

New

Ministry

Primary and Preventative Health Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Consumer eHealth Operations Manger

Requested Class

Manager (Zone 2)

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:

Reporting to the Director of Consumer eHealth, Strategic IMT Services Branch, the Consumer eHealth Operations Manager, works within the constraints of the Health Information Act, the Financial Administration Act and other pertinent acts and regulations to provide tactical leadership and oversight of day-to-day operations of the MyHealth Records program and related services within the Branch.

This position leads to a team of professional and administrative resources to provide tactical planning, delivery oversight, contract management, and operational support to MyHealth Records and other eHealth programs and initiatives. This job is accountable for ensuring operational policies are implemented and the business (includes project, operational, and governance) needs of eHealth programs are met. The position is responsible for managing and coordinating the delivery of components for identified projects and operational considerations for system development including external stakeholder engagement and change management activities.

It also provides leadership in the ongoing operations and enhancements of systems supporting eHealth programs including communication with external stakeholders on program changes, providing effective leadership and contract management of outsourced services, and driving continuous improvement of operations including MHR support services. This involves frequent interactions with vendors, Provincial Health Agencies, other ministries including Technology & Innovation, Service Alberta Red Tape Reduction, other branches within Primary and Preventative Health Services, and other key stakeholders including the Alberta Medical Association, patient advisory groups, and clinical working groups. Strong communication, collaboration, contract management, understanding IT operations and best practices as well as issues management are all key components of this role.

Responsibilities

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

- 1. Oversight of day-to-day operational activities to ensure eHealth services and support are available to Albertans**
 - Direct staff and vendor resources in delivering services to ensure stable daily business operations of mission critical applications relied upon by millions of Albertans to access their personal health information.
 - Lead investigations to resolve operational issues pertaining business and system functions impacting access or quality of service provided to Albertans.
 - Responsible for maintaining and providing consistent information for a variety of eHealth knowledge bases, websites, and training materials used by Albertans, health care providers, and support desks. This includes developing and enhancing eHealth chatbots to capitalize on technology advancements reducing burden on support centers, while providing timely and relevant information to users improving the overall user experience using eHealth services.
 - Direct business analysts and other resources in developing and reviewing system requests ensuring enhancements are aligned to the program roadmap and are implemented in accordance with legislation and policies.
 - Develop strong partnerships, through consultations, facilitation and coordination by gathering input from internal and/or external stakeholders on key issues and business requirements to support Department and Divisional Programs.
 - Drive continuous improvement of operational processes and procedures to provide better support for program delivery and improved return on system investments.
- 2. Expertise in tactical planning, program policy, governance support, and program benefits realization**
 - Identify opportunities and prioritize areas for action and develop effective solutions to issues by working with leadership and staff to understand current and emerging legislation, guidelines and best practices; and working with key stakeholders to align needs and solutions with strategic business goals and priorities.
 - Collaboratively develop and implement tactical roadmaps to continually advance eHealth programs and drive program growth through increased data available, program enhancements, and improved services for end users.
 - Lead policy development to meet evolving eHealth program needs aligning to current and emerging legislation, guidelines, best practices and pan-Canadian standards.
 - Analyse provincial initiatives to determine how these initiatives can or will support department program requirements and strategic direction.
 - Conduct or facilitate the development of environment scans of eHealth related services, programs and policies to understand current trends, practices and gaps to inform policy development pertaining eHealth programs.
 - Develop and maintain program performance measures; assess progress towards stated benefits by gathering

information, and reviewing status reporting.

- Develop and present reporting to senior and executive management and with various health systems steering and governance committees as requested.
- Lead collaborate with department's privacy team to develop and submit privacy impact assessments and supporting documents including security, threat, and risk assessments pertaining to eHealth programs.

3. Lead the delivery of new eHealth services or enhancements to meet business needs while ensuring compliance with pertinent legislations

- Manage the delivery of enhancements and process changes to applications, such as MyHealth Records or other eHealth applications as required, including internal and external interfaces, control, release management, product delivery and system change notification, testing and change management activities.
- Create communication materials for internal and external stakeholders to communicate proposed changes and gain support for enhancements and ensure consistency across multiple delivery channels including online, service desks and call centers, in person sessions, and printed materials.
- Support or lead the development of new work orders, request for proposal and other procurement documents as required to initiate vendor services within an exiting contract or support the selection of the most appropriate solution to meet business needs.
- Review invoices and contracted resources' timesheets to provide acceptance of work and approval to proceed with payment processes.
- Provides overall direction for Health ensuring operationalized delivery of large IMT investments to support department business requirements.
- Develop and present status reports, briefings, and analysis documents to senior and executive management as required.

4. Manage and supervise unit and assigned temporary staff

- Supervise and provide leadership, direction, coaching and support to a team of professionals and administrative staff responsible for maintaining day-to-day operations and management of activities relating to new program initiatives, changes to existing programs, application activities, and management of the program
- Assess capacities of team resources and provide input into the allocation of resources at the unit level to optimize resource utilization to achieve business priorities
- Plan and review ongoing operational strategy for fulfilling operational business plan requirements
- Identify gaps and implement plans to further develop skills and competencies of the team

5. Support contract, grant and vendor management

- Write requirements and develop Request for Proposals (RFP), grants and other contracting/agreement/procurement documents, lead the evaluation of procurement.
- Monitor vendor work and provide guidance, track invoices and sign-off of completed work while ensuring vendor meets its contract obligations and work is in compliance with relevant legislations and policies.
- Support the Director in ensuring work is delivered, invoices are sign-off, and reported for forecasting and budgeting purposes.

Problem Solving

Typical problems solved:

- New solutions or business proposals that potentially impact operations or stakeholders, which may be perceived as

negative, obscure or unfamiliar. Creative, innovative approaches and effective communications are required to garner support to carryout or implement the proposal.

- Improving services delivered while lowering overall operational costs through continuous improvements of operational processes.
- Changes to business requirements requiring innovative and creative thinking and problem solving skills to implement. It is necessary to be proactive in finding solutions to meet business objectives that can be supported as part of ongoing operations. This is done and supported by systems-thinking, networking and partnering effectively with other stakeholders.
- Complex operational problems and on-going challenges requiring prioritization and appropriate allocation of resources, while preserving and maintaining a high degree of responsiveness and system stability.
- Proactive monitoring and rapid response to issues pertaining to technical issues, and complaints or inquiries from citizens related to eHealth services. This includes leading and providing guidance to vendors during the investigations and briefing the Ministry leadership (Executive Director, ADM, DM, Minister) on status and outcomes of the investigations.

Types of guidance available for problem solving:

Issues Management: The position is required to independently and proactively assess current and potential issues within the Consumer eHealth program with respect to their implications for the government. Position must exercise considerable judgement and discretion in terms of determining the relevance of new information, issues and events and how and when to bring them to the attention of senior leadership.

Position is responsible for leading day-to-day program operations and coordinating the development of IT solutions and enhancements, strategic analysis, option analysis and risk assessment involving the individual to ensure research and background materials are prepared and available. Timelines are often aggressive and outside the position's control. Position must exercise considerable independent creativity in ensuring issues are brought forward to the leadership.

Project Management: Position leads staff and vendor team in providing input and direction on objectives, timelines, allocation of resource, etc. from inception to completion including transition into operations. This position provides contract management support, including creation of RFPs, contracting templates/briefings, participating in procurement process, and signing off on vendors' work.

This position constantly deals with competing priorities and interests. Ongoing collaboration is therefore required to identify issues, prioritize work and keep leadership apprised.

Issue management involves public inquiries/complaints, other department's officials, and representatives from Provincial Health Agencies. Interaction with other areas in the Division and the department (e.g. Communications, Legal, Policy, Privacy and Security) follows a protocol and usually strict timelines.

Direct or indirect impacts of decisions:

Leads and coordinates a team to achieve program and other eHealth goals and targets. This requires prioritization of resources and demonstration of leadership skills in coordinating projects and engaging diverse stakeholders in consultations and collaborations. For example, working with governance group to engage clinical stakeholders as part of change management activities related to making new health data or services available to Albertans online.

Ensuring the highly sensitive personal health data of Albertans remains secure, private and accessible only to those authorized. Albertans expect the Government to be diligent caretakers of their information. Decisions on system enhancements, development, procurement, and data sharing can have a direct impact on Albertans and come with reputations risks to the Government as well as legal fines in the case of information breach.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

Unit Staff - Daily - Coordination, consultation, collaboration, status updates and guidance on operational/project activities. Sharing information and experiences to foster broader knowledge base and comprehensive approach across eHealth areas.

Other Branch Staff - Regularly - Consultation, collaboration, status updates and guidance on operational/project activities. Sharing information and experiences to foster broader knowledge base and comprehensive approach across eHealth areas.

Unit and Branch Directors - Regularly - Seek/confirm guidance/direction, provide updates, recommendations for appropriate strategies. Sharing information and experiences to foster broader knowledge base and comprehensive approach across eHealth areas.

Executive Director, SIMTS - As required - Provide updates, recommendations for appropriate strategies. Sharing information and experiences to foster broader knowledge base and comprehensive approach across eHealth areas.

Other Divisional Directors/Managers - As required - Obtain/provide information, collaborate on initiatives/operations and provide guidance, expertise, coordination of issues and support.

External

Provincial Health Agencies - Regularly - Obtain/provide information, collaborate on initiatives/operations and provide guidance, expertise, coordination of issues and support.

Vendors - Regularly - Obtain/provide information, collaborate on initiatives/operations and provide guidance, expertise, coordination of issues and support.

Other Government Departments - As required - Information sharing, obtain/provide information, collaborate on initiatives/operations and provide guidance, expertise, coordination of issues and support.

Federal/Provincial/Territorial Representatives - As required - Information sharing, obtain/provide information, collaborate on initiatives, and provide updates and reporting.

External Organizations (e.g. AMA, Canada Health Infoway, advocacy groups, HQCA) - As required - Information sharing, obtain/provide information, collaborate on initiatives, and providing program updates and reporting.

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 University degree or diploma in Computer Science

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

Previous experience working in Information Technology is required.
Policy development experience is 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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues: • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas	Many of the issues encountered are complex and unique to Alberta's eHealth ecosystem requiring research, brainstorming and out-of-the-box thinking to propose viable solutions.

		<ul style="list-style-type: none"> • Brings the right people together to solve issues • Identifies new solutions for the organization 	This position will often be tasked with coming up with solutions to meet emerging needs. The ability to get the right people together to come up with a solution is key.
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	Implementation and operational issues constantly arise without warning, requiring this position to manage them immediately. Adjusting plans and adapting schedule or pivoting to other activities to address new priorities and issues is expected of this position. Ability to manage stress is essential.
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	This position has ongoing operational and project activities that support a public-facing provincial service accessed by millions of Albertans. The position requires the capacity to recognize urgency in the delivery on tasks and resolving issues.
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	Systems is integrated with other systems from across the health system and government (e.g. Provincial Health Agencies, Alberta Netcare, Technology and Innovation, Health registries, vendor system). Collaboration with others within and outside of the department is required to ensure technical and business project and operational needs are

			met and appropriate change management is in place for system implementations across a diverse group of stakeholders.
Systems Thinking	○ ○ ● ○ ○	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>This is a provincial service that aims to be citizen and patient-centric. The delivery of services is required to recognize linkages across the health system, the government's strategic direction and department's business plan/goals. Policies and opinions considering access to health information are complex and broad consideration must be given around implementing changes in the environment and potential impacts.</p>