title:	Research and Policy Analyst
Department:	Advanced Education
Division, Branch/Unit:	Post Secondary Excellence, System Capacity and Development
Reports To:	Director, Policy Research and Analysis
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position will assist the executive director, director, and sector managers in the provision of business research and analysis (including qualitative and quantitative analysis) to support program design and policy development initiatives. The research and policy analyst will work within a highly flexible team environment. The individual will assist with the development of research, policy, and performance measurement frameworks for the ministry and develop business policy options that balance competing priorities and support established goals and principles. Analysis includes the development of costing and funding models, review of survey results, and impacts of policy options. The individual will identify issues, analyze relevant information, support environmental scanning exercises, initiate and coordinate responses, and provide value-added information in a timely manner. The position assists in the planning and development of policies and programs that promote an accessible, affordable, and high quality advanced education system.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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1. Provide information, analysis, and advice that will assist in the planning and development of advanced education policies and programs that support divisional and ministry goals.

Activities:

- Analyze, and evaluate data and other information on advanced education issues drawn from a diverse range of sources, including statistical databases, legislation, policy documents, technical reports, and administrative and academic journals.
- Develop costing and statistical models to provide hypothetical fund allocations, enrolment changes, and other outcomes for various policy and program design options, including cost-effectiveness analysis.
- Interpret and apply findings by developing recommendations and identifying alternate courses of actions and their implications for advanced education programs and policies.
- Participate in division-wide projects to ensure thorough analysis of issues and the employment of proper research methods.
- Prepare action requests and briefings in response to DM/ADM requests as well as in response to news reports and release of major research studies.
- Assist in the development of research reports, position papers, and other types of documents on advanced education issues, policies, and programs.

2. Develop and maintain policy-related information for the department and provide updates on the status of the advanced education system in Alberta.

Activities:

- Support the development and reporting of department performance measures.
- Develop status/profile reports on the advanced education system, including inter-provincial comparisons, trends in cost and enrolment, and the impact of policy decisions.
- Be an expert user of the financial, enrolment, and key performance indicator information systems.

3. Engage in environmental scanning to help inform the planning and development of advanced education policies and programs.

Activities:

- Identify significant public sector policy shifts and identify those that may have an impact on the advanced education system.
- Identify emerging issues and trends in advanced education and their potential impacts on division policies and programs.

- Research advanced education policies and practices in other jurisdictions.
- Seek out, critically review, and synthesize new and existing literature on advanced education from a variety of sources (e.g. academic journals, administrative publications, government studies, books, newspapers).

4. Liaise with other branches, divisions, ministries, and governments to support frameworks for environmental scanning, program development and re-design and research and analysis.

Activities:

- Collaborate with other branches, divisions, ministries, and governments in conducting research and analysis to ensure thoroughness and consistency in the development of advanced education programs and policies.
- Coordinate and respond to requests for information about advanced education policies and programs from other divisions, ministries, jurisdictions and stakeholders.
- Represent the department's perspective on various committees, teams, and working groups.

5. Disseminate information on advanced education systems to department managers and others to support informed planning and decision making.

Activities:

- Ensure appropriate managers are informed of emerging trends and issues that may have an impact on the advanced education system.
- Ensure appropriate managers are informed of activities in other divisions, ministries, and levels of government that may affect advanced education policies and programs.
- Ensure appropriate managers are informed of policies and best practices in other jurisdictions.
- Ensure appropriate managers are informed of new theories and practices in the administration of advanced education.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The focus is to provide information, analysis, and advice on a broad range of advanced education issues to ministry department managers. The position requires a wide array of research skills. The information and advice will influence the direction, design, and implementation of advanced education policies and programs, which can directly affect post-secondary education institutions, learners, and other stakeholders. The position requires a high degree of flexibility in working with various groups and players, primarily internal and some external to the department, to ensure that collaborative processes are carried out and that timelines & goals are met.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The position requires the following:

- Undergraduate degree with experience in public policy analysis.
- Knowledge of advanced education legislation, including the *Post-secondary Learning Act, Student Financial Assistance Act, Access to the Future Act, Alberta Centennial Education Savings Plan Act, Private Vocational Schools Act, and the Alberta Heritage Scholarship Act.*
- Theoretical knowledge of socio-economic, political and post-secondary education issues.
- Knowledge, and experience with the application of both qualitative and quantitative research methods and data analysis.
- Ability and skills required to apply costing and statistical tools effectively.
- Ability to understand and articulate issues with broad social and political implications.
- Ability to analyze information and make recommendations based on findings.
- Ability to access and manipulate statistical databases.
- Ability to work independently as well as in a team environment.
- Excellent verbal, written, and presentation skills. High proficiency in Microsoft Office applications such as Word, Excel, and Outlook. Familiarity with MS Access and SPSS is beneficial.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Executive Director – strategic direction and information source

Director, Advanced Education Policy – strategic and tactical direction, immediate supervisory direction and project assignment

Senior Research and Policy Analyst and other coworkers within the work unit – information source, team based projects

Other Divisional staff – input, suggestions, ideas and information

Division staff – ensuring Division needs are being addressed in a timely and effective fashion

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

There are no supervisory responsibilities with this position.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 022PS75

Identification Section

Working Title: Program Officer
Department: Seniors and Housing
Division, Seniors Services Division; Client and Information
Branch/Unit: Services Branch; Seniors Information Services Unit
Reports To: Manager, Seniors Information Services
Levels to D.M.: 4
Job Description: [022PS75](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

D+I2 175

Creativity/Problem Solving

29% 50

Responsibility

R1 57

TOTAL JOB POINTS

282

Comments on Role

The Program Officer researches, develops, and delivers information and programs, services and initiatives that support the independence and well being of about 370,000 seniors in Alberta. The three major responsibility components of the position are:

- Developing and overseeing province-wide annual programs and events including the Seniors Services Conference and the Minister's Seniors Services Awards.
- Overseeing the production, development and delivery of ministry publications such as the Seniors Programs and Service Information Guide, Directory of Seniors Organization in Alberta, and Saying Farewell booklet.
- Providing a variety of program information support to the branch and division.

Comments on Evaluation

- **Knowledge:**

Content:

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Classification: Public



- **D+:** The position requires specialized skills in program development and delivery, project management, research, communications and community relations. In addition, the position requires knowledge of federal, provincial and municipal programs and services available to seniors and issues affecting seniors in Alberta. This knowledge is acquired through related post secondary training as well as extensive on-the-job senior administrative level experience, resulting in a D rating. The push on the D is to recognize the broader/deeper knowledge of programs and services required in order to research, develop and deliver information and programs. This type of work, however, is not recognized at the E level where greater latitude for decision making and more complex work is expected.

Complexity and Diversity:

- **I:** This position requires project management skills to coordinate province-wide events and publications for Alberta seniors from start to finish, ensures deadlines are met and oversees all processes including promotion, selection of partners, venues, agendas, and ministerial briefings and correspondence. It must have an understanding of how its work relates to the work of others within the branch and division, resulting in the I rating.

Human Relations Skills:

- **2:** Work requires skills in working effectively with various ministry program staff and externally with seniors and community organizations to ensure that events run smoothly and efficiently. The position also requires well developed communication and facilitation skills to work effectively with a variety of external designers, printers, vendors and keynote speakers, leading to a 2 rating.
- **Creativity/Problem Solving:**

29%: Problems and solutions encountered in this position are known and found within a body of knowledge and experience. However, the position is required to apply judgement in some variable situations and has latitude in determining how objectives and priorities relating to promotions and events for Alberta Seniors are accomplished.

- **Responsibility:**

R1: The primary role of this position is program and service delivery to the seniors' population of Alberta.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 022PS75

Identification Section

Working Title:	Program Officer
Department:	Seniors and Housing
Division, Branch/Unit:	Seniors Services Division; Client and Information Services Branch; Seniors Information Services Unit
Reports To:	Manager, Seniors Information Services
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Program Officer researches, develops, and delivers information and programs, services and initiatives that support the independence and well-being of seniors in Alberta. The Program Officer plays a significant role in supporting Core business goal five, strategy 5.1: “Assist individuals and families in accessing information and navigating community resources.” The Program Officer reports to the Manager of the Seniors Information Services section and is required to work with other Program Officers within the section to deliver expected outcomes.

The Program Officer is directly responsible for developing and overseeing annual programs and events that are provincial in scope such as the Seniors Services Conference and the Minister’s Seniors Services Awards. These events require project management skills to coordinate the event from start to finish, ensure deadlines are met, oversee all processes including promotion, selection of partners, venues, and agendas, preparing ministerial and other correspondence, and working with various individuals and organizations to ensure the event runs smoothly and efficiently.

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Classification: Public

The logo for the Government of Alberta, featuring the word "Alberta" in a stylized, cursive font with a small square icon to the right.

The Program Officer oversees the production, development, and delivery of ministry publications such as the *Seniors Programs and Services Information Guide*, *Directory of Seniors' Organizations in Alberta*, and *Saying Farewell* booklet.

The Program Officer provides branch and division support in a variety of ways including preparing ministerial and other correspondence, contributing to and preparing annual reports and business plans, coordinating performance measures, participating on committees and contributing and assisting with other divisional projects as required. The Program Officer also oversees the Information Distribution area by providing training, developing manuals, and maintaining a directory of division stakeholders.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

Program Development

The position is responsible for ensuring provincial programs are planned, developed and executed in accordance with division priorities and expectations.

1. Annual Events

Program Officers are responsible for two major annual events that are provincial in scope. The Seniors Services Conference attracts approximately 225 delegates from across the province. The Minister's Seniors Service Awards is a recognition initiative on behalf of the ministry

Activities:

- Develop partnerships with outside agencies.
- Liaise with all levels of government officials.
- Oversee the event from start to finish while ensuring ministry standards are maintained.
- Ensure timelines and budgets are met.
- Work with partner and other external organizations to plan all aspects of events, including selection of venue, agenda, vendors, sponsors and displays.
- Work with designer and printer to develop all event materials.
- Develop distribution plan and coordinate mailout of event materials.
- Organize participant travel and accommodations and prepare expense claims.
- Prepare ministry correspondence for approval and ensure they are sent out in a timely manner.

- Coordinate with Communications Branch to provide information for the public such as speaking notes and media releases.
- Work with committees and chair to coordinate, facilitate and lead meetings.
- Develop searchable database to manage information from current and past events.

Information Development

The position is responsible for the development, editing and distribution of information resource materials that provide accurate and timely information on the programs and services available to Alberta seniors.

1. Ministry Publications

Current publications include the *Seniors Programs and Services Information Guide*, *Directory of Seniors' Organizations in Alberta* and the *Saying Farewell* guide, as well as, various brochures such as *Quick Fact*, *Funding Opportunities for Seniors Organizations* and *Seniors Information Services Offices*.

Activities:

- Research content for each publication.
- Obtain necessary updates from both internal and external sources.
- Oversee, research and compile information for the production of the publication.
- Tender and select vendors for design and printing of each publication.
- Work with the Communications Branch, designers and printers throughout the project.
- Edit and proofread publications throughout the approvals process.
- Ensure timelines and budget expectations are met.
- Consider the unique needs of target audience and ensure all print material is senior friendly.
- Create information resources using the appropriate software as necessary.
- Assist with the development of a strategy to update and review ministry website content and request changes where required.

Branch and Division Support

The position supports the Branch in a variety of ways.

- Coordinate an effective quality assurance system that reports on satisfaction rates of select branch services and common service standards across government.
- Produce the branch business and human resource plans to align the branch with ministry goals and priorities.
- Prepare branch reports and coordinate submissions to ministry quarterly and annual reports.

- Prepare ministerial correspondence, briefing notes, and other correspondence within the departments mandates.

1. Performance Measures

Activities:

- Select a suitable candidate to administer performance measure surveys.
- Determine timelines in collaboration with director and section heads.
- Develop instructional handouts to train staff conducting surveys.
- Create documents (in Access and Excel) to record and calculate results.
- Document and perform quality control of recorded data.
- Prepare and provide information such as targets, methodology and results for reports.
- Provide results and analysis to management and to appropriate section heads.
- Meet with auditors to address questions and concerns.

2. Planning and Reporting

Activities:

- Work with section heads and management to compile, interpret and analyze statistical data for the Branch Annual Report.
- Assess and modify templates or develop a suitable format for branch planning.
- Work with the applicable branch representatives to acquire the needed input to complete the plans (such as Strategic Human Resources).
- Prepare the branch annual report.
- Prepare branch organization charts.

3. Prepare ministerial correspondence

Activities:

- Prepare accurate and timely responses to ministerial assignments such as action requests, information requests, and briefing notes for the signature of the Minister, Deputy Minister, and Assistant Deputy Minister.
- Research and compile information.
- Collaborate with both internal and external organizations.
- Enter and edit information within the ARTS system.

Information Distribution

The position oversees the Information Distribution area which is responsible for the delivery of information and printed materials to seniors and other provincial stakeholders.

- Coordinate the timely delivery of information materials and financial applications.
- Provide direction through training and updates on work routines, policies and procedures.
- Develop and update a reference manual of daily activities.
- Delegate and set priorities.
- Develop and create documents for:
 - Keeping daily statistical data
 - Tracking requests for select publications
 - Mass distribution plans
 - Mailing lists of key stakeholders.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Program Officer plays a lead role in the design, printing and distribution of all Client and Information Services Branch publications. These publications are a primary source of information for the approximately 370,000 seniors in Alberta, their caregivers and families. More than 50,000 copies are distributed annually, having a direct affect on the independence and well-being of the client group.

The Program Officer is directly responsible for coordinating two of the ministry's key annual events which both have a direct impact on the recognition and support of seniors' service providers:

- The Seniors Services Conference is an annual two day conference that provides information to provincial service providers
- The Minister's Seniors Service Awards recognize the efforts of individuals that volunteer their time to help seniors across the province.

The Program Officer regularly works with officials from all levels of government as well as seniors' organizations and other external agencies.

The position functions with considerable independence, requiring superior problem solving skills and independent thought. The Program Officer uses personal judgment to set and change priorities or deadlines. Creative solutions are encouraged and supported.

The position requires have extensive knowledge of policies, procedures, and technical aspects of all division programs.

The position must have a good understanding of federal and provincial income support programs, housing, health services and other programs and services of interest to seniors.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Undergraduate degree in social sciences or similar field.
- Experience in developing and coordinating educational materials or research materials.
- Above average writing/editing skills and the ability to adapt material to different formats and audiences (ministerial correspondence, business planning, public information resources).
- Excellent knowledge of research techniques (compile, interpret, and disseminate information for internal and external use).
- Excellent verbal and interpersonal communication skills.
- Strong aptitude for independent decision-making and the ability to be creative and self-directed.
- Excellent organizational, prioritization, and time management skills.
- Project management skills and the ability to manage several tasks concurrently.
- The Program Officer must have knowledge of the following Acts and Regulations:
 - Alberta Seniors Benefit Act, Freedom of Information and Protection of Privacy Act, Government Accountability Act, and well as expenditure and contract processes.
- The Program Officer is regularly required to adapt to a changing work environment and manage multiple assignments at the same time.
- The position requires in depth knowledge of the federal, provincial, and municipal programs available to seniors; must be knowledgeable about a range of complex topics and be able to provide accurate and current information about issues affecting seniors in Alberta.
- The Program Officer must determine client expectations such as anticipating client need, interpreting legislation and regulations, and determining an appropriate course of action while considering existing policies and programs.
- Good knowledge and understanding of business goals and objective of the branch, division, department, ministry and Alberta Government.
- Thorough working knowledge of specialized computer databases: Alberta Seniors Benefits, Special Needs Assistance, Business Intelligence. A high level of understanding

of these databases is required to provide answers to clients who do not have an advanced knowledge of these systems.

- Advanced computer skills and working knowledge of software applications such as Microsoft Word, Excel, Access, Outlook, Power Point, and the Internet. Knowledge of page layout programs such as Indesign and Pagemaker is an asset.
- Understanding of government protocol and experience in customer service in a direct contact situation.
- Flexibility to work extended hours when required and the ability to cope with considerable pressure in a demanding work environment.
- Valid driver's license is required to travel to department functions and special events.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Internal

Branch	Division	Ministry
Seniors Information Line	ADM	Minister's Office
Seniors Information Services Offices	Client Records Management	Minister's Correspondence Unit
Information Distribution Area	Seniors Financial Assistance	Deputy Minister's Office
Manager	Special Needs Assistance	Communications Branch
Director	Dental and Property Tax Assistance	Seniors Advisory Council for Alberta
	Program Information Management	
	Seniors Policy and Planning Issues Management	

External

The program officer has contact with a variety of external contacts

- MLA offices, federal and municipal government offices
- non-profit agencies, FCSS offices, seniors organizations across the province
- designers, printers, vendors, photographers, musicians, keynote speakers

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No supervision exercised.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 022PS71

Identification Section

Working Title: Editor
Department: Education
Division, Accountability and Reporting, Learner
Branch/Unit: Assessment, Document Production
Reports To: Manager - Senior Editor
Levels to D.M.: 6
Job Description: [022PS71](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-I2 175

Creativity/Problem Solving

29% 50

Responsibility

B 50

TOTAL JOB POINTS

275

Comments on Role

Applying sound editorial knowledge and practice, the *Principles for Fair Student Assessment Practices*, and internal policies of Learner Assessment, the Editor evaluates all provincial examinations and tests and constructs solutions to problems within the examinations and tests in order to ensure that they meet the standards set out for readability, proper assessment techniques, and design of the finished product. The Editor also sets and enforces Learner Assessment editorial standards and collaborates with all professional staff in various stages of the examination/test development process in order to achieve the high standards of quality and error-free work that are a requirement of diploma examinations and achievement tests.

Comments on Evaluation

- **Knowledge:**

Content:

- **E-:** The Editor requires an understanding and application of theoretical knowledge acquired through completion of a degree or diploma in Journalism or Communication Arts. Requires an understanding and application of mechanical editing processes and branch editorial standards and procedures. Requires knowledge of printing processes, and branch, ministry

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Classification: Public



and government printing policies and procedures. The position is not rated an E due to the specific editing focus on provincial achievement examinations and tests.

Complexity and Diversity:

- **I:** This position functions under clear objectives and guidelines, working under copyright rules, the *Principles for Fair Student Assessment Practices* and FOIPP legislation and policies. Ensures editorial standards are met in the various stages of preparation of complex branch documents. High degree of coordination is necessary to handle multiple assignments and a diversity of clients.

Human Relations Skills:

- **2:** Required to influence behaviour and to be persuasive in meeting the editorial and printing needs of managers, program developers, editors, artists and desktop publishing operators. Requires the development of effective working relationships in order to meet diverse client needs while still maintaining branch and ministry editorial and printing standards and timelines.
- **Creativity/Problem Solving:**

29%: The position is required to meet diverse client needs while still maintaining branch and ministry editorial and printing standards and timelines. Handles changing work priorities by deciding upon appropriate procedures to apply. Develops new processes where required.

- **Responsibility:**

B: The Editor reviews examinations and tests to ensure they meet editorial standards and also assumes a consultative role requiring the coordination of a diversity of processes and client needs.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17/

Subsidiary 2 Benchmark Job Description - 022PS71

Identification Section

Working Title:	Editor
Department:	Education
Division, Branch/Unit:	Accountability and Reporting, Learner Assessment, Document Production
Reports To:	Manager - Senior Editor
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Applying sound editorial knowledge and practice, the *Principles for Fair Student Assessment Practices*, and internal policies of Learner Assessment, the Editor evaluates all provincial examinations and tests and constructs solutions to problems within the examinations and tests in order to ensure that they meet the standards set out for readability, proper assessment techniques, and design of the finished product. The Editor also establishes, enforces, and refines Learner Assessment editorial policy, contributes to the professional development of other professional staff, makes recommendations regarding the design and conceptualization of new and evolving examinations and test items, and acts as back-up for the preparation of examinations and tests for external printing.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **To ensure the readability of all examinations, tests, and Learner Assessment documents by**

Activities:

- identifying ambiguities, incoherencies, inaccuracies, errors in logic, and errors in semantics, and then applying specialized knowledge in order to find appropriate solutions to these problems;
- identifying errors in grammar, spelling, punctuation, verb tense, and format, and correcting them;
- communicating errors and editorial changes to desktop publishers and Examination Managers and Examiners;
- collaborating with other professional staff (psychometricians, translators, graphic artists) in order to enhance the development of examinations and tests;
- assigning revisions and rewriting to desktop publishers and Examination Managers and Examiners, and then monitoring and reviewing their revisions and rewriting.

2. **To establish, refine, communicate, and ensure consistent application of sound editorial practices by**

Activities:

- adapting editorial practices within Learner Assessment to editorial practices in the field;
- conducting research outside Learner Assessment to learn the most current nomenclature employed by subject organizations in a variety of fields;
- consulting, on an ongoing basis, a wide range of editorial practices in order to verify that Learner Assessment editorial policy is consistent with the most recent educational testing theories.

3. **To ensure that reliable and valid assessment techniques and standards are employed on all examinations and tests by**

Activities:

- evaluating the examinations and tests to verify that all items on them adhere to 1) the principles of sound testing; 2) the standards set by Learner Assessment for acceptable methods of formulating items on examinations and tests; and 3) the standards adopted by Learner Assessment for complying with the guidelines for *Recognizing Diversity and Promoting Respect*;
- making recommendations regarding the adaptability of examination and test items to French and media such as Braille, large print, audio, web format, or e-text.

4. **Working with Examination Managers , the Editor:**

Activities:

- facilitates group training sessions and seminars;
- explains errors, identifies ambiguities, and inappropriate structures and wording, and to oversee their revisions;
- provides appropriate language counsel;
- develops and keeps a manual of Learner Assessment standards and guidelines for use by all Examination Managers.

5. **To ensure that changes specified by Alberta Education (curriculum changes, changes to the examination/test models, or changes to the focus of examinations) adhere to existing assessment standards and editorial practices when implemented on examinations or tests by**

Activities:

- designing new examination/test formats;
- advising in the design of new types of questions to accommodate new material being assessed (e.g., curriculum changes; new numerical-response formats; introduction of boxed alternative format);
- re-conceptualizing the structure and internal coherence of examinations and tests (e.g., after the introduction of AOT items and after the introduction of context-based, STS questions).

6. **To prepare provincial examinations and tests for external commercial printing by**

Activities:

- ensuring that all copyright protocols have been followed;
- verifying that all examinations and tests meet final formatting standards.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The work of the Editor is broad in scope. Within Learner Assessment, the Editor works closely with desktop publishers and all Examination Managers and Examiners, as well as every

Director, as required. The work of the Editor is also diverse: it includes working across all subjects/courses that are assessed by Alberta Education (English language arts, social studies, mathematics, and all sciences) and working with Grades 3, 6, 9, and 12. This diversity requires the Editor to be knowledgeable in a variety of subjects at varying levels of difficulty, as well as to be creative and adaptable. Not only does the variety of work present great complexity, but so does the work itself: documents are scrutinized on a format level, a mechanical level, a semantic or logic level, and an assessment level. Simply applying theories and standards to examinations and tests does not permit the Editor to ensure the integrity of the documents: a great capacity to discern and judge when to expand the standards or break from established protocols—as well as a great deal of originality and creativity to effectively diverge from established protocols, while still maintaining language and psychometric accuracy—is essential. The size of the work is also significant in that every examination and test for every administration must be evaluated and refined by the Editor.

The Editor works with desktop publishers understanding the needs of typesetting programs as well as printing requirements.

Outside Learner Assessment, the work of the Editor may have its greatest impact: every student in Grades 3, 6, 9, and 12 in the province takes diploma examinations or achievement tests. The Editor is last reviewer of examinations and tests prior to sign-off.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The Editor must possess in-depth knowledge with the academic discipline of English. Since the Editor is the source of editorial knowledge within Learner Assessment, the Editor requires expertise in recognized, current theories and principles of editorial practices including, semantics, syntax, discourse techniques, and developmental language, i.e. age-appropriate vocabulary, syntax, and format styles.

The Editor must also possess knowledge of:

- the Program of Studies for each subject/course at each grade level assessed;
- psychometric principles as applied to large-scale assessment instruments;
- the recognized theories, principles, and processes for developing large-scale assessment instruments;
- department goals and policies that relate to student assessment.

The Editor must possess the following skills:

- excellent written and oral communication skills;
- strong communication skills while making presentations to and working one-on-one with Examination Managers, Examiners and other professional staff;
- human relations skills, to influence the product outcome.

The Editor must have an undergraduate degree plus several years of experience in a related field, such as English or Education, or a graduate degree in a related field.

Contacts

(Main contacts of this position and the purpose of those contacts.)

N/A

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 022PS73

Identification Section

Working Title: Communications Advisor
Department: Communications and Public Engagement
Division, Strategic Communications / Ministry
Branch/Unit: Communications Branch
Reports To: Assistant Director, Communications Branch
Levels to D.M.: 4
Job Description: [022PS73](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-12 175

Creativity/Problem Solving

29% 50

Responsibility

B 50

TOTAL JOB POINTS

275

Comments on Role

This is an entry level public affairs officer position that reports to the Assistant Director of Communications. This position concentrates on gaining experience in the functions of communications by working closely with senior communications professionals. Experience in writing, client consultation and development of project management skills are the fundamental areas of focus.

Comments on Evaluation

- Knowledge:**

Content:

- E-:** Position requires a basic knowledge of communications planning, web communications, writing (including Canadian Press Style Guides), editing, proofreading and research techniques. Basic knowledge of advertising design, placement and GoA advertising policy, GoA communications policy and GoA website standards. An understanding of graphic design and print production techniques is also required. Position requires the ability to understand communications strategies and techniques. This is an entry level position. An E

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Classification: Public



rating would require the position to be at the full working level with an indepth working knowledge of communications theories and principles.

Complexity and Diversity:

- **I:** This position does not require an understanding and application of a body of theoretical knowledge in a variety of knowledge areas but must understand how the work relates to the work of others. Position focus is on providing technical knowledge and providing support to the senior Public Affairs Officers with respect to drafting news releases and other communications materials.

Human Relations Skills:

- **2:** Position requires well-developed human relations skills to persuade and influence behavior or change an opinion when consulting with senior Public Affairs Officers, clients and the public on contentious issues. Much of the contact is for the purpose of disseminating and obtaining information or assessing needs.
- **Creativity/Problem Solving:**

29%: Position works within established guidelines and procedures and has independence to determine which procedures and processes to utilize. Position has access to readily available assistance from senior staff in the branch.

- **Responsibility:**

B: This position provides short-term advice within the field of communications. A variety of communications materials are developed for clients with assistance from senior Public Affairs Officers.

Last Reviewed: November, 2009

Last Review / Update: 2017-12-12

Subsidiary 2 Benchmark Job Description - 022PS73

Identification Section

Working Title:	Communications Advisor
Department:	Communications and Public Engagement
Division, Branch/Unit:	Strategic Communications / Ministry Communications Branch
Reports To:	Assistant Director, Communications Branch
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This is an entry level public affairs officer position that reports to the Assistant Director of Communications. This position concentrates on gaining experience in the functions of communications by working closely with senior communications professionals. Experience in writing, client consultation and development of project management skills are the fundamental areas of focus.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

- 1. Provides communications writing support of information materials for both internal and external audiences.**

Activities:

- gathers/verifies information from other divisions
- ensures the ministry's position and appropriate programs' policies and procedures are accurately reflected
- drafts news releases and a variety of other communications materials including content for the web
- researches programs and organizations for speeches and briefings for the Minister or Deputy Minister
- researches and prepares messages, and speeches/speaking notes
- coordinates news releases, information bulletins, media notices and may respond to basic media inquiries
- edits documents for style, format, content and readability
- develops materials for e-communications

2. Drafts communications plans and/or communications project plans.

Activities:

- takes steps to acquire knowledge of how GoA works (legislative processes, etc.), GoA/department mandates and priorities and applies to day-to-day work
- researches audiences, program background and history, intent/objectives, desired results and key messages
- drafts communications strategies and other communication tools for approval by senior Public Affairs Officers or management
- acts as a liaison between the Director, Assistant Director, senior Public Affairs Officers and division contacts
- monitors media and compiles electronic clipping packages

3. Coordinates graphic design and promotional material production as required ensuring government guidelines and standards are met.

Activities:

- works with client, designer and printer to produce materials that meet branch/GoA standards
- tracks revisions and status of materials

4. Assists with arrangements for special events, conferences, and displays or information booths.

Activities:

- consults with clients, venue staff, printers, designers, etc. to arrange for the production of collateral communication materials and logistical details

- manages timelines and budget
- attends events, conferences etc. and provides logistical support and gives direction to others as required
- represents ministry at display booths and provides information

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Public Affairs Officer services affect the entire Department, including the Minister and Deputy Minister and the public.

All documents and communications tools are approved by the Assistant Director and the Director.

This position reports to the Assistant Director and the Director of Communications.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- strong research, writing, editing and proofreading skills
- ability to write a variety of communications products (i.e. speeches, news releases, advertising, articles, briefing notes, website content)
- knowledge of Canadian Press Style Guides
- understanding of issues management
- understanding of communications planning
- ability to be creative in writing and communications planning
- consulting skills
- project management skills
- organizational skills
- computer skills
- Windows 95
- Microsoft Office

- Internet
- interpersonal skills
- knowledge of advertising design, placement and GoA advertising policy, GoA Communications Policy and GoA Website Standards
- understanding of graphic design and print production techniques
- knowledge of Government of Alberta Visual Identity Guidelines and advertising policy
- knowledge of Freedom of Information and Protection of Privacy (FOIPP) legislation, policies and procedures
- degree or diploma in public relations, communications, journalism or a related discipline

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position spends most of the time with other communications staff, including Directors, Assistant Directors and other PAB staff to discuss plans and projects. Position may, along with a more senior Public Affairs Officer, spend time in contact with division clients, including Assistant Deputy Ministers, to provide services and request information. Contact may occasionally take place with Deputy Ministers and Minister's Office staff to provide guidance on issues and events.

There may be, in a developmental capacity, some contact with members of the media to respond to basic questions and handling issues. This position may direct outside vendors for events or production of communications materials.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2017-12-12

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Subsidiary 2

Benchmark Evaluation - 022PS44

Identification Section

Working Title: Consultation Officer
Department: Indigenous Relations
Division, Aboriginal Consultation and Land Claims
Branch/Unit:
Reports To: Manager, Resource Consultation
Levels to D.M.: 5
Job Description: [022PS44](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-I2 175

Creativity/Problem Solving

29% 50

Responsibility

B 50

TOTAL JOB POINTS

275

Comments on Role

This position reports to an Aboriginal Relations Consultation Manager that is designated by the Director, Resource Consultation. The position assists in the direction of Resource Consultation Unit by planning, researching, analyzing and handling operational issues including the identification of initiatives that will enhance the delivery of resource consultation in Alberta. This is an expanding program that supports provincial strategies and initiatives such as the Aboriginal Policy Framework and the Government of Alberta's First National Consultation Policy on Land Management and Resource Development. This position works closely with other government entities and Aboriginal community groups. Using knowledge of Aboriginal culture and history in western Canada, and familiarly with community protocols, this position will assist with the implementation of policy and procedures related to consultation capacity agreements and traditional use agreements with Aboriginal communities. The position's responsibilities and activities directly support the Department's Business Plan goals to proactively collaborate with Aboriginal governments, organizations, other ministries, jurisdictions and stakeholders to identify and resolve issues; and to assist in the development of strategies and initiatives to promote the well-being and self-reliance of Aboriginal people in Alberta.

Comments on Evaluation

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□ **Knowledge:**

Content:

- **E-:** An understanding and application of a body of theoretical knowledge, usually acquired through formal academic preparation, or a significant amount of content knowledge related to aboriginal relations with the opportunity to develop a knowledge base gained through experience. The job requires an understanding and application of principles, concepts and practices associated with this knowledge acquired through academic preparation that supports the pull on the E, but is not required to have a breadth or depth of knowledge that is at the full E rating. Completes duties with an understanding of how they relate to the work of others, and/or first line supervision. Job requires effective communication to provide advice. May involve “technical” or functionally specific communication with all parties. Position requires a theoretical knowledge of research processes, techniques, analysis and the ability to evaluate the data to make viable recommendations. Requires knowledge of treaties and policies, traditional use agreements with Aboriginal Communities and their culture and protocols.

Complexity and Diversity:

- **I:** Researches, analyzes, interprets, organizes and revises specialized Resource Consultation and Traditional Use information for use by Ministry, related departments, related organizations, Aboriginal community groups, individual Albertans and other stakeholders. Handles ongoing research projects. Interacts at the technical level of employees within government and Aboriginal Communities.

Human Relations Skills:

- **2:** Provides advice to Aboriginal organizations with respect to funding programs and policy issues. Ability to synthesize and analyze data and information and provide recommendations to supervising manager.
- **Creativity/Problem Solving:**

29%: Position applies research methodologies appropriate to the study. Changing work priorities/situations require increased latitude to consider which procedure to use. Thinking guided by substantially diversified guidelines, past practices, but fewer precedents. Gathers and analyzes the information and determines appropriate format for forms of communication.

Position has access to several consultation managers in the unit as well as the Director and Executive Director. Answers can be found through research of historical data, academic papers, government publications, court decisions and internet sources.

- **Responsibility:**

B: The job has a balance between development and implementation. Advisory consultative role. The focus of the role is on research and analysis for the development of Aboriginal Resource Initiatives.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 022PS44

Identification Section

Working Title:	Consultation Officer
Department:	Indigenous Relations
Division, Branch/Unit:	Aboriginal Consultation and Land Claims
Reports To:	Manager, Resource Consultation
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position reports to an International, Intergovernmental and Aboriginal Relations Consultation Manager that is designated by the Director, Resource Consultation. The position assists in the direction of Resource Consultation Unit by planning, researching, analyzing and handling operational issues including the identification of initiatives that will enhance the delivery of resource consultation in Alberta. This is an expanding program that supports provincial strategies and initiatives such as the Aboriginal Policy Framework and the Government of Alberta's First Nation Consultation Policy on Land Management and Resource Development. This position works closely with other government entities and Aboriginal community groups. Using knowledge of Aboriginal culture and history in western Canada, and familiarity with community protocols, this position will assist with the implementation of policy and procedures related to consultation capacity agreements and traditional use agreements with Aboriginal communities. The position's responsibilities and activities directly support the Department's Business Plan goals to proactively collaborate with Aboriginal governments, organizations, other ministries, jurisdictions and stakeholders to identify and resolve issues; and to assist in the development of strategies and initiatives to promote the well-being and self-reliance of Aboriginal people in Alberta.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Produce research materials to communicate accurate, up-to-date information on the Resource Consultation Unit activities.**

Activities:

- Applies research methodologies in response to information requirements.
- Develops a sphere of information/knowledge resources and contacts.
- Responds to research requests by contacting appropriate resources and contacts, branches or departments. This includes locating, reviewing and analyzing documentation and determining an appropriate format for storing and communicating it.
- Prepares presentation materials on related topics as requested.
- Utilizes contacts to gain information for research, etc.
- Undertakes various short- and long-term research assignments using appropriate research methodologies.
- Assists management and senior management in providing responses to action requests.
- Reviews, interprets, and analyzes reports, studies, and position papers.
- Performs general research to respond directly to phone calls, faxes and emails from the public, aboriginal and non-aboriginal.

2. **Performs due diligence on matters related to Resource Consultation:**

Activities:

- Checks the accuracy of information communicated to and from the Resource Consultation Branch.
- Performs the process of discovery into the risks and value of Resource Consultation and Traditional Use activities as required.
- Identifies the requirement for, and secures, appropriate legal permissions from a variety of stakeholders and government institutions for a variety of Resource Consultation and Traditional Use activities.
- Ensures that information and data provided to contacts, branches or other government departments is in compliance with the Freedom of Information and Protection of Privacy Act.

3. **Develop and strengthen working relationships with stakeholders, including Aboriginal organizations.**

Activities:

- Works with Aboriginal organizations, in an advisory capacity, to help them fully access Resource Consultation and Traditional Use opportunities in Alberta.
- Assists in organizing Resource Consultation and Traditional use events.
- Prepares workshop materials for Aboriginal and non-Aboriginal participants.
- Participates in workshops and conferences specific to Aboriginal issues.
- Coordinates communication between staff and First Nation single point's of contact on a regular basis.
- Responds to requests for information from other sections, departments, and a variety of stakeholders including assigned First Nation and Métis communities/Tribal Councils and/or Tribal organizations/Treaty organizations when required.
- Directs First Nation and Métis communities/Tribal Councils and/or Tribal organizations/Treaty organizations to appropriate line departments to get the information they seek.
- Attends meetings and supports the activities of the Resource Consultation and Traditional Use Branch as they relate to the Consultation and Traditional Use Initiatives.
- Develops and maintains relationships with assigned First Nation and Métis organization single point's of contact as well as assigned Tribal Council and/or Tribal Organization and Treaty Organization contacts.
- Utilizes contacts to gain information for research.
- Assists with the implementation of the education strategy by helping organize Government of Alberta information sessions with First Nation and Métis communities as required.

4. Assists supervising Manager in the support of the implementation of the Government of Alberta's First Nation Resource Consultation initiative.

Activities:

- Responds to requests for information from other sections, departments, and a variety of stakeholders, including Aboriginal communities.
- Responds to correspondence in regard to Resource Consultation and Traditional use activities.
- Liaises with and provides appropriate responses to assigned First Nations and Métis communities/Tribal Councils/First Nation organizations concerning Resource Consultation and Traditional Uses.
- Develops and prepares appropriate correspondence for the IIAR Consultation Manager and the Director of Resource Consultation.
- Develops draft policy and guideline documents.
- Reviews, provides input and recommendations related to documents provided by Aboriginal communities, the supervising manager, Director, Executive Director and the Aboriginal Consultation Coordination Group as required.

- Attends meetings and supports activities of the Resource Consultation Unit as it relates to the Government of Alberta Aboriginal consultation initiative as required.
- Works with contacts from other departments to respond to action requests and general queries on Resource Consultation as required.
- Directs clients to appropriate line departments to get the information they seek.
- Responds to Resource Consultation and Traditional Use enquiries and requests and track and monitor these enquirers and requests.
- Working with department teams to translate the consultation framework, policy, and guidelines developed by the Ministry and implement the strategies in the department.
- Assist managers and directors with managing the Traditional Use study program by providing background knowledge and expertise in the TUS program.
- Supports the IAR consultation website through knowledge of website software (e.g. “Red Dot”)

5. Assists supervising Manager in the support of the implementation of the IAR First Nation Consultation Capacity Investment Program and the IAR Traditional Use Initiative Funding Program.

Activities:

- Responds to requests for information from other section, departments, and First Nation communities.
- Responds to correspondence, in regard to the IAR First Nation Consultation Capacity Investment Program and the IAR Traditional Use Initiative Funding Program as directed by supervising manager.
- Liaises with and issues appropriate response to First Nation communities concerning the IAR First Nation Consultation Capacity Investment Program and the IAR Traditional Use Initiative Funding Program.
- Develops and prepares appropriate correspondence for supervising Manager and the Director of Resource Consultation.
- Works with supervising Manager to respond to action requests and general queries on the IAR First Nation Consultation Capacity Investment Program and the IAR Traditional Use Initiative Funding Program.
- Works with First Nations to ensure compliance with the conditions of the IAR First Nations Consultation Capacity Investment Program and the IAR Traditional Use Initiative Funding Program.
- Works with supervising Manager to:
 - Ensure adequate documentation (financial reports, activity reports and other reporting) are received from funding recipients.
- Assist with the coordination and management of traditional use studies and consultation capacity agreements.
- Contribute to province-wide strategies to consult with Aboriginal communities on matter pertaining to the development of data that provides a foundation for

Aboriginal communities to consult with industry and government pertaining to land management and resource development.

6. Monitors Resource Consultation activities and time-lines.

Activities:

- Identifies the need for monitoring a variety of Resource Consultation and traditional use activities.
- Applies Project Management skills and research methodologies in response to project requirements.
- Develops and maintains effective ways to monitor Resource Consultation and Traditional Use activities.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Provides accurate and relevant information in Briefing Notes and reports.

Provides management and executive management with data that may impact Division and Departmental Policy.

Research, analyze, interpret, organize and revise specialized Resource Consultation and Traditional Use information for use by IIAR, related departments, related organizations, Aboriginal community groups, individual Albertans and other stakeholders.

Short and ongoing research projects.

Provides information and assistance to the department, the public, other government departments and Aboriginal communities.

Participates and attends a number of ongoing committees, if required and as assigned by supervising Manager and the Director of Resource Consultation.

Stakeholders: Aboriginal organizations, Communities and individuals, the public, educational institutions, line departments, and federal departments.

Routinely interacts at the technical level of employees within government and Aboriginal Communities.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Post secondary degree in a related field.
- Knowledge of past and current Aboriginal issues in Alberta.
- Knowledge of treaties, policies, etc., that provides the framework for relationships between GOA and Aboriginal communities.
- Knowledge of Aboriginal people, cultural protocols, and more specifically North American Aboriginal communities.
- Knowledge of Aboriginal Traditional Uses.
- Demonstrates sound knowledge of information sources, both general and specific to Aboriginal issues, such as academic papers, government publications, court decisions and Internet sources to facilitate research.
- Excellent research, analytical, written and oral communication skills. Application of research methodologies.
- Ability to critically assess documents, compare and analyze and provide recommendations to management.
- Knowledge of data collection and preparation.
- Knowledge of FOIP requirements.
- Ability to work independently, organize duties, establish and adjust priorities to complete tasks and meet deadlines.
- Good Organizational skills.
- Good interpersonal, analytical and judgement skills along with the ability to multitask.
- Project management and time management skills.
- Cooperative attitude and the ability to work in a team environment.
- Sound knowledge of basic computer skills including Microsoft office, spreadsheets/charts, databases, e-mail, PowerPoint, and internet.
- Creative/critical thinking and problem solving skills.
- Sensitive to social and political climate surrounding Aboriginal people and their interaction with the GOA.
- Ability to synthesize and analyze data and information and provide recommendations to supervising manager.
- Willingness to learn on the job, attend conferences and workshops and demonstrate continued development in consultative processes, policies, etc.
- Knowledge of current resource development climate and implications for aboriginal people.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The primary contacts for this position are the supervising manager, director, other internal and external government consultation officers and advisors. In addition, external contacts such as industry and First Nation representatives that are involved in the consultation and traditional use study initiative. The purpose of these contacts is to obtain necessary information to assist with managing agreements and to further the consultation initiative.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position will not supervise other roles.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 022PS77

Identification Section

Working Title: Web Coordinator
Department: Human Services
Division, Strategic Corporate Services, Information
Branch/Unit: Management and Application Support Branch (IMAS)
Reports To: Team Lead, Web Services
Levels to D.M.: 5
Job Description: [022PS77](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [022PS](#) - Program Services 2

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-I2 175

Creativity/Problem Solving

29% 50

Responsibility

B 50

TOTAL JOB POINTS

275

Comments on Role

The Web Coordinator is responsible for designing effective and efficient websites and web applications and to ensure accessibility, availability and integrity of information housed on Employment and Immigration's internet, intranet and extranet websites. Changes to websites and applications may be driven by policy and/or program changes, other business decisions or user requests and inquiries. The Web Coordinator must have an indepth knowledge of the business processes and programs that are supported by the specific websites and web applications.

Comments on Evaluation

- Knowledge:**

Content:

- E-:** This position applies a thorough knowledge of the business and related processes, as well as the capability of various software applications to the development of effective websites and applications that support the assigned programs. Through consultation, collaboration and

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coordination, the position helps clients understand what is appropriate, current and consistent with government standards. This position is not responsible for developing the technical pieces of a website.

Complexity and Diversity:

- **I:** The PUR applies skills associated with project coordination as it consults with users, analyzes issues and constraints, communicates with technology vendors and facilitates problem resolution.

Human Relations Skills:

- **2:** This position acts as consultant and resource to users; must be able to understand business needs, then identify and explain possible web solutions, as well as associated constraints. The technology vendor relies on the PUR to effectively communicate business needs and changes required.
- **Creativity/Problem Solving:**

29%: All Employment and Immigration websites that are available to the public are subject to GoA-wide design, content, security and accessibility standards and protocols. This position independently carries out day-to-day website support and problem resolution, requiring a thorough understanding of the websites, applications and the businesses they support. For the most part, problems are standard, solutions are found within a defined framework and new processes may be developed. Assistance is available from the supervisor – Team Lead, Web Services.

- **Responsibility:**

B: The balanced profile reflects the consulting, advisory, corporate support role that is the primary focus of this position.

Last Reviewed: March, 2011

Last Review / Update: 2015-05-25

Subsidiary 2 Benchmark Job Description - 022PS77

Identification Section

Working Title:	Web Coordinator
Department:	Human Services
Division, Branch/Unit:	Strategic Corporate Services, Information Management and Application Support Branch (IMAS)
Reports To:	Team Lead, Web Services
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Web Coordinator is responsible for designing effective and efficient websites and web applications and to ensure accessibility, availability and integrity of information housed on Employment and Immigration's internet, intranet and extranet websites. Changes to websites and applications may be driven by policy and/or program changes, other business decisions or user requests and inquiries. The Web Solution Coordinator must have an indepth knowledge of the business processes and programs that are supported by the specific websites and web applications.

The Web Coordinator provides consulting and project leadership services in order to meet business needs, ensuring that solutions adhere to standards, regulations and/or policies. The Web Coordinator must collaborate with other IMAS Branch staff, external contractors and service providers, to conduct a thorough analysis and identify where business changes may impact applications or processes across the department. The Web Coordinator identifies and defines the customer business needs and processes and manages changes and enhancements to websites and web applications.

The Web Coordinator ensures the timely and reliable availability of internal and external websites and business applications and provides day-to-day support, addressing operational issues and responding to user queries.

The Web Coordinator manages the development of project deliverables from the analysis and requirements phase through to the implementation phase. This activity encompasses a thorough review and re-engineering of business rules, data requirements and supporting system processes, ensuring the objectives and schedules align with business goals and objectives and the department business plan.

This role is integral to the Solutioning Group successfully meeting its mandate of effectively supporting the delivery of E&I programs and services. This position must ensure effective knowledge transfer through coaching and training of key individuals in each business unit.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Coordinates the implementation of Information Management and Technology (IM&T) plans and activities to support E&I's internal and external websites and web applications and ensures the business needs of the department and public are met. This includes both planned and emergent issues.**
 - Consults with business, delivery, IMAS resources, outsource vendors and other Government of Alberta (GoA) departments and ministries to identify and determine business needs, service delivery process issues, and/or operational issues.
 - Collaborates with the other Solution Coordinators, Strategic Planners, and the Team Lead – Web Services and other GoA departments and ministries to determine and identify broader impacts, issues and interfaces that may result from business required website and application changes.
 - Works with the Team Lead – Web Services to determine and identify the need for the development of a new website or application versus ongoing changes or enhancements. Monitors ongoing problems and issues and works with the business areas to identify changing business needs or requirements that would significantly change the current functionality of the website or application or hamper the business area from automating the proposed changes.
 - Provides acceptance testing guidance and assistance to the business area.
 - Coordinates testing of new websites and applications.

2. Supports user acceptance testing.

- Creates user acceptance testing plans in collaboration with business areas to define end-to-end testing of business application changes.
- Guides and oversees development of business scenarios that reflect the business rules and processes and rigorously tests the design features.
- Defines conversion-testing requirements to ensure the business data interpretation is consistent pre and post conversion.
- Defines security-testing requirements that will ensure that only those authorized by business to access the application will be allowed to do so.
- Determines procedures to monitor website and application responsiveness and performance during testing to ensure the use of the application enhances the business delivery practices and processes.

3. Facilitates optimal use of websites and web applications by business areas, delivery services, service providers, other stakeholders and the public.

- Develops web content and applications by creating or updating web pages and web applications. Formatting includes scripting in html, asp and javascript, graphic design and creation of database applications (front-end and back-end)* such as on-line staff and public surveys (including presentation of survey results), feedback forms, the Collective Bargaining Agreement search database, publications search database, etc.
- Ensures web content is kept up-to-date by notifying business areas of stale content and ensuring scheduled content is published appropriately (e.g. news releases, feature items, surveys, etc.).
- Maintains the integrity of the websites (navigation, usability, design, content duplication, etc.)
- Suggests improvements to website content and functionality to increase usability and public and staff interest in department websites.
- Integrates and maintains websites and web applications transitioned from other departments, external vendors and developers.
- Prepares application training material.
- Provides training, coaching and support to the business areas, on the use of the website or application.

* Front-end is the public or staff interface to the application; back-end is the administration interface of the application where changes to the application are made.

4. Develops and maintains an effective network of relationships with stakeholders at all levels (internal and external) to ensure that business needs are addressed through application maintenance activities.

- Effectively supports the website or application through understanding of the business programs and processes.

- Consults with business regarding proposed policy, legislative and business process changes to assess feasibility and cost effectiveness of alternatives.
- Consults with business to clarify analysis of requests for statistical data and ad hoc reporting requirements.
- Provides statistical reports and information to the business area through hands-on creation of formal and ad hoc reports.
- Responds to questions from business areas, the general public, other departments, stakeholders and service providers about website functionality, periphery hardware and software issues, user access and security as required for each supported website or application.
- Responds to or appropriately forwards inquiries from the general public regarding programs delivered by the department, other GoA departments and other government (primarily Government of Canada).
- Troubleshoots problems within the websites or applications and resolve or refer to internal or external resources.
- Identifies opportunities where systems and/or technology can be used to help support business.

5. Proactively audit, monitor, report and escalate issues that violate established business policy and recommend improvements to existing processes.

- Pro-actively audit and monitor against security and privacy breaches based on thorough knowledge of business policy, FOIP, and E&I security and privacy policies.
- Enforces security policies and reports any potential violations.
- Escalates contentious and serious breaches of policy to senior staff for resolution.

6. Promotes and supports data integrity (edits, fixes, elimination of duplicate files).

- Reviews web data integrity reports regularly to ensure the integrity of information delivered via the web is maintained.
- Interprets and analyzes the reports to identify errors.
- Researches the root cause of issues and provides advice and makes recommendations for changes to the website, application and/or business processes to reduce data integrity issues.
- Makes corrections as required.

7. Represents the department on cross-department and cross-government initiatives to ensure that E&I needs are addressed and recommendations support the activities of the department's core businesses and cross-government initiatives.

- Consults with and provides advice to cross-department and cross-government representatives on supported websites and application content and usage.

- Represents E&I on cross-department initiatives to develop standards and guidelines, and determine feasibility, priority and scheduling of changes to websites and applications (Cross-Government Internet Committee and its sub-committees, Service Alberta, Web User Group, GoA Red Dot User Group, etc.).

8. Plans to meet the business needs of the department.

- Provides input to the IM&T Strategic and Tactical planning processes in collaboration with the Web Solution Advisor.
- Provides input to the branch Operational Plan in collaboration with the Team Lead – Web Services.
- Assists IMAS resources and technical vendor contractors with the investigation, evaluation and resolution of complex technical issues and provide input on most effective way to meet business and user needs.
- Researches new technology and recommends appropriate use.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Internet sites provide a minister/ministry public presence and issues with the integrity or usability of these websites impacts all levels of ministry staff in their communication and training needs. These issues directly impact the ability of ministry staff to effectively deliver services to the public, as the department has formally recognized the E&I Intranet as the primary source of department communication. This position plays a key role ensuring the information and applications posted to these websites are technically sound, up-to-date and user-friendly.
- Well-developed analytical skills are required to create, design and script web pages and applications, as well as provide technical support and identify and resolve problems with content management systems and websites. Technical solutions may impact entire GoA shared web server environment. Web Coordinator must work closely with multiple external support teams (GoA web team, GoA SQL team, IBM, CGI, etc.) in order to resolve issues.
- Participates or leads small to medium website application initiatives to create, change or enhance the delivery of departmental programs, services and information provided to staff and the general public across the province. These are often interdepartmental in scope, and may involve external service delivery partners and stakeholders.
- All department websites available to the public are subject to GoA-wide design, content, security and accessibility standards and guidelines. Non-compliance to these standards and guidelines is regularly reported at the Deputy Minister level.

- The business area relies heavily on the Web Coordinator’s understanding of their business needs and processes to make appropriate decisions. The Web Coordinator needs to understand the constraints of existing websites, applications or processes in order to make recommendations to business as to what is or is not possible to successfully determine a corrective course of action to resolve customer issues. Examples of problems dealt with often include users having difficulty using the website or application to meet specific needs. This may include the application not accepting the data that the users want to enter and the Web Coordinator acts as a resource to determine if the correct information is being entered and that the user understands how the application functions, and whether the user has the appropriate authority.
 - Decisions are made with regard to identifying changes to meet operational requirements (internal and GoA-wide) following an analysis of the changes and assessment of impacts on the existing websites, applications and processes. The Web Coordinator must understand the business issue, the required outcome, constraints, impacts and parameters well enough to recommend a viable solution. The technology vendor relies on the Web Coordinator to accurately communicate the business needs (processes and data) and changes required.
 - The Web Coordinator has the authority to approve maintenance and project commencement with external resources following review and approval with business.
- Determine whether issues are system problems or whether the issues are a result of user’s lack of knowledge or changes in the business. This may result in recommendations for application changes.
 - Independently carries out day-to-day website and application support and problem resolution, which requires a thorough understanding of the websites, applications and the business it supports.
 - Errors in identification of change requirements may impact the delivery of critical information to staff and the general public. Clients of other departments may also be impacted by these decisions (i.e. all GoA departments have access to the E&I Intranet).
 - Recommends new requirements or major website or application enhancements that are deemed beyond approved AMS scope and liaises with Strategic Planning Advisors.
 - Recommends improvements to application documentation and training documentation.
 - Consults with the business area regarding program or policy changes that may affect website information and applications, and works with business areas to resolve anomalies and inconsistencies in content, design and navigation to ensure overall design of websites is consistently maintained.
 - Plans and organizes own work with considerable independence. Sets own priorities and the priorities for contracted resources within the unit. Manages projects with minimal supervision.
- Acts on behalf of Team Lead – Web Services during absences.
 - For E&I websites and applications supported - see attached list.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Requires a related diploma and a minimum of 2 years experience in the creation of websites, web content and web-based applications, including advanced html, intermediate javascript, asp, Access database development (including relational database design) ability.
- Must have an indepth knowledge of the websites and applications that are required to support business needs.
- Must have an indepth knowledge of GoA-wide strategies and initiatives that could affect E&I websites and applications, as well as GoA-wide guidelines that govern the look, feel and functionality of E&I's public websites in order to apply cross-GoA guidelines and procedures to E&I websites and applications.
- Must have an indepth knowledge of the shared web server environment at Service Alberta to coordinate and test shared server upgrades and/or moves to ensure they do not adversely affect EII websites and applications.
- Must have a general understanding of the other program(s) and applications and components that are supported by the Solutioning Group.
- Working knowledge of Front Page Word, PowerPoint, InDesign, Acrobat, Photoshop, Access, Excel, Visio and Publisher.
- Working knowledge of computer peripherals such as scanners, CD burners, printers and digital cameras.
- Solid graphic design skills.
- Indepth knowledge of business units supported and working knowledge of all business areas, particularly ministry communication strategies and visual identity guidelines.
- Strong demonstrated knowledge of GoA web architectures and related business and technical web standards. Good understanding of branch, divisional and department business programs, policies, practices and processes to assist users with queries and coordinate maintenance of websites and applications.
- Strong facilitation and customer relationship skills to assist end users with day-to-day system application and operational issues.
- Ability to facilitate knowledge transfer to end users responsible for worksite training.
- Knowledge of IMAS architectures, common components, IM&T strategies, Practice Management Office (PMO) standards, Strategic and Tactical Plan.
- Excellent communication (verbal and written) skills.
- Strong interpersonal and time-management skills.
- Analytical and problem solving skills to develop creative solutions to meet business needs.
- Strong consultation, presentation and decision-making skills to liaise with business users to resolve problems and make informed decisions based on consideration of impact to business area and existing technology.

- Ability to research and access information from a knowledge base in support of customer and business requests.
- Ability to adapt to changing work priorities.
- Ability to work with a limited amount of direction.
- Proficient in the use of software and related system support tools.
- Flexibility to adapt to an ever-changing environment.
- Ability to learn specialized skills required in the support of specific applications.
- Strong project management and mediation skills.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Ongoing consultation with all levels of staff in the business unit, the application end users (includes front line program delivery staff, the public, training providers, contractors and other service providers) to respond to questions about application use and clarify needs regarding input or interpretation of data. Position assists end users with operational and basic maintenance problems. More complex maintenance or technical issues are coordinated with both internal and external resources to the department.
- Contact with business to provide advice concerning anomalies and inconsistencies.
- Provides leadership to external technical contract resources to ensure maintenance of applications is carried out in a secure, timely manner in accordance with standards, version control, methodologies etc. In this role, the coordinator coordinates between the business user and the contractor and is accountable for ensuring that maintenance meets needs and department standards.
- Establishes ongoing working relationship with business to identify and evaluate business problems and subsequent development of a viable solution.
- Ongoing working relationship with GoA technical support staff (Service Alberta web server and SQL teams) for testing, support and problem resolution.
- Ongoing working relationships with peers in all GoA departments and ministries to represent the needs of E&I in cross-GoA initiatives, including the creation or revision of existing web policies, procedures and guidelines that affect all GoA websites.
- IMAS staff for consultation concerning new applications, which might utilize information from existing applications.
- Trains business resources on how the applications support the business processes in a “train the trainer” role.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Responsible for supervision of and work assignment to contractors working on behalf of the unit in the maintenance and support of E&I websites and applications.

Last Review / Update: 2015-05-25

Subsidiary 2

Benchmark Evaluation - 021PS74

Identification Section

Working Title: Public Information Officer
Department: Environment and Parks
Division, Parks Division, Visitor Services Branch
Branch/Unit:
Reports To: Public Information Coordinator, Program Services
3
Levels to D.M.: 5
Job Description: [021PS74](#)
MRS: See the [Minimum Recruitment Standards](#) for
Program Services
Job Code: [021PS](#) - Program Services 1

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

DI2 152

Creativity/Problem Solving

29% 43

Responsibility

R1 50

TOTAL JOB POINTS

245

Comments on Role

The Public Information Officer is responsible for dissemination of information about Alberta's parks and protected area network and programs; maintenance of the facilities and services database; assisting with web content development; research, writing and photo selection for divisional and site-specific print products; coordinating distribution of print products to field offices and external agencies; and contributing to Visitor Services Branch operational planning. These functions are carried out to enhance the profile of parks and protected areas; to increase public awareness of Alberta's natural heritage and the benefits of preserving this heritage; to promote nature-based tourism and outdoor recreation; and to increase public interest in visiting Alberta's parks & protected areas.

Comments on Evaluation

- Knowledge:**

Content:

- D:** The position requires an overall knowledge of communications, public relations, marketing and project management gained through a diploma and on the job experience. From an operations perspective, the position must have a strong working knowledge of

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department policies, procedures and legislation related to communications, as well as knowledge of the program areas related to parks and protected area programs, outdoor recreation, and heritage appreciation opportunities available at sites. The position must also have a working knowledge of the methods and technical aspects of advertising and print production as well as promotional and informational writing styles.

Complexity and Diversity:

- **I:** The Public Information Officer coordinates information dissemination about the parks and protected areas network to a wide variety of people and organizations, and to effectively respond to customer complaints and inquiries involves diversity due to the needs of the various audiences. Project and programs are typically provincial in scope.

Human Relations Skills:

- **2:** Position involves extensive communication with department staff, private contractors, the public, the Alberta and Canadian travel and tourism industries and marketing agencies. Position must use effective persuasion skills in resolving public complaints.
- **Creativity/Problem Solving:**

29%: Creativity is required to prepare a number of print products and develop reference material in order to respond to inquiries. Requires writing, researching and editing skills. The position must be able to select and access the information and present it to the target audience. Although this position works independently for the most part, it has access to assistance when required. Changing work priorities/situations require increased latitude to consider which procedure to use.

- **Responsibility:**

R1: The position is required to produce the products and services required to enhance and promote the profile of parks and protected areas to increase public interest. Program delivery focus.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 021PS74

Identification Section

Working Title:	Public Information Officer
Department:	Environment and Parks
Division, Branch/Unit:	Parks Division, Visitor Services Branch
Reports To:	Public Information Coordinator, Program Services 3
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Public Information Officer is responsible for distribution of information about Alberta's parks and protected area network and programs; maintenance of the facilities and services database; assisting with web content development; research, writing and photo selection for divisional and site-specific print products; coordinating distribution of print products to field offices and external agencies; and contributing to Visitor Services Branch operational planning. These functions are carried out to enhance the profile of parks and protected areas; to increase public awareness of Alberta's natural heritage and the benefits of preserving this heritage; to promote nature-based tourism and outdoor recreation; and to increase public interest in visiting Alberta's parks & protected areas. The position involves extensive liaison with the general public, department staff, private contractors and facility operators, other government agencies, and the tourism industry. In carrying out position functions, employee must be familiar with related legislation and regulations; departmental and divisional operational policies and procedures; and applicable Public Affairs Bureau guidelines and approval processes. A wide variety of information sources are developed by the incumbent and used for reference.

Responsibilities and Activities

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(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Disseminates and coordinates information about Alberta's parks and protected areas network and programs to meet needs of Parks Division management team, the tourism industry and divisional and field staff and to ensure that appropriate, accurate & up-to-date trip planning information is available to the tourism industry, the media, the general public, and site visitors.**

Activities:

- Provides information, key messages and support materials (e.g. brochures, fact sheets, maps, photographs) to Travel Alberta call centre & visitor information centres, Parks Division field offices & visitor centres, AMA, and chamber of commerce information centres.
- Coordinates information updates for external camping and outdoor recreation directories.
- Assists with administration & maintenance of Parks Division facilities & services database, including coordination of database updates from field offices and facility operators, scheduling updates for specific projects such as providing Parks Division input to annual Alberta Campground Guide and for informational web sites as required, and carrying out data entry as required (and supervising administrative staff who assist with data entry).
- Responds promptly and effectively to public enquiries and complaints (written, telephone and e-mail).
- Responds to interagency and interdepartmental requests for site and program information.
- Develops and implements a distribution plan for all print products (involves determining appropriate distribution methods and outlets, contacting distributors, coordinating orders, arranging shipping).

2. **Assist with web site content development and maintenance in order to provide visitors with accurate, up-to-date and appropriate trip planning information.**

Activities:

- Identifies needs, researches, writes and reviews content.
- Reviews web proofs & refers to supervisor for approval.
- Maintain web sites on a seasonal basis to ensure that information is accurate and current.

3. **Within GoA, departmental and divisional standards and guidelines, assist with development of divisional and regional promotional and informational print products, such as brochures, fact sheets and maps, to promote the image and identify**

of Alberta's parks and protected areas network, and provide target markets with information regarding the programs, sites, services, facilities, and recreation and heritage appreciation opportunities available at parks and protected areas within the network.

Activities:

- Researches and writes text for print products.
- Arranges graphic design and map production.
- Coordinates approvals; reviews and approves proofs; arranges printing.

- 4. Assist with Visitor Services Branch administration, planning and operations to ensure that departmental, service and divisional marketing, promotions and public information goals and objectives are met; demonstrate leadership within the team setting to ensure efficient and cost-effective Branch operations.**

Activities:

- Participates in strategy and planning sessions for divisional marketing & communications initiatives.
- Assists with development and implementation of Parks Division promotional strategies.
- Identifies needs and makes recommendations for action to supervisor.
- Other related duties as required.

- 5. Provide guidance and direction to support staff in carrying out Public Information Unit functions.**

Activities:

- Assigns work to administrative support staff.
- Provides advice and guidance to enable completion of assigned tasks.
- Reviews and approves completed work.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Employee is required to organize tasks, set priorities, respond to changing priorities and work under deadlines.

All technical decisions regarding major assigned projects are made by the incumbent.

Writing/editing functions for print products require considerable creativity in developing effective ways of communicating messages and conveying information to a variety of audiences.

Position involves extensive independent communication with department staff, private contractors, the public, the Alberta and Canadian travel and tourism industries, printing companies, etc.

Employee must independently develop, organize and maintain reference material to ensure a high level of service to clients and staff; incumbent is required to independently respond to varied and subject-specific complex enquires from both internal and external sources.

Projects and functions carried out by position are generally provincial in scope, for example, promoting overall parks and protected areas network and programs with Travel Alberta representatives.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Diploma in communications, public relations, tourism or marketing and some experience in public information services, marketing or communications.
- Position requires strong public relations and interpersonal skills and the ability to communicate clearly and effectively, both verbally and in writing.
- Excellent time and project management skills are essential.
- Sufficient understanding of the fundamentals of marketing and the ability to apply these principles to job functions.
- Good working knowledge of promotional and informational writing styles.
- Knowledge of methods and technical aspects of advertising and print production, and an understanding of department policies, directives and procedures (i.e. public information policies, newsletter policy, department identity guidelines, Public Affairs Bureau print and advertising guidelines, etc.).
- In addition to writing, researching and editing skills, this position requires considerable working knowledge of recreation and protected areas programs directives, legislation

regulations, outdoor recreation and heritage appreciation opportunities available at sites, and facility operations.

- Employee requires a good working knowledge of Microsoft Word, the Internet and e-mail and some knowledge of Microsoft Access database software; position requires ability to carry out Internet research.
- Position requires an understanding of business and action planning and must possess the ability to translate business and action plans into work plans.
- Position requires the ability to work independently.
- Employee must possess a willingness to travel and to work a flexible schedule when necessary.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Branch web development and graphic design staff in the development of divisional and regional lure and informational print products

Staff in other branches in the division; field operational staff (i.e. conservation officers, public information officers, area managers, etc.); campground facility operators; our external information network (i.e. Travel Alberta call centre & visitor information centres, Alberta Motor Association, Sustainable Resource Development offices, chamber of commerce information centres, Alberta tourism destination regions, park & tourism agencies in other provinces); Alberta Sustainable Resource Development cartographers and graphic designers; and printing companies in the collection and dissemination of information.

The general public, in answering inquiries and complaints.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Supervises staff involved in entering data into facilities & services database; provides advice & supervision as required to administrative support staff involved in responding to public enquiries (no specific positions, involves divisional wage & permanent administrative support staff who assist with provision of public information services as required).

Last Review / Update: 2016-03-11

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Classification: Public



Subsidiary 2

Benchmark Evaluation - 021PS77

Identification Section

Working Title: Student Funding Advisor
Department: Advanced Education
Division, Community, Learner and Industry Connections,
Branch/Unit: Learner Assistance/Learner Services
Reports To: Supervisor, Student Funding Call Centre
Levels to D.M.: 5
Job Description: [021PS77](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [021PS](#) - Program Services 1

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

DI2 152

Creativity/Problem Solving

29% 43

Responsibility

R1 50

TOTAL JOB POINTS

245

Comments on Role

Reporting to the Supervisor, Student Funding Call Centre, the Student Funding Advisor, works within a shared services environment to support the delivery of provincial public programs by providing student funding information and inquiry services to Albertans. This position resolves client funding issues by providing advice, clarification, and interpretation relating to operations, technology and program expertise. The Student Funding Advisor provides program advice, clarification and interpretation related to operations, technology and program expertise. Programs include those offered by the ministries of Alberta Employment & Immigration (AE&I) and Alberta Advanced Education & Technology (AE&T).

Comments on Evaluation

- Knowledge:**

Content:

- D:** This position requires application of specialized knowledge on a wide variety of student funding programs usually obtained through on-the-job experience or through some formal post-secondary training. This position requires program knowledge, resolution skills, and assessment skills. The D rating is relevant as this position requires a relatively broad

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knowledge of the variety of student funding programs provided by multiple areas within the government.

Complexity and Diversity:

- **I:** The Student Funding Advisor is an individual contributor assigned to assess a needs determination on clients and provide appropriate student funding information. This position encounters many different scenarios and programs to which it provides advice. Position makes recommendations based on analyses and assessments, while considering a wide variety of student funding program options for each student's individual financial situation. The extent of the thinking environment is characterized by standards and precedents determined by the programs that this position is giving advice on, however the complexity of the role comes from applying these different standards and programs to a diverse client group.

Human Relations Skills:

- **2:** Student funding situations can be a particularly difficult area requiring sensitivity to a client's viewpoint and financial situation. The position is rated at an HR 2 skill level because the Student Funding Advisor must be able to demonstrate skills of persuasiveness and assertiveness to effectively turn a situation around when determining client needs or providing information. This position requires skills in consulting, facilitating, problem solving, and interpersonal abilities in order to successfully address the numerous issues and contacts in dealing with difficult and sensitive situations on an ongoing basis. This position must be able to communicate successfully the analyses to the stakeholders in a manner that is easy to understand. The position is not a "1" level, as the key to this role is to resolve client-funding issues that are well beyond the exchange of information.

- **Creativity/Problem Solving:**

29%: Due to the varied nature of the client group and the extensive array of programs and funding options, this position has increased latitude to choose or recommend an appropriate program or funding. Although this position is expected to work independently to solve standard problems with known solutions, the Student Funding Advisor has immediate access to assistance.

- **Responsibility:**

R1: This position is responsible for delivering student funding information to Albertans focusing on provision and delivery of a service.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Subsidiary 2 Benchmark Job Description - 021PS77

Identification Section

Working Title:	Student Funding Advisor
Department:	Advanced Education
Division, Branch/Unit:	Community, Learner and Industry Connections, Learner Assistance/Learner Services
Reports To:	Supervisor, Student Funding Call Centre
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Supervisor, Student Funding Call Centre, the Student Funding Advisor works within a shared services environment to support the delivery of provincial public programs by providing student funding information and inquiry services to Albertans. A key role is the resolution of client funding issues.

The Student Funding Advisor provides program advice, clarification and interpretation related to operations, technology and program expertise. Programs include those offered by the ministries of Alberta Employment and Immigration (AE&I) and Alberta Advanced Education and Technology (AE&T).

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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1. **Provides information, advice and program interpretation related to operations, policy and program expertise to Albertans, staff, and delivery partners about a wide variety of student funding programs within a shared services environment.**

Activities:

- Respond to phone, fax, email, and written inquiries from Albertans about student funding including application status, award determination/explanation and appeal procedures.
- Provide program interpretation, advice and information on a variety of policy and operational issues and facilitate overall access to student funding to ensure financial need is not a barrier to education or training.
- Gain and maintain an understanding of variances in regional operational procedures in order to make appropriate referrals to clients.

2. **Facilitates troubleshooting and resolving of student funding concerns to enhance client service and access to funding opportunities.**

Activities:

- Gain an understanding of and interpret the client's issue(s).
- Review and interpret file history to resolve client issues.
- Assess urgency of situations and take appropriate action to resolve.
- Liaise with external stakeholders and agencies (contracted student loan providers – EDULINX; Human Resources Development Canada/National Student Loan Service Centre; Educational Institution staff) to research, identify, and resolve operational procedures to support continuous improvement in the processing of student funding applications.
- Liaise with internal staff from AE&I and AE&T to correct and/or resolve issues and support continuous improvement in the processing of funding applications.
- Act as a resource to “in-person” services offered at AE&I regional service centers (i.e. change disbursements, issue quick cheques, freeze funding).

3. **Inform and advise clients of appropriate streams of funding.**

Activities:

- Provide information and advice about programs offered by AE&T and AE&I which includes: Skills for Work, Self Employment, Training on the Job, Skills Development Grant – EI and Non EI, Post Secondary Loans and Grants, Disability Related Employment Support, and full-time and part-time funding options.
- Determine EI eligibility by referencing appropriate information system.

- Refer client to appropriate assessment service (SDP-MOU provider, Assessment Centre, AE&I staff etc).

4. Provide technical support to web based student funding applications and services.

Activities:

- Respond to phone, fax, email and written inquiries from Albertans about using on line applications for financial assistance, Student Funding Inquiry Screen, Student Assistance Calculator.
- Provide help desk support services to Educational Institutions in using web based information services.

5. Respond to Albertans enquiries about the Alberta Centennial Education Savings Plan (ACES) initiative including new benefits to children aged 8, 11 and 14 and any additional funding initiatives.

- Respond to phone, fax, email, and written inquiries from Albertans about the ACES program including application questions and referrals.
- Provide program interpretation, advice and information on a variety of policy and operational issues.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Student Funding Advisors comprise a front line information, trouble shooting/problem solving and referral service delivered provincially to all Albertans. They serve a variety of clients from diverse social, economic and ethnic backgrounds. Student Funding Advisors work within a shared services environment (AE&I and AE&T) as well as liaise with the federal government (Human Resources Development Canada), community agencies, private and public educational institutions and contracted student loan service providers and banks.

Human Relations skills focus on providing information and advice within a well defined subject area. There is considerable freedom to determine the best way to approach a particular issue and to resolve it.

Programs administered are varied and include programs from two ministries (Skills for Work, Self Employment, Training on the Job, Skills Development Grant – EI and Non EI, Post Secondary Loans and Grants, DRES, full-time and part-time funding options).

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Advanced knowledge of all student funding programs and services and related acts, regulations and policies e.g. Students Finance Act and Regulations, Canada Students Loan Act and Regulations, Grants Donations and Loans Act.
- Advanced knowledge of Students Finance assessing processes, procedures and computer systems (CAIS/TEAM, EI system, SFI system).
- Working knowledge of related programs/services provided through provincial and federal government departments (i.e.: Supports for Independence, Employment Insurance, Apprenticeship).
- Working knowledge of post secondary programs gained through on the job or through formal post secondary training.
- Working level of computer skills including MS Word, Outlook.
- Ability to deal with difficult people and function in a fast paced, high client volume environment.
- Advanced communication skills - written and verbal.
- Working level of Relationship building skills.
- Working level of analytical, decision-making and problem-solving skills.
- Knowledge/training in conflict resolution.
- Demonstrated team work competencies.
- Well developed organizational skills.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Frequent contact with students, parents and post secondary institutions.

Frequent contact with employees in E&I who support Student Funding programs.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

This position does not directly supervise other positions.

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 021PS79

Identification Section

Working Title: Intern-Business Analyst
Department: Service Alberta
Division, Financial Services, Client Services
Branch/Unit:
Reports To: Senior Business Analyst, Program Services 4
Levels to D.M.: 5
Job Description: [021PS79](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [021PS](#) - Program Services 1

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-I1 152

Creativity/Problem Solving

29% 43

Responsibility

R1 50

TOTAL JOB POINTS

245

Comments on Role

This is the entry level of professional program services work responsible for supporting the Electronic Payment System (EPS) and expense claim (ExClaim) teams and to all users of the cross-government, web-based computer applications. The position will also assist in testing applications, mapping and maintaining the logic and business process flow for both system applications.

Comments on Evaluation

- Knowledge:**

Content:

- E-:** Job requires a basic knowledge of system principles, practices and processes. A basic knowledge of the interactions/interfaces with the systems environment is required to complete problem diagnosis. The understanding and application of the body of theoretical knowledge is usually acquired through formal academic preparation.

Complexity and Diversity:

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- **I:** The position receives assignments to complete tasks and projects using an understanding of the system principles, practices and processes. Assignments are typically associated with entry level business analyst work.

Human Relations Skills:

- **1:** Primary contacts are with senior staff to exchange information and receive direction and assistance.
- **Creativity/Problem Solving:**

29%: The position works on problems having solutions found within some defined frameworks and processes. The position has good access to assistance and direction.

- **Responsibility:**

R1: Position is primarily involved in service delivery. Assists senior staff in the analysis of information, and works with application service providers on process and logic mapping.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-17

Subsidiary 2 Benchmark Job Description - 021PS79

Identification Section

Working Title:	Intern-Business Analyst
Department:	Service Alberta
Division, Branch/Unit:	Financial Services, Client Services
Reports To:	Senior Business Analyst, Program Services 4
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This is the entry level of professional program services work responsible for supporting the Electronic Payment System (EPS) and expense claim (ExClaim) teams and to all users of the cross-government, web-based computer applications. The position will also assist in testing applications, mapping and maintaining the logic and business process flow for both system applications.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Program Services in Several Areas:

Activities:

- Assists in providing business information expertise and system support, including quality business technology planning assistance and project management.
- Assists with the design, implementation and enhancements of EPS and ExClaim projects.
- Writes and updates systems documentation and procedures.
- Creates and maintain business process flow for electronic invoicing.
- Creates and maintains application logic flow diagrams for EPS and ExClaim.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Electronic Payment System (EPS) and ExClaim are highly visible applications that spans across all the Ministries of the GoA. This position receives assignments in written or verbal form, from senior staff with the steps to complete the project normally outlined. Work is often completed under the direct supervision of senior staff. The work and responsibilities should pose little or no impact on the on-going program delivery, decision making and/or service delivery costs.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Degree related to Business, Computer Science or Finance, or Equivalency: Two year post secondary diploma related to business, computer systems or finance and **two** years directly related experience.
- Must have graduated with a related degree and/or diploma in the last two years.
- Basic knowledge of system principles practices and processes.
- Basic knowledge of the interactions/interfaces within the system environment.
- Problem diagnosis and resolution skills.
- Interpersonal communication skills.
- Introductory project management skills.
- Time management skills.
- Team skills.

- Analytical skills.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Senior staff – receive direction and assistance.
- Works closely with EPS and ExClaim team members.
- Works with application service provider(s) on process and logic mapping.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2015-02-17

Subsidiary 2

Benchmark Evaluation - 021PS81

Identification Section

Working Title: Web Liaison Officer
Department: Agriculture and Forestry
Division, Information Management Division
Branch/Unit:
Reports To: Director, Information Management
Levels to D.M.: 3
Job Description: [021PS81](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [021PS](#) - Program Services 1

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

D+I1 152

Creativity/Problem Solving

29% 43

Responsibility

R1 50

TOTAL JOB POINTS

245

Comments on Role

This position is responsible for both increasing public awareness of Ropin' the Web (RTW) the department's external website, as well as assisting internal department staff in publishing information on the internet. This position reviews to ensure that web content managers within the client areas have followed the web publishing guidelines for proper format, to ensure that objects, i.e. pictures, have been appropriately sized, that metadata has been captured and appropriately classified. This position functions as part of a website management team that works to improve the content and organization of information on the departments' internet site. The position, because of its significant interaction with the public, is able to provide feedback and suggestions from the public on gaps in content and suggestions to enhance the users experience.

Comments on Evaluation

Knowledge:

Content:

- **D+:** The position requires a breadth of knowledge of core programs offered by the department and of the various decision making tools for producers, information and services offered through the department's external website. This position also requires a working level

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Classification: Public



knowledge of web content management systems and web publication standards. The push (+) is in relation to its breadth of knowledge required of the department programs, information and resources as well as knowledge of the web content management and promotions/marketing. An “E” rating is not appropriate, as the position does not require significant theoretical content knowledge.

Complexity and Diversity:

- **I:** This position works independently in promoting the usage of the web to Alberta producers, through attending tradeshow and other events. The position must have a good understanding of the work being done within the department and of the various decision making tools and information on the website in order to educate and promote the use of the web.

Human Relations Skills:

- **1:** Communication is used for exchange of information both internally and externally. A major focus of this role is to educate and inform producers of the information and tools available to them on RTW. Position also communicates internally to departmental staff in providing training and guidance in the use of the content management system. A “2” rating is not appropriate as the position is not required to resolve conflict, nor is it required to negotiate or influence others.

Creativity/Problem Solving:

29%: The position is responsible for monitoring and reviewing/editing documents (post publishing audit) to publishing in order to ensure adherence to web publishing guidelines and standards. Creativity is required in developing marketing materials to promote RTW and build client awareness throughout the province. Position is not a content expert, and does have access to assistance from web systems analysts and content experts if necessary.

Responsibility:

R1: This position is focused on providing support to internal staff in publishing information on the departmental website, in addition to promoting the use of and awareness of the RTW to the public.

Last Reviewed: October, 2010

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 021PS81

Identification Section

Working Title:	Web Liaison Officer
Department:	Agriculture and Forestry
Division, Branch/Unit:	Information Management Division
Reports To:	Director, Information Management
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The purpose of this job is two-fold: (a) working with department staff to guide and assist them with publishing information which enables them to effectively use the internet to meet the information sharing requirements of their programs, and (b) working with the public to ensure they are effectively able to access the information and services of the department via the website.

The position is responsible for auditing information published on the website ensuring it meets department publishing standards and guidelines and providing publishing training as required to improve the content and organization of information. An integral part of the position is working with business units to ensure effective stewardship of content throughout its life cycle. The position will provide guidance to staff on the integration of information published in a variety of formats including images, video, interactive maps and databases.

The position is responsible for increasing public awareness of the department's website – Ropin' the Web, www.agriculture.alberta.ca , which is accomplished by educating primary producers and agri-business regarding the information, news and decision-making tools provided so that they make the best use of these resources as a part of their farm management decision-making. The contact with clients occurs electronically through the weekly e-newsletter and in face-to-face contact with clients at tradeshow and industry meetings and other agricultural events held throughout the province.

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Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Instruct staff to use of content management systems to publish information and news on the “Ropin’ the Web” portal.**
 - Trains publishers and editors on using the Ropin’ the Web Content Management System to publish and manage information on website.
 - Communicates regularly with editors and publishers to improve the management and presentation of web content.
 - Provides remedial and one-on-one training with individual staff as required.
 - Monitors progress and provides support for staff using the Ropin ’ the Web content management applications.

2. **Advise staff on proper classification of information, using the taxonomy of the website’s content management system, and the effective presentation of the information.**
 - Explains the role of information classification and how it affects information display on the website.
 - Provides advice on how to prepare and present information in their documents more effectively.
 - Teaches content mark-up and the handling of exceptions for specific content types.
 - Demonstrates how metadata is used to manage and display information on the website (metadata is essential for websites to work properly. It is used for organizing the display of information within the website).
 - Instructs staff on the duties they have in the various roles (Content Specialist, Document Editor, Publisher) used in workflow.

3. **Review documents submitted for publication on the website to ensure that they meet publication standards.**
 - Monitors and reviews documents to ensure content in the electronic knowledge base follow guidelines and standards.
 - Ensures Lotus Notes documents are classified properly and metadata is complete and accurate.
 - Provides quality assurance of content by regularly checking that links, text structure, images, spreadsheets and audio files are working.
 - Works with information owners to minimize and eliminate redundant information.

4. **Managing the news section of the website to ensure that the information provided to clients is timely and reflects departmental priorities.**
 - Maintains the highlight section of the main page with information and links to documents that are timely.
 - Manages the presentation of news in the portal website to reduce redundancies and information that is out-dated.

5. **Working as a member of the Ropin' the Web team.**
 - Attend regular bi-weekly web production meetings to provide updates and present opportunities for site improvements based on client feedback at conferences and trade shows.

6. **Presentation and demonstration of the department's website RTW.**
 - Develop marketing communication material such as fact sheets, brochures and multi media.
 - Develop and maintain an inventory and coordinate the purchase of promotional materials (involves contacting distributors, coordinating orders, arranging shipping).
 - Coordinate and organize logistics of other departments working with RTW at trade shows.

7. **Liaison with educational institutes, private sector agencies, press, TV and radio in the promotion of RTW.**
 - Develop and maintain connections with industry, extension specialists, universities and colleges, post secondary students at agricultural universities and colleges, educators, librarians, students interested in agriculture.
 - Work with various media sources such as newspaper and radio (and other sources) to promote RTW throughout the province.
 - Work with educational institutions and private sector agencies in the promotion of RTW.
 - Evaluation and development of strategies to better market RTW.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position has the following responsibilities:

- Works with 60 branch and division internet content managers in ARD to ensure content is maintained and properly presented in accordance with the web publishing guidelines and standards, providing guidance and support and training for the on-line publishing of their business units. Audits approximately 1000 documents/monthly that are published or republished on website. Content is used by 3.6 million visitors annually. This position would be responsible for working with the content managers within the client areas, to provide them feedback and coaching/training identified during the post audit reviews – if the same users are consistently having the same issues/or not publishing correctly, the PUR is responsible for training them to publish the content correctly.
- Responsible for completing an audit of information and pages posted on the web: looking for proper organization of information based on web publishing style sheets, verifying that links are working correctly, looking for images (i.e. pictures/tables) to ensure they are displayed properly and to the appropriate size and scale, ensuring that the information posted on the website is accessible and useable for the public.
- Responsible for promoting client awareness of website and web-based resources that are available from Ministry:
 - Farmers and Ranchers – tradeshow and conference presence (e.g., FarmTech, Farm and Ranch Show);
 - Commodity Organizations – Barley Producers, Alberta Beef Producers, Alberta Canola Growers;
 - Students (Classroom Agriculture Program, University of Alberta Agriculture Faculty, Olds College);
 - Ag Societies - at regional exhibitions and fairs across Alberta.
- Publishes article in Agri-News and does radio interviews on Call of the Land promoting services and information products available on website.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The position requires a skilled resource with:

- Strong writing and editing skills.
- Excellent understanding of current issues in the agriculture industry.
- Knowledge of the organization and core programs offered by the Ministry.

- Ability to communicate effectively with clients from a wide variety of educational backgrounds, ages and varying levels of knowledge of agriculture.
- Ability to work with clients, professional and administrative support staff in a confident and courteous manner.
- Ability to multi-task and work efficiently under multiple deadlines in a team environment.
- Practical knowledge of web content management systems and internet technologies.
- Knowledge of text and image manipulation software used for publishing web content.

Educational Requirement:

- Completion of a Diploma and experience in Agriculture, Marketing or Communications.

Contacts

(Main contacts of this position and the purpose of those contacts.)

General public: Awareness of the role of Alberta Agriculture and Rural Development.

Producers and Agri-business: Promotion and education about the information and decision-making tools on website, as well as other information services available from the department.

Agriculture Organizations: Coordinates information gathering for event lists on RTW and participation of RTW in their member events.

Educational Institutions: Demonstrates and promotes resources available from department to students and educators.

Department staff: Works with ARD business unit content managers to provide training and monitoring of content published on website. Coordinates participation by business units at the RTW information booth throughout Alberta.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Not applicable.

Last Review / Update: 2016-03-11

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Subsidiary 2

Benchmark Evaluation - 021PS78

Identification Section

Working Title: Research and Policy Intern
Department: Indigenous Relations
Division, First Nations and Métis Relations - Aboriginal
Branch/Unit: Economic Partnerships
Reports To: Manager, Strategic Economic Initiatives
Levels to D.M.: 4
Job Description: [021PS78](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [021PS](#) - Program Services 1

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-I1 152

Creativity/Problem Solving

29% 43

Responsibility

C1 38

TOTAL JOB POINTS

233

Comments on Role

Under the direction of the Manager, Strategic Economic Initiatives, the Research and Policy Intern will assist in the development and implementation of approved strategies and initiatives and provide support for specific projects within the framework of the Ministry's business and operational plans. Through effective support, teamwork and collaboration with other provincial ministries, the federal and municipal governments, the private sector and Aboriginal governments, communities and organizations, the Research and Policy Intern will support projects, initiatives and relationships leading to increased capacity, stronger governance, more effective delivery of services and increased self reliance within Aboriginal communities.

Comments on Evaluation

Knowledge:

Content:

- **E-:** An understanding and application of a body of theoretical knowledge, usually acquired through formal academic preparation, with the objective to develop the knowledge base through experience. The assignments given to this position may be strategically structured in order to maximize learning opportunities. The job requires an understanding and application

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of principles, concepts and practices associated with this knowledge. At this level, assignments would be given to develop the individual's future contribution and potential, for the purpose of gaining experience, supporting the pull on the E (E-). Position is structured to maximize developmental opportunities, designed for recent graduates with limited experience.

Complexity and Diversity:

- **I:** The challenge is in managing initiatives and projects that are often of a developmental or pathfinder nature in a complex and sensitive environment, where there is limited policy guidance and outcomes are usually dependant upon successful collaboration with a number of other parties. Recommendations made by this position contribute to the formulation of policy and strategies on major First Nation issues and to greater self-reliance and self-governance of Alberta's Aboriginal population. Under the direction of a Manager, position has scope to work independently within the framework or approved strategies, initiatives and projects.

Human Relations Skills:

- **1:** The job requires the incumbent to have knowledge of an Aboriginal language, and knowledge of Aboriginal communities and people in Alberta. Ability to work on teams both as leader and a member and ability to influence the actions of others. Good interpersonal skills, excellent verbal and written skills; ability to exercise discretion and diplomacy in a highly sensitive political environment.

Creativity/Problem Solving:

29%: Problems are standard, solutions are known. Changing work priorities/situations require increased latitude to consider which procedure to use. Thinking guided by substantially diversified guidelines, past practices, but fewer precedents. Access to assistance. Solutions found within a defined framework and new processes may be developed.

Responsibility:

C1: Focus on analysis instead of on end results. Methodologies often pre-defined and analysis typically completed over (shorter) time frame. Findings may influence future development.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

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Subsidiary 2 Benchmark Job Description - 021PS78

Identification Section

Working Title:	Research and Policy Intern
Department:	Indigenous Relations
Division, Branch/Unit:	First Nations and Métis Relations - Aboriginal Economic Partnerships
Reports To:	Manager, Strategic Economic Initiatives
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Under the direction of the Manager Strategic Economic Initiatives, the Research and Policy Intern will assist in the development and implementation of approved strategies and initiatives and provide support for specific projects within the framework of the Ministry's business and operational plans.

Through effective leadership, teamwork and collaboration with other provincial ministries, the federal and municipal governments, the private sector and Aboriginal governments, communities and organizations, the Research and Policy Intern will support projects, initiatives and relationships leading to increased capacity, stronger governance, more effective delivery of services and increased self reliance within Aboriginal communities.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. Provide project support for the development of an International Symposium.
2. Provide project support for the IBM-Alberta Partnership that includes First Nation and Métis communities and organizations advancing opportunities for participation in the knowledge based economy.
3. Assist with grant processes and the implementation of the First Nations Economic Partnerships Initiative.
4. Prepare briefing notes, summaries and correspondence, analyze reports and interpret findings from recently released policy reports and other relevant information.
5. Support the branch, division and department through assistance in strategic initiatives, directed research projects and/or other duties as required.

Additionally:

- Undertaking analysis of critical client/stakeholder issues and developing and executing strategic plans for resolution.
- Developing and maintaining open communication and effective relations with clients and other stakeholders.
- Developing and sharing within the Ministry information, knowledge and expertise in critical areas of policy, program and relationship.
- Providing relevant information and advice to senior and executive managers, other ministries, Aboriginal communities and organizations and other stakeholders.
- Ensuring other ministries consider Aboriginal perspectives in developing legislation, policy and programs and undertaking cross-ministry initiatives.
- Providing support to the Director and other Ministry staff, as required.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- The focus of the Research and Policy Intern is to provide information, analysis, and advice on policies to assist the Unit in their work, and to provide support for project management.
- Information and advice provided will influence direction, design and implementation of policies and processes which will directly effect outcomes

- Position may require interaction with First Nations and Métis communities in answering queries on programs delivered by Unit as well as partnership agreements.
- Position requires a wide array of information gathering and research skills and a high degree of flexibility in working with various clients, internal and external to the Unit, to ensure that collaborative processes are carried out while timeliness and goals are met.

First Nations Economic Partnerships Initiative (FNEPI) has a strong impact on the Ministry's success in developing and implementing economic and capacity strategies, initiatives and projects identified in the Ministry's business and operating plans. These strategies, initiatives and projects are usually intended to address complex problems or situations involving legal and jurisdictional issues, political sensitivities, multiple interests and significant potential for precedent. A significant challenge is managing initiatives and projects that are often of a developmental or pathfinder nature in a complex and sensitive environment, where there is limited policy guidance and outcomes are usually dependant upon successful collaboration with a number of other parties. Recommendations made by this position contribute to the formulation of policy and strategies on major First Nation issues and to greater self-reliance and self-governance of Alberta's Aboriginal population. This position had significant scope to work independently within the framework of approved strategies, initiatives and projects, with significant consequence of error.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- Knowledge of Aboriginal communities and people in Alberta. Knowledge of an Aboriginal language may be an asset.
- Understanding of current Aboriginal issues, specifically in the area of economic development.
- Knowledge of law and history as it relates to Aboriginal issues.
- Ability to work effectively on project teams, both as a leader and a member.
- Ability to think strategically and develop solutions to complex problems.
- Ability to understand policy implications.
- Understanding of the required skills and ability required to influence the actions of others.
- Knowledge of the dynamics leading to the success of projects through effective project management.
- Research and analytic abilities.
- Good interpersonal skills.
- Excellent communication skills, both verbal and written.

- Ability to exercise discretion and diplomacy in a highly sensitive political environment.

Contacts

(Main contacts of this position and the purpose of those contacts.)

N/A

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Subsidiary 2

Benchmark Evaluation - 021PS80

Identification Section

Working Title: Research Assistant
Department: Agriculture and Forestry
Division, Policy, Strategy and Intergovernmental Affairs
Branch/Unit: Division, Bilateral and International Relations Branch
Reports To: Branch Head, Bilateral and International Relations
Levels to D.M.: 4
Job Description: [021PS80](#)
MRS: See the [Minimum Recruitment Standards](#) for Program Services
Job Code: [021PS](#) - Program Services 1

[Organization Chart](#)
(requires login)

Evaluation

Knowledge

E-11 152

Creativity/Problem Solving

29% 43

Responsibility

C1 38

TOTAL JOB POINTS

233

Comments on Role

This position works as a part of a team to support research projects that contribute to various initiatives, missions and key agriculture forums that enhance and maintain international relations efforts. This position also coordinates or supports incoming and outgoing delegations and missions. Building strategic relationships with key contacts and influencers provides a mechanism to advance Alberta's agriculture and agri-food interests in the international arena.

The main areas of responsibility include:

- Supporting secondary research initiatives.
- Supporting and contributing to international relations and Ministerial missions and initiatives.
- Supporting incoming and outgoing delegations and missions.

Comments on Evaluation

- Knowledge:**

Content:

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- **E-:** The Research Assistant requires a diploma and some broad knowledge of the agricultural industry. Position must be able to use research techniques to gather and assess information about key issues affecting Alberta's agricultural industry and their potential impact. The position needs to have a basic understanding of the economics and politics of the countries Alberta largely deals with, such as the United States, Mexico, and Asia.

Complexity and Diversity:

- **I:** The majority of the research activities are performed to support the team. The complexity is reduced as the job has access to experts on site.

Human Relations Skills:

- **1:** For the most part, the position provides information to team members and internal staff. Although there is some contact with external stakeholders, the position is not expected to influence behaviour.

- **Creativity/Problem Solving:**

29%: Position was considered at the '29%' for Creativity/Problem Solving because the topic areas that the Research Assistant covers are very broad, so is less constrained by guidelines and past practices. Priorities for the position may change quickly depending on the political climate domestically or internationally.

- **Responsibility:**

C1: The focus of the job is analysis and research of market information and trends. The purpose of the research is to provide information to the Team.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Subsidiary 2 Benchmark Job Description - 021PS80

Identification Section

Working Title:	Research Assistant
Department:	Agriculture and Forestry
Division, Branch/Unit:	Policy, Strategy and Intergovernmental Affairs Division, Bilateral and International Relations Branch
Reports To:	Branch Head, Bilateral and International Relations
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Branch Senior Manager, Bilateral and International Relations Branch (BIA), this position plays an integral part of operation and mandate of the BIA. The Research Assistant works as part of a team to support research projects that contribute to various initiatives, missions and key agriculture forums that enhance and maintain our international relations efforts. This position also coordinates and supports some incoming and outgoing delegations and missions. Building strategic relationships with key contacts and influencers provides a mechanism to advance Alberta's agriculture and agri-food interests in the international arena.

The main areas of responsibility include:

- Supporting secondary research initiatives.
- Supporting and contributing to international relations and Ministerial missions and initiatives.
- Supporting incoming and outgoing delegations and missions.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Coordinate and support research initiatives that result in the gathering, analysis and dissemination of information relevant to enhancing and maintaining Alberta's relations with priority jurisdictions.**

Activities:

- Continue to build on the high level of expertise relative to the jurisdictions the branch engages in with respect to international relations efforts (such as the United States, Mexico, and Asia) by gathering, assessing information on demographics, economics, political profiles/priorities, and industry profiles.
- Source and compile information on new target jurisdictions based on trade issues affecting the Alberta agriculture and agri-food industry's ability to access the international marketplace and key influencers.
- Identify, research and remain abreast of current and emerging issues affecting the Alberta agriculture and agri-food industry's ability to access the international marketplace.
- Identify, research and recommend domestic and state level associations to target as partners in international relations activities.
- Analyze the political systems of key jurisdictions and develop sound knowledge of how political decisions can affect Alberta's trade relations with the key jurisdictions.
- Identify agriculture forums, conferences and meetings held in North America and make recommendations on attendance at recommended forums that will advance Alberta's agriculture and agri-food interests.
- Build a level of expertise on priority jurisdictions by gathering, assessing and customizing information on demographics, politics, trade, trade issues, and opportunities for cooperation and collaboration.
- Design, construct, administer, and maintain information databases so that intelligence is gathered in an effective and efficient manner.

2. **Support and contribute to international relations missions and Ministerial missions, key agriculture forums, initiatives, and meetings that advance Alberta's relations with priority jurisdictions in an effort to advance Alberta's agriculture and agri-food interests.**

Activities:

- Provide support with the coordination and preparation of briefing books and other tools that provide current information on issues affecting/impacting Alberta's competitive business position to prepare Alberta delegates attending key forums,

missions and meetings. This includes sourcing and compiling relevant information and summarizing, organizing and presenting the information in the most appropriate format.

- Coordinate and arrange travel and meeting arrangements pertaining to missions and meetings.
- Support the planning, organization and preparation of international relations meetings/conferences being hosted by Alberta, attending meetings for research and logistical support.
- Support mission and meeting follow up activities.
- Support BIA with research of strategic information that contributes to international relations initiatives.
- Remain abreast of international relations initiatives that BIA leads.
- Liaise with internal/external partners to advance international relations efforts.

3. Participate on special projects that promote collaboration and cooperation within the department and outside of the department.

Activities:

- Participate on special teams or committees that promote cooperation and collaboration, and exchange of expertise amongst internal and external government partners.>

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The BIA provides international relations information/services to external and internal clients. BIA has a comprehensive contact base and is the conduit of information to the department of key international influencers. Information collected and shared provides strategic direction for advancing Alberta's agriculture and agri-food interests. In addition, BIA leads the international relations initiatives for the department and thus must remain abreast of international commitments made by the government that impact Alberta Agriculture and Rural Development (ARD). BIA's client base includes but is not exclusive to: office of the Minister of Agriculture and Rural Development, MLA's, Executive Suite, senior department managers and staff, other government departments, federal agencies, industry associations, and international contacts. Information must be delivered in a timely, effective, efficient manner and must be accurate and relevant. Work produced is of very high standard and value, and reflects on the department. In addition, research created provides strategic direction for international relations activities. Working as a team or independently, this high level, professional position requires excellent

communication, leadership, and research skills to maintain the branch's high expectations and standards.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Two year related diploma.
- Knowledge of Alberta's agriculture and agri-food industry.
- Understanding of key issues affecting and impacting Alberta's agriculture and agri-food industry and implications to stakeholders.
- Proficient in application of research techniques used to gather and assess information on a variety of issues/topics.
- Proficient in Microsoft Office applications, internet web browsers and information databases.

Skills:

- Excellent written and verbal communications skills.
- Excellent project management skills.
- Exceptional interpersonal skills.
- Effective presentation skills.
- Diplomatic and professional approach given industry/client relations.
- Networking skills essential.
- Exceptional multi-tasking capabilities.

Abilities:

- Ability to be pro-active and generate new ideas, initiatives, approaches to enhance unit's mandate.
- Ability to write and present a comprehensive research report.
- Ability to be a self-starter, independent thinker, and to work under limited supervision in order to meet objectives and timelines.
- Capable of working in a team environment to ensure branch, division, department, and government goals and objectives are met.
- Ability to be flexible and organized to manage multiple projects with multiple deadlines.

- Ability to work in a small team environment.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The purpose of the following contacts are for research and coordination in preparation for international initiatives that ARD staff are involved in.

Government of Alberta contacts:

- Alberta Trade Offices
- Alberta International & Intergovernmental Relations
- Advanced Education and Technology
- ARD internal staff

Government of Canada contacts:

- Agriculture and Agri-Food Canada
- Department of Foreign Affairs
- Canadian Food Inspection Agency

International contacts:

- Canadian Consulate Offices
- International Embassy Offices
- US State Departments of Agriculture

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No supervision exercised.

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