

Handout

Session 3-3

Interview summary 2

The director of a Human Resource Centre of Canada (HRCC) has requested an interview with a classification adviser from Human Resources Development Canada (HRDC). The director is considering creating a position whose duties would relate to HRDC programs and services and would target not only the Centre's staff and management but also external sponsors and partners. In a nutshell, the incumbent would be required to provide not only program advice and monitoring services but also training.

For example, the incumbent would have to closely monitor the delivery of the HRCC's programs and services and assess delivery practices in order to identify areas for improvement. This would entail submitting reports to management highlighting problems and recommending improvements. To this end, the incumbent would have to participate in forums on regional and national programs, where he or she would have an opportunity to present his or her point of view on enhancing the design and delivery of new programs. Similarly, should the incumbent observe deficiencies in the delivery of local projects or services, he or she would be responsible for ensuring that corrective action was taken by following up with program delivery staff.

In order to fulfil his or her responsibilities, the incumbent would also have to review policy, procedure and system changes that apply to local, regional and national services and then lead projects to implement these changes and provide the necessary technical training.