



Competency Profile for Communications – Advisor

ADAPTABILITY

Adapting in order to work effectively in ambiguous or changing situations, and with diverse individuals and groups.

Level 3: Adapts to widely varying needs.

- Adapts to new ideas and initiatives across a wide variety of issues or situations.
- Supports major changes that challenge traditional ways of operating.
- Adapts interpersonal style to highly diverse individuals and groups in a range of situations.
- Adapts own plans and priorities in anticipation of change.

CLIENT FOCUS

Providing service excellence to internal and/or external clients, addressing immediate and evolving client needs.

Level 3: Provides added value

- Looks for ways to add value beyond clients' immediate requests.
- Addresses underlying and long-term client needs.
- Enhances client service delivery systems and processes.
- Anticipates clients' upcoming needs and concerns.

EXEMPLIFYING INTEGRITY

Treating others fairly, honestly and respectfully, furthering the integrity of the organization and its relationships of trust within the work environment and in the broader community.

Level 1: Acts in fair and ethical manner toward others.

- Treats everyone equally with fairness, honesty and respect all the time.
- Refrains from behaviour or language that is exclusionary or offensive.
- Focuses on organizational success rather than personal gain.
- Follows through consistently on promises and commitments made to others.
- Presents facts and circumstances transparently, no matter how difficult the facts may be.
- Guards confidential and sensitive information, passing it on only to those that need to know.
- Maintains ethical principles even in the most challenging circumstances.

ATTENTION TO DETAIL

Working in a conscientious, consistent and thorough manner to ensure accuracy and the quality of work products and services delivered

Level 3: Demonstrates concern for thoroughness and accuracy.

- Identifies multiple sources of and approaches to information to ensure that details are addressed.
- Reviews the work of others for accuracy and thoroughness.
- Follows up to ensure tasks are completed and commitments are met by others.
- Verifies that work has been done according to procedures and standards.

COMMUNICATION

Communicating clearly and respectfully with different audiences, both orally and in writing

Level 3: Adapts communication.

- Tailors communication (e.g., content, style, tone and medium) to diverse audiences and readerships.
- Reads cues from diverse audiences to assess when and how to change planned communication approach to deliver message effectively.
- Communicates with varying organizational levels, sometimes on the spot.
- Recognizes others' complex or underlying needs, motivations or concerns, communicating effectively despite the sensitivity of the situation.
- Conveys important nuances and context to facilitate understanding of the message or material.

TECHNICAL AND FUNCTIONAL CAPABILITY

Understanding and applying technical and functional knowledge and skills to accomplish work objectives, while keeping up to date with new developments in the subject area and continuing to enhance skills

Level 3: Demonstrates intermediate knowledge and ability.

- Follows standard procedures, where applicable, for common tasks.
- Applies technical and functional knowledge and skills in a range of typical situations, with minimal or no guidance.
- Seeks support and guidance from superiors when encountering novel or more complex situations.

ORGANIZATIONAL AWARENESS

Understanding the workings, structure, culture and distribution of power within and beyond the organization and for Parliament as a whole, and applying this understanding to solve problems and achieve desired outcomes

Level 2: Understands and applies informal organizational structures and processes.

- Identifies the unwritten, informal structures, culture, rules, power dynamics and decision-making processes.
- Builds an informal network of relationships to facilitate progress toward objectives.
- Positions arguments based on an understanding of informal communities of shared interest.
- Recognizes unspoken organizational constraints – what is and is not possible at certain times or at certain levels.
- Applies both formal and informal channels or networks for acquiring information and assistance and for accomplishing work goals.

THINKING STRATEGICALLY

Seeing and synthesizing different aspects of an issue, examining the full range of options and outcomes, and building frameworks to guide analysis and action

Level 1: Processes complex information on aspects of an issue.

- Recognizes organization's priorities as they relate to own area of work.
- Describes the roles of key players who may be affected by the issues or decisions made in own area of work.
- Describes the relationship of own work to the work of the organization.
- Weighs varied factors involving data and information gathering and analysis on specific aspects of an issue, exercising sound judgment.

TEAM LEADERSHIP

Assuming a leadership role in helping others achieve excellent results

Level 1: Meets team's fundamental needs.

- Gives team members access to the information they need (e.g., informs others of decisions that affect them, explains rationale for decisions).
- Gives team members access to the essential equipment or resources needed to do their jobs.
- Interacts with different team members with respect and consistency, without favouring any individual.
- Accommodates diversity among team members.
- Reinforces workplace health and safety standards to protect team members.