

Job Class Profile: Departmental Program Co-ordinator**Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	4	2	4	4	4	4	1	2	
Points	233	67	13	19	120	87	83	21	21	664

JOB SUMMARY

The Departmental Program Co-ordinator is responsible for promoting, coordinating and leading various programs within the department/organization.

Key and Periodic Activities

- Participates in the development of departmental planning initiatives (i.e. workforce, succession, turnover rates, projected retirements, etc).
- Prepares reports, presentations, and papers (i.e. workforce trends for human resource planning initiatives; pension plan member benefits, program specific trends, care plans, quality initiatives, etc).
- Researches various departmental/divisional issues (i.e. succession planning, recruitment, retention initiatives, human resource trends, etc).
- Represents the department on various teams and committees (i.e. human resource advisory committee, newsletter committees, employee awards committees, career fairs, etc).
- Provides administrative support to program area (i.e. responds to information requests, maintains financial records for program area, prepares applications, supports consultation processes, liaises with consultants, responds to executive requests, maintains inventory systems, coordinates staff meetings, etc).
- Develops, coordinates, implements, and evaluates various programs, services, assigned projects and special events.
- Participates in the management and maintenance of a records classification system (i.e. security rights; retention and disposal schedules; etc).
- Ensures an adequate pool of volunteer resources is available (i.e. promotes the benefits of volunteering; advertises for volunteers; screens, orients, and trains successful applicants; etc).
- Gathers demographic information for organizational development initiatives, integrated disability management, employee relations, and human resource planning.
- Provides facilitation/training for a variety of programs (i.e. respectful workplace, occupational health and safety, client referral system, etc).
- Prepares correspondence including newsletter, memos, email, reports, forms, etc.
- Performs occasional operational audits (i.e. inventory control, financial, program, etc).

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Knowledge of the organizations' policies and procedures <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Undergraduate Degree in business, social sciences, or equivalent <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 2 to 3 years <p>Competencies:</p> <ul style="list-style-type: none"> — Writes simple letters, memos and other documentation. — Develops and maintains strategic relationships. — Proof reads, edits and formats a variety of documents. — Strong research and analytical skills. — Uses various computer software programs such as spreadsheets, word processors, presentation, databases, and specialized software.
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are used to perform activities such as listening, asking questions, providing information and direction, and gaining the cooperation of others to complete work assignments. — Communication occurs within the immediate work area, department, supervisors, managers, clients, and the general public. — Most significant contacts are clients, co-workers, and managers/supervisors. Interactions include listening to concerns of employees/clients in a calm manner, providing direction and support to others, ask questions for research purposes, gains cooperation from staff to ensure program objectives are met, etc.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands do not result in considerable fatigue requiring periods of rest. — Occasionally required to lift/move objects, such as files and records up to 10 lbs. — Work provides the opportunity to occasionally stand and walk within the office environment. — Constantly required to perform fine finger/precision work while sitting using a keyboard and mouse responding to information requests from clients, updating databases, and preparing correspondence, etc. — Occasionally required to bend and stretch re-filing documents in the library.
Concentration
<ul style="list-style-type: none"> — Visual concentration is constant when reading and editing documents, writing policies and reference documents and completing monthly reports. — Auditory concentration is constant while listening to multiple stakeholders, answering the telephones, etc.

- Constantly impacted by interruptions and multiple **time pressures/deadlines** with a lack of **control over work pace**. Examples include: Executive requests for information, deadlines for submissions of applications, etc.
- **Exact results and precision** are required when preparing reports, compiling statistical information, and reconciling bank statements.

Complexity

- Work typically involves tasks that are quite different but require similar knowledge and skills.
- Problems need to be defined and practical solutions found through extensive research. Work tasks occasionally have strategic or policy significance. The most typical challenge or problem is coordinating among various stakeholders, transactional errors, providing inaccurate information, etc.
- Policies, procedures and guidelines exist to assist and address issues and challenges (e.g. Financial Administration Act, departmental specific Acts).

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed and controlled.
- Decisions can be made when determining the content of various program initiatives. May purchase goods and services within their delegated financial authority.
- Requires supervisor's approval for travel, leave approval, budgets, scope of research initiatives, etc.
- Work tasks involving the interpretation of policies or the releasing confidential information are completed with discretion and judgment.

Impact

- Impacts generally affect immediate work area, department, organization, outside the organization and customers/clients/general public.
- Work activities impact processes, systems, information, finances, and material resources.
- Inaccurate reporting could result in inaccurate information given to the public, incorrect research results, errors in content delivery, financial errors, etc.
- In the event of a mistake or error the consequence is directly felt on the department and clients.
- Legislation, policies, and procedures are in place to mitigate errors or mistakes.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May be required to provide orientation and/or on-the-job training.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement for any special precautions or safety equipment.
- There is no likelihood of minor cuts, bruises, abrasions, injury or illness causing disability.
- Typically no adverse environmental conditions except those related to working in open office

environment such as unusual/distracting noise, glare from computer monitors and lack of privacy.