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| **Program Officer (PM-02)** |
| Internal 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 collaborating with community partners and stakeholders
 |
| **Mandatory choice** | * Experience in delivering services or programs to the general public involving obtaining and providing information requiring explanation or clarification

**OR*** Experience in delivering services to clients involving obtaining and providing information requiring explanation or clarification
 |
|  | **Abilities and Personal Suitability** |
| **Mandatory** | * Communication (oral)
* Communication (written)
* Thinking Skills
* Working with Others
* Client Focus
* Diagnostic Information Gathering
* Relationship Building
* Dependability
 |
|  | **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**  | * Successful completion of two (2) years post-secondary education from a recognized educational institution (e.g. community college, CEGEP, university)
* Graduation with a degree from a recognized post-secondary institution
 |
|  | **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 developing effective and collaborative working relationships with partners, stakeholders or various levels of government
* in administering grants and contribution programs
* in negotiating contribution agreements
* in applying basic accounting principles and tools
* in developing or promoting working level partnerships within the aboriginal community
* in developing or promoting working level partnerships within the homelessness community
* in developing or promoting working level partnerships within the persons with disabilities community
* in developing or promoting working level partnerships within the youth community
* in working with individuals and or groups representing individuals from diverse social economic segments of society
* in delivering presentations to various stakeholders or groups of individuals
* in using technology (e.g. e-mail, Internet and word processing)
* in working with client segments including any of the following: Aboriginal people, youth, seniors, newcomers, persons with disabilities
* in delivering Service Canada services to the general public involving obtaining and providing information requiring explanation or clarification
 |
|  | **Knowledge** |
| **Optional choice** | * Knowing our business
* Knowledge of basic business and accounting practices and tools
* Knowledge of the regional labour market and government and community service providers
* Knowledge of the department’s local and regional funding programs
 |
|  | **Abilities** |
| **Optional choice** | * Using Technology
* Presentation Skills
* Applying Principles and Procedures
* Verification and Accuracy
* Negotiation Skills
* Planning and Organizing
 |
|  | **Personal Suitability** |
| **Optional choice** | * Changing and Learning
* Initiative
* Positive Attitude
* Decisiveness
* Judgement
 |
|  | **OPERATIONAL REQUIREMENTS** |
| **Optional choice** | * Willing and able to work outside core hours, including evenings and weekends, as per operational requirements
* Willing and able to travel within the service area, as per operational requirements (may require overnight accommodation)
* Willing and able to travel by various modes of transportation
 |
|  | **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
 |
|  | **Other Conditions of Employment** |
| **Optional choice** | * Willing and able to travel for training purposes
* Willing and able to work shift work
 |