

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

On November 21, 2024, government announced Alberta's auto insurance system will transition to care-first model, effective January 1, 2027. The care-first model will provide significantly enhanced medical, rehabilitation and income support and other benefits to support Albertans injured in collisions, while reducing the impact of litigation costs on what Albertans pay for their insurance.

This is a newly established permanent role within the Insurance Policy Team. The position will contribute to the team responsible for ensuring the successful implementation of privately-delivered, care-first auto insurance in Alberta. The Junior Policy Advisor will work as part of the Insurance Policy branch in the Financial Services Regulation and Policy (FSRP) division to develop Alberta's new insurance system before it launches on January 1, 2027. Following implementation, ongoing support within the Insurance Policy Branch will be required to assist with the increased workload created by the new care-first automobile insurance system, including reviewing and revising associated policy after implementation.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

automobile, home, property and other types of insurance.

The Junior Policy Advisor will report directly to the Director, Insurance Policy and will contribute to a team of multi-disciplinary professionals responsible for legislative, regulatory, and policy development. This role is accountable for enhancing policy capacity within FSRP and operationalization of government's commitment to establish care-first automobile insurance in Alberta. The team also provides analysis and advice to support integrated policy and planning. Areas of focus include researching and contributing to policy options for decision makers, developing new policy tools, innovative approaches, and frameworks to support integration of care-first insurance within existing policy.

The Junior Policy Advisor is responsible for assisting in the department's goal to foster an effective, efficient, and streamlined insurance market by carrying out the following:

- Provide information, analysis, and advice that will assist in the planning and development of policy that support department, divisional and branch goals:
 - Analyze and evaluate data and other information on insurance issues drawn from a diverse range of sources
 - Interpret and apply findings by developing recommendations and identifying alternate courses of action, with impacts and implications for insurance policy and legislation
 - Participate in branch and division-wide projects to ensure thorough analysis of issues
 - Prepare action requests and briefings in response to requests, as well as in response to media issues and industry news
 - Assist in the development of research reports, position papers and other types of documents related to insurance issues and those of other provincial and federal counterparts that impact Alberta
 - Evaluate the relationship of judicial decisions and other Alberta legislation including the *Freedom of Information and Protection of Privacy Act*, the *Personal Information and Privacy Act*, *Health Information Act*, *Traffic Safety Act* and *Personal Information Protection and Electronic Documents Act*, to legislative and regulatory proposals under the *Insurance Act*
 - Consult with other divisions of Alberta Treasury Board and Finance, including the Communications division and the Freedom of Information and Protection of Privacy Office, to liaise and to facilitate projects moving forward
 - Liaise with relevant stakeholders to facilitate progress on projects
- Develop and maintain policy-related information for the branch, division and department and provide updates on the insurance system in Alberta
 - Support the development of performance measures
 - Develop status reports and recommendations on the automobile insurance system and insurance generally in the province
 - Be an expert user in Sharepoint and the department's filing requirements and provide innovative solutions to information management issues, as required
 - Support the contract management and procurement processes
 - Support branch work related to agency governance and appointment processes
- Undertake environmental scanning at the local, provincial, national and international level to identify issues and trends in the insurance industry, which includes:
 - Conducting and reviewing studies and research projects on topical insurance issues.
 - Reviewing national and international developments on insurance issues and assessing the impact of those developments on consumers, insurers, regulators and government.
- Develop discussion/consultation papers for distribution with internal/external stakeholders, evaluate feedback and develop strategies to address stakeholder issues. Provide feedback and input in the policy development of draft legislation and regulations.
 - Undertaking the development of reports, briefing documents and implementation plans based on varying levels of stakeholder agreement on complex issues.
- Ensure that there is effective communication with stakeholders both directly and indirectly
 - Taking notes in meeting with stakeholders
 - Drafting records of discussion and distributing them
 - Liaising with stakeholders on various issues, as appropriate through telephone, e-mail, fax, and in person
 - Adhering to approved department and government processes and standards for communications
- Liaise with the Automobile Insurance Rate Board and Insurance Regulations and Market Conduct teams, to evaluate the effectiveness of the regulatory program and identify issues or problems by:

- Working with the teams to define the approach to be used in evaluating the effectiveness of automobile insurance.
- Providing timely and accurate assistance and policy analysis in consulting industry and other stakeholders on emerging issues.
- Contributing to the business planning and operational activities of the Insurance Policy team, including by shifting focus and activities quickly in response to changing priorities
- Awareness of direction of the government and anticipation of how changes will impact insurance stakeholders and relevant regulations and legislation, such as interprovincial and international trade agreements.

Problem Solving

Typical problems solved:

This position will be called upon to use professional judgment, analytical and problem solving skills to develop multiple processes, strategies, and approaches to policy and planning that reflect the Minister's mandate to deliver a privately-delivered, care-first automobile insurance system.

Rational and respectful approaches must be developed and used in the development of legislative and regulatory plans; government decision documents; and business processes and products to support policy integration to achieve the government's social, economic and environmental outcomes. This work includes ensuring that policy analysis is fully considered in policies, plans, guidelines, and practices being developed, including by counterparts within the division and other departments.

- The Insurance Policy Branch is involved in multiple priority projects with tight timelines.
- The incumbent is expected to respond proactively to shifting priorities, flag issues and propose ways to address them.
- In addition, the incumbent is expected to work well in a team setting and be active in meetings, collaborating and seeking input from team members and bringing new ideas to the branch.

Key challenges that the role will face include:

There is a need to move forward core business development for the care-first system urgently. The team provides on-going input and recommendations for “course corrections” to the policy agenda for the Assistant Deputy Minister's and Deputy Minister's Office to ensure the business needs of the Ministry are met, critical policy pieces move forward to meet timelines, and develop regulations and enabling legislation within the time frames allotted for the implementation of the model.

A care-first system that will be publicly regulated and privately delivered is novel. The policies are being developed in a context where stakeholders have divergent views and there is a need to balance the availability of automobile insurance with affordability. Several insurance providers have left the Alberta market due to cost concerns. Insurance products and industry challenges are not well understood by the general public.

Types of guidance available for problem solving:

Under the guidance of the Director, Insurance Policy, the Junior Policy Advisor will work closely with staff from across the department, including their team, colleagues (within and outside the department) to understand, analyze, and propose creative but practical solutions to complex issues. Access to inter-departmental and inter-governmental counterparts including Alberta Justice and external consultants for legal opinions. They will also have access to consultants with subject matter expertise.

Direct or indirect impacts of decisions:

Decisions in this role will directly or indirectly support the availability, sustainability, and growth of the

insurance industry in Alberta. Care-first automobile insurance will support a healthy and competitive insurance market, in which consumers have access to the coverage they need to drive on Alberta's highways at an affordable price. Decisions will support a legislative framework that is fair, flexible and meets the best interests of Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

The Junior Policy Advisor will have regular interactions within FSRP to collaborate on the development and implementation of the reforms. Externally they will interact with the project management team, consultants, insurance industry stakeholders, health care professionals, and members of the public.

External Stakeholders: Insurance Bureau of Canada, Insurance Brokers Association of Alberta, Facility Association, Canadian Association of Direct Relationship Insurers, Alberta Civil Trial Lawyers Association, medical practitioner associations, insurance companies, other governments and General Insurance Statistical Agency. The main purpose of the interactions with these stakeholders is to lead research and development of policy proposals and program implementation.

Internal Stakeholders: Steering Committee, ADM / Superintendent of Insurance, Deputy Superintendent of Insurance, Automobile Insurance Rate Board, Alberta Insurance Council, Accreditation Committee, and other ministries. Main purpose of interaction with these stakeholders is to coordinate the implementation of policy changes and to be a resource to stakeholders in their roles within the insurance system in Alberta.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

A degree in social sciences, public administration or policy is preferred.

Job-specific experience, technical competencies, certification and/or training:

- University graduation in a field related to the position assignment.
- Experience in government, insurance or health care would be an asset.
- Knowledge of Alberta government legislative processes, policy development, or relevant insurance legislation would be considered an asset.
- Related experience or education may be considered as an equivalency on a one for one basis.
- Experience in stakeholder and government relations, communications, or a related role with system-wide scope.
- Understands stakeholder landscape for insurance claims and injury case management, disability management, return to work planning. Familiarity with health care system and related stakeholders is an asset.
- Experience in relevant business processes, systems and change management.
- Directly related experience in another region that has transitioned to a care-first insurance model would be an asset.
- Strong analytical and problem solving skills combined with effective communication, interpersonal and facilitation skills are considered an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		

Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<p>Policy recommendations must consider not only the context and challenges of the current insurance market, but the potential implication years (if not decades) into the future as well.</p> <p>An understanding of the political environment is a crucial element that must be considered as part of the policy consideration.</p>
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>Insurance is a constantly evolving industry and the department's priorities on policy files can shift rapidly as a result. The policy advisor must proactively monitor developments on the policy file and be able to adjust rapidly to changing circumstances or political expectations.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>The project deadlines are strict and ambitious. The incumbent will need to foresee challenges and motivate a team of professionals to deliver the project outcomes. The work is complex and the role will interact with many diverse and opposing stakeholders.</p>
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for 	<p>While unanimity amongst stakeholders will rarely be achieved, all perspectives must be considered to develop optimal policy solutions and programs that function well. Collaboration and engagement with others is critical to achieving these outcomes.</p>