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| **Senior Advisor (AS-05)** |
| External Process |

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|  | | | **ESSENTIAL QUALIFICATIONS** | | |
|  | | | **Education** | | |
| **Mandatory** | | | * Secondary school diploma or employer-approved alternatives (a satisfactory score on the PSC test approved as an alternative to a secondary school diploma; or an acceptable combination of education, training and/or experience) | | |
|  | | | **Experience** | | |
| **Mandatory** | | | * Experience in developing and providing expert advice to management or senior management on complex policy and program issues * Experience in establishing and maintaining collaborative working relationships with internal or external partners and stakeholders * Experience in consulting and negotiating with senior managers | | |
|  | | | **Abilities** | | |
| **Mandatory** | | | * Communication (oral) * Communication (written) * Consulting * Evaluating and Improving Services * Relationship Building | | |
|  | | | **Personal Suitability** | | |
| **Mandatory** | | | * Dependability * Influence * Interpersonal Awareness * Judgement | | |
|  | | | **Official Language Proficiency** | | |
| **Mandatory choice** | | | * English Essential * French Essential * English or French Essential * Bilingual Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ * Bilingual Non-Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
|  | | | | | **ASSET QUALIFICATIONS** |
|  | | | | | **Education** |
| **Optional choice** | | | | | * Graduation with a degree from a recognized post-secondary institution in \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program) |
|  | | | | | **Experience** |
| Any of the following qualifiers can be used for experience factors within the assets qualifications section: **Experience**; **Experience with good results**; **Recent experience**; **Recent experience with good results**; **Significant experience**; **Significant experience with good results**; **Recent and significant experience**; **Recent and significant experience with good results**. Please refer to the Users Guide: Standardized Statement of Merit Criteria & Conditions of Employment for more information about qualifiers. |
| **Optional choice** | | | | | * in managing service or program delivery in a constantly changing/evolving environment * in supervising staff off-site (or in a virtual environment) with responsibilities for staff in multiple locations * in leading or supporting integrated human resources and business planning processes * in conducting or supporting environmental scans and/or risk analysis * in providing advice and guidance to senior management * in implementing projects that require developing effective and collaborative working relationships with community partners, stakeholders or various levels of government |
| **Optional choice**  **for Citizen Services** | | | | | * in developing effective and collaborative working relationships with partners, stakeholders, various client segment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (to specify) groups or various levels of government |
| **Optional choice**  **for Processing and Payment Services** | | | | | * in managing a government benefit processing centre * in managing a claims/benefits processing centre |
| **Optional choice**  **for Integrity Services** | | | | | * in applying an organization’s security/risk management program, practices, principles and tools * in managing the delivery of regulatory or enforcement programs |
| **Optional choice**  **for Labour Market and Social Development Programs** | | | | | * in developing effective and collaborative working relationships with partners, stakeholders, various client segment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (to specify) groups or various levels of government |
| **Optional choice**  **for Strategic Services** | | | | | * in writing briefing material and communiqués for executive management * in managing a regional governance committee by developing agendas and writing records of decision to support senior executives * in managing office operations by prioritizing issues, ensuring action is taken and following-up as appropriate |
|  | | | | | **Knowledge** |
| **Optional choice** | | | | | * Knowing our business * Knowledge of Service Canada service offerings * Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service |
| **Optional choice**  **for Processing and Payment Services** | | | | | * Knowledge of the Employment Insurance (EI) claims calculation and assessment process * Knowledge of the Employment Insurance (EI) adjudication process * Knowledge of Old Age Security (OAS) benefits and service delivery * Knowledge of Canada Pension Plan (CPP) benefits and service delivery * Knowledge of other Service Canada specialized processing * Knowledge of Social Insurance Number Registry (SINR) |
| **Optional choice**  **for Integrity Services** | | | | | * Knowledge of the Employment Insurance (EI) claims calculation and assessment process * Knowledge of the Employment Insurance (EI) adjudication process * Knowledge of Old Age Security (OAS) benefits and service delivery * Knowledge of Canada Pension Plan (CPP) benefits and service delivery * Knowledge of other Service Canada specialized processing * Knowledge of Social Insurance Number Registry (SINR) * Knowledge of the department's Integrity Operations' (IO) program, practices and tools |
| **Optional choice**  **for Labour Market and Social Development Programs** | | | | | * Knowledge of the department’s local and regional funding programs * Knowledge of labour market and government and community service providers * Knowledge of federal and provincial legislation and policies impacting on the department’s funding programs |
|  | | | | | **Abilities** |
| **Optional choice** | | | | | * Applying Principles and Procedures * Diagnostic Information Gathering * Facilitation Skills * Planning and Organizing * Presentation Skills * Thinking Skills * Using Technology |
|  | | | | | **Personal Suitability** |
| **Optional choice** | | | | | * Changing and Learning * Client Focus * Creativity * Decisiveness * Initiative * Innovation * Positive Attitude * Respecting Diversity * Results Orientation * Working with Others |
|  | | **OPERATIONAL REQUIREMENTS** | | | |
| **Optional choice** | | * Willing and able to work overtime * Willing and able to travel * Willing and able to work shift work, including evenings and weekends | | | |
|  | **ORGANIZATIONAL NEEDS** | | | | |
| **Optional choice** | * In order to achieve a representative workforce, selection may be based on qualified candidates self-identifying (at time of application) as being: * a member of visible minority group * an aboriginal person * a person with a disability * a woman | | | | |
|  | | | | **CONDITIONS OF EMPLOYMENT** | |
|  | | | | **Reliability and Security** | |
| **Mandatory** | | | | * Reliability Status | |