



## Competency Profile for Communications – Officer

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### ADAPTABILITY

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

**Level 2: Adapts to situations.**

- Changes own behaviour or approach to suit the situation.
- Adjusts rules or procedures, based on the situation, while remaining guided by the organization's values.
- Adapts behaviour to perform effectively under changing or unclear conditions.

### CLIENT FOCUS

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

**Level 2: Maintains client contact.**

- Follows up with clients during and after delivery of services to ensure that their needs have been met.
- Keeps clients up to date on the progress of the service they are receiving and changes that affect them.
- Maintains service to clients during critical periods.
- Addresses clients' issues in order of priority.

### 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 a 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 2: Facilitates two-way communication.**

- Recalls others' main points, taking them into account in own communication.
- Checks own understanding of others' communication (e.g., paraphrases, asks questions).
- Elicits comments or feedback on what has been communicated.
- Maintains continuous, open and consistent communication with others.
- Writes straightforward documents (e.g., meeting summaries, instructions) that are logical and comprehensive, while remaining concise.

## 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.

## TEAMWORK

Working collaboratively with others to achieve organizational goals.

### **Level 2: Proactively assists and involves others.**

- Initiates collaboration with others.
- Assumes additional responsibilities to facilitate the achievement of team goals.
- Seeks input from other team members on matters that affect them.
- Provides input to other team members as needed.

## QUALITY FOCUS

Implementing procedures and standards to ensure high-quality results, and taking action to identify or manage quality issues, as appropriate

### **Level 2: Consistently meets quality standards set by the organization.**

- Answers basic questions related to policies and procedures for quality assurance set by the organization.
- Exemplifies quality standards set by the organization.
- Seeks opportunities to improve how work is done, raising the quality of the output.

## RESILIENCE

Staying energized, productive and focused in the face of challenges, ambiguity, change or strenuous demands, and creating a supportive environment that helps others become more resilient and productive

### **Level 3: Adapts to ongoing or regular strenuous work demands.**

- Retains perspective in the face of difficult or demanding situations (pervasive ambiguity, frequent change, heavy workloads).
- Describes disruptions as challenges rather than threats.
- Adjusts personal coping mechanisms to deal with disruptions.