

Passport Officer Job Description Review – Sequencing/Critical Path

Action	OPI	Tentative Timeline*	
Establish decision to review Passport Officer job description	CSB / SEWF (ISM) / HRSB	Completed	
Engage UNE on approach for consultation	SEWF(ISM) / HRSB	Completed	
Reconfirm the operating model for Passport service delivery	CSB	3 weeks	End Feb 2023
Establish working group with national headquarters and regions to review the job description in light of the operating model and identify any issues with the current version	SEWF(ISM) / HRSB / CSB	3 weeks	End Mar 2023
Confirm/validate list of positions subject to the review	HRSB / RMS	2 weeks	End Mar 2023
Service Canada management issues email to Passport Officer employees giving notice that union will be engaging them in the future regarding job description and how to proceed with employees/supporting tools to provide feedback	CSB	1 week	Early Apr 2023
Union engages employees in Passport Officer positions with instructions on how to provide feedback	Union	3 weeks to consult, 2 weeks to consolidate feedback (TBD)	Mid-May 2023
Review union feedback and develop any applicable responses/rationale where needed. May engage with union on an ad hoc basis if additional questions/clarity is needed	SEWF (ISM) with CSB and HRSB	2 weeks	End May 2023
Obtain approval on responses to employee feedback / JD adjustments and share with union for second round of consultation (if needed)	SEWF (ISM)	3 weeks	End June 2023
Draft JD is finalized and enter governance/approvals	SEWF (ISM)	3 weeks	Mid July 2023
Classification evaluation committee	HRSB	4 weeks	Mid Aug 2023
Mapping of positions and emails to senior management	SEWF (ISM) / HRSB / RMS	8 weeks	Mid Oct 2023
Update positions in system, notification process to employees, grievance rights window	HRSB	3 weeks	Mid Nov 2023

*Timelines may vary (shorter or longer) for specific review steps; the timelines provided are intended to be illustrative.