



Competency Profile for Information Dissemination – Technician

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 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.

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.

DATA / INFORMATION RETRIEVAL AND ANALYSIS

Locating and retrieving data/information from a wide variety of sources and analyzing it to extract insights and meaning

Level 3: Demonstrates intermediate knowledge and ability, and applies the competency, with minimal or no guidance, in the full range of typical situations. Requires guidance to handle novel or more complex situations.

- Processes complex data/information from various sources.
- Evaluates data sources using objective criteria.
- Seeks expertise to discern and compare information or to clarify a problem.
- Maximizes the potential of available technology to identify relevant information.
- Processes large volumes of information, discerning relevant and irrelevant information under tight deadlines.
- Communicates the results of retrieval and analysis tasks in a way that is usable and actionable by the intended audience.

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.

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.

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.

ANALYTICAL THINKING

Analyzing and synthesizing information to understand issues, identify options and support sound decision-making

Level 2: Identifies critical relationships in information.

- Identifies critical connections and patterns in information and data.
- Draws logical conclusions based on an in-depth analysis of information.
- Recognizes causes and consequences of actions and events that are not readily apparent.
- Anticipates obstacles in considering next steps.