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| **Business Expertise Senior Consultant (PM-05)** |
| 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 choice** | * Recent and significant experience in providing advice and guidance to management

**OR*** Recent and significant experience in providing advice and guidance to management related to Employment Insurance (EI) program or services

**OR*** Recent and significant experience in providing advice and guidance to management related to Canada Pension Plan (CPP) program or services or Old Age Security (OAS) program or services

**OR*** Recent and significant experience in providing advice and guidance to management related to Service Canada Specialized Processing program or services

**OR*** Recent and significant experience in providing advice and guidance to management related to Citizen Services program or services

**OR*** Recent and significant experience in providing advice and guidance to management related to call centre programs or services

**OR*** Recent and significant experience in providing advice and guidance to management related to Integrity Services program or services

**OR*** Recent and significant experience in providing advice and guidance to management related to Labour Market and Social Development Programs (LMSDP) or services

**OR*** Recent and significant experience in providing advice and guidance to management related to Employment Insurance (EI) program or services or Canada Pension Plan (CPP) program or services or Old Age Security (OAS) program or services

**OR*** Recent and significant experience in providing advice and guidance to management related to Employment Insurance (EI) program or services or Canada Pension Plan (CPP) program or services or Old Age Security (OAS) program or services or Service Canada Specialized Processing program or services

**OR*** Recent and significant experience in providing advice and guidance to management related to Citizen Services program or services or call centre programs or services or Integrity Services program or services or Labour Market and Social Development Programs (LMSDP) or services

**OR*** Recent and significant experience in providing advice and guidance to management related to Employment Insurance (EI) program or services or Canada Pension Plan (CPP) program or services or Old Age Security (OAS) program or services or Service Canada Specialized Processing program or services or Citizen Services program or services or call centre programs or services or Integrity Services program or services or Labour Market and Social Development Programs (LMSDP) or services
 |
| **Mandatory choice** | * Experience in participating in working groups or on a project

**OR*** Recent and significant experience in participating in working groups or on a project

**OR*** Recent and significant experience in leading projects or working groups
 |
| **Optional choice** | * Experience in developing or implementing initiatives to improve services to clients
* Recent and significant in developing or implementing initiatives to improve services to clients
* Experience in analyzing complex situations and making recommendations relative to the delivery of Service Canada programs or services
* Recent and significant experience in analyzing complex situations and making recommendations relative to the delivery of Service Canada programs or services
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|  | **Knowledge** |
| **Mandatory** | * Knowing our business
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|  | **Abilities and Personal Suitability** |
| **Mandatory** | * Communication (oral)
* Communication (written)
* Strategic and Analytical Thinking
* Evaluating and Improving Services
* Dependability
* Influence
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|  | **Official Language Proficiency** |
| **Mandatory choice** | * English Essential
* French Essential
* English or French Essential
* Bilingual Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Bilingual Non-Imperative – Level: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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|  | **ASSET QUALIFICATIONS** |
|  | **Education** |
| **Optional choice**  | * Graduation with a degree from a recognized post-secondary institution.
* Successful completion of two (2) years post-secondary education from a recognized educational institution (e.g. community college, CEGEP, university) with a specialization in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to specify program)
* 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 using technology (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) (specify application)
* in delivering presentations to groups of individuals
* in developing or delivering training packages
* in consulting
* in planning and organizing events
* in providing complex advice and guidance regarding Service Canada programs, services or policies
* in monitoring and evaluating Service Canada programs or services
* in providing advice and guidance to senior management
* in coordinating project teams or working groups
* in establishing and maintaining collaborative working relationships with internal or external partners and stakeholders
* in developing or coordinating the introduction of new and improved methods, products, procedures or technologies
* in developing or implementing initiatives to improve services to clients
* in analyzing complex situations and making recommendations relative to the delivery of Service Canada programs or services
* in analytical research
* in trend analysis
* in applying project management principles and practices
* in managing projects
* in analysing training needs and developing or validating training programs
* in leading or facilitating working groups with divergent interests
* in leading or facilitating working groups
* in facilitating workshops
* in preparing written documents such as briefing notes, ministerial enquiry responses or research papers
* in preparing briefing notes for senior management
* in assessing, analyzing, providing expert advice and making recommendations to management
* in analyzing complex situations and identifying potential solutions
* in leading or implementing transformation or business redesign initiatives
* in developing operational guidelines
* in leading multipurpose working groups for the implementation of new initiatives and special projects
* in consulting and negotiating with senior managers
* in conducting research and analyzing complex issues and providing recommendations to senior management
* in preparing corporate documents for departmental senior management
* in strategic or business planning in the federal government context
* in the establishment and maintenance of relationships or partnerships with stakeholders
 |
| **Optional choice** **for Citizen Services** | * in providing advice and guidance regarding Service Canada policies or service offerings
* in various aspects of Employment Insurance: Processing Accuracy Review (PRAR), Appeal Review Module (ARM) I and II, training, labour disputes, workforce reduction and appeals
* in providing advice regarding the administration of the *Old Age Security Act* and Regulations
* in providing advice regarding the administration of the Employment Insurance (EI) program
* in providing advice regarding the administration of Canada Pension Plan (CPP)
* in providing advice regarding the administration of Specialized Processing Programs
* in determining entitlement to benefits in complex cases
* in writing appeals to the Review Tribunal
* in advising on, interpreting, and applying Old Age Security (OAS) and Canada Pension Plan (CPP) legislation, directives, and operational policies when dealing with benefit entitlement decisions
* Recent and significant experience in advising on, interpreting, and applying Employment Insurance (EI) legislation, directives, and operational policies when dealing with benefit entitlement decisions
* in working with client segments including any of the following: Aboriginal people, youth, seniors, new comers, persons with disabilities
* in providing advice and guidance regarding Service Canada service offerings
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| **Optional choice** **for Processing and Payment Services** | * in adjudicating complex Canada Pension Plan (CPP) benefits
* in adjudicating complex Employment Insurance (EI) claims
* in adjudicating complex Old Age Security (OAS) benefits
* in adjudicating complex Service Canada Specialized Processing claims
* in processing or adjudicating Common Experience Payment applications
* in processing or adjudicating Apprenticeship Incentive Grant applications
* in processing or adjudicating EcoAuto applications
* in processing Employment Insurance (EI) Premium Reduction and Supplemental Unemployment Benefit claims
* in processing annuities
* in processing Social Insurance Number Registry (SINR)
* in working with the Social Insurance Register (SIR)
* in level 1 Employment Insurance (EI) adjudication
* in level 2 Employment Insurance (EI) adjudication
* in adjudicating simple Canada Pension Plan (CPP) benefits
* in adjudicating complex Canada Pension Plan (CPP) benefits
* in adjudicating simple Old Age Security (OAS) benefits
* in adjudicating complex Old Age Security (OAS) benefits
* in adjudicating of Canada Pension Plan Disability (CPPD) benefits
* in writing Employment Insurance (EI) appeal submissions
* in working in an Insurance Payment Operational Centre (IPOC)
* in providing advice and guidance to staff on Employment Insurance (EI), Old Age Security (OAS) and Canada Pension Plan (CPP) programs or services for a sustained period
* in providing advice and guidance regarding Employment Insurance(EI)/Old Age Security (OAS)/Canada pension Plan (CPP) benefits or in providing services relative to the delivery of the EI/OAS/CPP program
* in the Employment Insurance (EI) appeals process
* in the Canada Pension Plan (CPP) appeals process
* in the Old Age Security (OAS) appeals process
* in working with the Social Insurance Register (SIR)
* in providing services relative to the delivery of Canada Pension Plan (CPP) benefits
* in providing services relative to the delivery of Old Age Security (OAS) benefits
* in providing advice and guidance regarding Service Canada policies or service offerings
* in various aspects of Employment Insurance: Processing Accuracy Review (PRAR), Appeal Review Module (ARM) I and II, training, labour disputes, workforce reduction and appeals
* in providing advice regarding the administration of the *Old Age Security Act* and Regulations
* in providing advice regarding the administration of the Employment Insurance (EI) program
* in providing advice regarding the administration of Canada Pension Plan (CPP)
* in providing advice regarding the administration of Specialized Processing Programs
* in determining entitlement to benefits in complex cases
* in writing appeals to the Review Tribunal
* in advising on, interpreting, and applying Old Age Security (OAS) and Canada Pension Plan (CPP) legislation, directives, and operational policies when dealing with benefit entitlement decisions
* Recent and significant experience in advising on, interpreting, and applying Employment Insurance (EI) legislation, directives, and operational policies when dealing with benefit entitlement decisions
 |
| **Optional choice** **for Integrity Services** | * in applying the department’s Integrity Operations program, practices, principles and tools
* in applying basic accounting principles and tools
* in relevant legal and courtroom proceedings
* in working with Employment Insurance (EI) investigation policies and procedures
* in working with Old Age Security (OAS) investigation policies and procedures
* in working with Canada Pension Plan (CPP) investigation policies and procedures
* in applying Employment Insurance (EI) investigation policies and procedures
* in applying Canada Pension Plan (CPP) investigation policies and procedures
* in applying Old Age Security (OAS) investigation policies and procedures
* in conducting Employment Insurance (EI) investigations
* in conducting Old Age Security (OAS) investigations
* in conducting Canada Pension Plan (CPP) investigations
* in developing or sponsoring the introduction of new and improved methods, products, procedures or technologies
* in analyzing, testing and implementing systems applications
* in using departmental systems applications such as: Workload Management System, Support System for Agents, Record of Employment (ROE) Web, etc.
* in processing Social Insurance Number Registry (SINR)
* in working with the Social Insurance Number Registry (SINR) program
* in administering the *Employment Insurance Act*, Regulations, and policies as they apply to the Social Insurance Number Registry (SINR) program
 |
| **Optional choice** **for Labour Market and Social Development Programs** | * in negotiating or implementing local and regional funding programs
* in applying federal and provincial legislation and policies impacting on the department’s funding programs
* in applying social and community development theories and practices
* in working with local labour market, government and community service providers
* in delivering any one of the following programs (candidate must indicate their experience for each one):

-National Homelessness Initiative (NHI) programs and/or Homelessness Partnership Initiative (HPI)-Youth Employment Strategy (YES) programs-Youth Awareness Program-New Horizon for Seniors Programs (NHSP)-Opportunities Fund for Persons with Disabilities (OFPD) program-Aboriginal Human Resources Development Strategy (AHRDS)* in participating in negotiation processes with key stakeholders such as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (manager to define stakeholders)
* in working with client segments including any of the following: Aboriginal people, youth, seniors, new comers, persons with disabilities
 |
|  | **Knowledge** |
| **Optional choice** | * Knowledge of Service Canada priorities
* Knowledge of strategies related to client segments
* Knowledge of project management principles, practices and tools
 |
| **Optional choice** **for Citizen Services** | * Knowledge of Service Canada service offerings
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| **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 specialized processing
 |
| **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 specialized processing
* Knowledge of the department's Integrity Operations' (IO) program, practices and tools
* Knowledge of basic business and accounting practices and tools
* Knowledge of legal and courtroom procedures
* Knowledge of Social Insurance Number Registry (SINR)
 |
| **Optional choice** **for Labour Market and Social Development Programs** | * Knowledge of the department’s local and regional funding programs
* Knowledge of federal and provincial legislation and policies impacting on the department’s funding programs
* Knowledge of social and community development theories and practices
* Knowledge of regional labour market and government and community service providers
* Knowledge of labour market, and social issues and economic factors influencing labour market conditions
 |
|  | **Abilities** |
| **Optional choice** | * Consulting
* Facilitation Skills
* Presentation Skills
* Planning and Organizing
* Using Technology
* Relationship Building
 |
|  | **Personal Suitability** |
| **Optional choice** | * Client Focus
* Changing and Learning
* Initiative
* Positive Attitude
* Working with Others
 |
|  | **Occupational Certification** |
| **Optional choice** | * Certification in training
* Successful completion of Putting Participants First
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| **Optional choice** **for Integrity Services** | * Successful completion of National Certification Program for Investigating Officers
* Certification in quality monitoring
 |
|  | **OPERATIONAL REQUIREMENTS** |
| **Optional choice** | * Willing and able to work overtime
* Willing and able to travel for extended periods
* Willing and able to travel
 |
|  | **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
 |