

**MANAGEMENT JOB DESCRIPTION
MANAGEMENT JOB EVALUATION PLAN**

Working Title Manager, Recovery Community Policy and Programs	Name
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Position Number	Reports to Position No., Class & Level	Ministry Mental Health and Addiction
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Present Class	Requested Class
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Dept ID	Program Code	Project Code (if applicable)
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POSITION SUMMARY: Briefly describe the main purpose of the position, and why it exists for the most part (See Management Job Description Guide Page 7)

The Ministry of Mental Health and Addiction (MHA) sets the strategic direction and develops and implements provincial policies, legislation, strategies, and standards for the addiction and mental health system in Alberta. The Ministry works closely with stakeholders, in part through grant agreements, to implement government strategic direction. Activities are conducted in collaboration with other ministries, governments (provincial and federal), Recovery Alberta, and community stakeholders.

Within the Ministry, the Policy and Programs Division leads development and implementation of provincial addiction and mental health related legislation, policies, strategies and programs. The Community Response and Programs Branch, located within the Division, is responsible for mental health and addiction service planning and delivery across the province.

The Manager, Recovery Community Policy & Programs, in the Policy and Program Development Unit, is accountable for leading, developing and participating in complex, strategic projects aligned to divisional priorities; in particular, Alberta’s Recovery Communities, Therapeutic Living Units and Transitional Services, and workforce initiatives. By establishing productive relationships and using superior project management and research skills the incumbent advances identified strategic projects (e.g., recovery communities), systems improvement initiatives, and legislative frameworks. The Manager, Recovery Community Policy & Programs considers future health system implications, contributes to the development of Ministry goals, the Ministry Business Plan and mandate, strategies and performance measures, and the Ministry reporting requirements. Strong facilitation and planning skills and innovative thinking along with effective presentation and communication skills are essential to the successful execution of the position responsibilities.

SPECIFIC ACCOUNTABILITIES: List the most important end results or outcomes of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and what the added value is. Normally a position has 4-8. core end results. For each end result approximately 3-6 activities should be described (See Writing Guide. Page 8).

In order to provide the required project management support to advance complex strategic projects such as the Recovery Communities, TLUs and workforce initiatives, the following specific accountabilities apply:

- Proactively monitor, and provide analysis of relevant operational and strategic planning processes and emerging market trends
- Provide clear, quality advice on emerging issues and identifying leading practices
- Identify opportunities to create value and improve efficiency
- Deliver accurate, timely information and strategic advice in multiple formats and mediums

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Effective partnerships are established with internal and external partners (e.g., the Ministry's Capital Planning and Program teams, other Ministries (e.g., Infrastructure), program operators, contractors, continuum of recovery stakeholders, professional associations, health sector industry and providers) by:

- Create sustainable, positive working relationships with diverse stakeholders through active direction and participation on committees, working groups and other partnerships
- Facilitate issues identification and conflict resolution with diverse and divergent partners
- Lead and manage innovation projects with multi-million-dollar impact (e.g., developing Recovery Communities)
- Recommend adaptations to current policy and operations frameworks to accommodate changing market dynamics

The Branch and Division's Strategic Projects are seamlessly facilitated:

- Lead projects and develop project plans including budgets, timelines and objectives.
- Develop project monitoring and evaluation protocols to assess project progress and impacts to track achievement of results for strategic projects.
- Establishing parameters for and supporting complex negotiations with external stakeholders (e.g., program and facility operators, Infrastructure and Public Safety and Emergency Services, AHS/Recovery Alberta)
- Produce timely and relevant business-related information for use by the Minister, staff of MHA and external clients.
- Facilitate successful collaboration at cross-Ministry, pan-Canadian and other working groups for strategic Branch, Divisional, and Ministry priorities
- Develop processes that will foster leading edge innovations.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.

In order to provide the required project management expertise to support the delivery of priority projects for the Ministry, the incumbent will require creativity and agility, and strong coordination, critical thinking and relationship building skills.

- Significant expertise in the use of coordination, consultation, communication, writing and presentation skills.
- A comprehensive understanding of the responsibilities, functions, mandates, and priorities of MHA and the Government of Alberta as a whole.
- Extensive knowledge and broad understanding of government and MHA objectives, goals and strategies including health reform initiatives
- Strong, broad knowledge of the mental health and addiction system and Alberta's Recovery Model.
- An understanding of the structure of the mental health and addiction system and the roles and relationships of the key stakeholders, the business and priorities of the ministry, division and each of the branches.
- Strong leadership skills accompanied with a drive for results, visionary program focus and innovative solutions.
- Well developed skills in strategic planning, policy development, facilitation, negotiations and conflict resolution
- Business acumen, ability to motivate others, and develop collaborative relationships with external stakeholders.
- Strong oral and highly developed written communication skills
- Strong leadership skills accompanied with a drive for results, customer focus, visionary focus and innovative solutions
- Ability to analyze and resolve complex, multifaceted (policy, financial, legal and legislative) issues, develop recommendations and communicate conclusions, risks, and implications with a high degree of precision in tight timelines to executive management.
- Ability to lead a team which has a strong mandate to implement wide-sweeping change in a complex environment.
- Must be "principle driven", focused on system change, and comfortable dealing with ambiguity.
- Ability to develop and maintain professional relationships with senior executives and staff of government departments, service providers, and professional associations to facilitate effective communication on issues of mutual interest.
- Ability to work effectively with Branch, Division and Department staff to address issues of interest or importance on an ad hoc basis and represent MHA on management/stakeholder/steering committees.
- Advanced organizational skills and ability to prioritize multiple tasks.

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- Able to demonstrate credibility and expertise among key stakeholders and health system sectors.
- Background, experience, or knowledge of business development/social enterprise in the Alberta context is desirable

Education and Experience:

- Undergraduate degree required - business, law, economics, health system administration or public administration/public policy, health professional, or related/similar program. Years of related experience may be considered as an equivalency on a one for one basis.
- Post-graduate degree or some post-graduate education desirable but not mandatory.
- A minimum of four years of progressively responsible experience.
- Experience in project management required.
- Experience in issues management and negotiations strongly desired.
- Experience within the public sector, mental health and addiction system, or health care system is considered an asset.

LEADERSHIP AND BUSINESS KNOW-HOW: Specify the level of integration, organization and leadership skills required to produce the results expected of the position. Provide recent examples (See Writing Guide Pages 10-11).

- Ability to manage multiple concurrent and complex projects involving collaboration with multiple stakeholders.
- Personal flexibility, resilience, and high energy to meet the ongoing day-to-day challenges, especially during periods of transition (i.e., changes in Minister/Deputy Minister preferences, department reorganizations, etc.).
- Excellent coordination, consultation, communication (oral, written and computer literacy), motivational leadership, negotiation/mediation, facilitation, conflict resolution,
- Excellent creative problem solving, analytical, critical analysis and information synthesis skills.
- Ability to manage resources. A thorough understanding of relationship management, which is required to build and maintain positive relationships with all Ministry staff and others.
- Ability to integrate individual components of issues or projects to create consistent, unified and comprehensive responses to specific issues.
- Ability to work independently and as part of a team, as well as with diverse stakeholders.
- Ability to manage working groups and steering committees consisting of stakeholders (typically from management, executive or expert levels of organizations) from diverse backgrounds with varying approaches, cultures, mandates and objectives.
- Ability to ensure that activities are completed within specified timelines and that deliverables are of high quality.
- Strong organization, communication, consultation, and interpersonal skills and ability to manage and provide leadership to managers, other Mental Health and Addiction staff members and outside stakeholders.
- Ability to identify strategic opportunities and plan actions that align with business plan goals to address issues and priorities.
- A thorough understanding of issues and information management, including strategic planning, analytic, conceptual and project management skills.
- Ability to analyze issues, identify gaps and generate opinions/solutions.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve, the degree or originality of the solutions, and the assistance available (see Writing Guide Pages 11-12)

- The Manager is required to develop unique solutions to complex issues, sometimes in the absence of precedents or existing legislation or policy direction. Frequently strategies to address these issues emerge through clear and detailed communication with external partners and internal government colleagues.
- The Manager must know when to escalate issues to executive management and ensure effective communication on sensitive matters.
- The Manager is often expected to operate under accelerated or compressed timelines on highly publicized issues.
- The Manager must know how to, and responsibly manage, confidential/sensitive corporate information provided to make recommended decisions.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve, the degree or originality of the solutions, and the assistance available (see Writing Guide Pages 11-12)		
<ul style="list-style-type: none"> The Manager should have the ability to mediate, resolve disagreements, and manage conflict resolution in politically sensitive conditions. This could be with other Ministries, addiction and mental health service providers, and others. This requires advanced problem solving and evaluation skills as well as strategic, forward thinking to inform the direction of programs. 		

RELATIONSHIPS/CONTACTS: Identify internal and/or external clients, partners and stakeholders with whom your position communicates, and indicate the frequency, purpose and nature of the contact (i.e. how they are affected by recommendations, decision making and actions(s) taken). (See Writing Guide Pages 12-13)		
Deputy Minister ADM	Ad Hoc As Required	<ul style="list-style-type: none"> Provide policy advice and recommendations, receive directions Participate in project planning; receive direction and guidance, share project information
Unit Staff	Daily	<ul style="list-style-type: none"> Lead projects and team; share information; maintain awareness of priorities and how they might impact projects
Branch Leaders	Daily	<ul style="list-style-type: none"> Provide policy advice and recommendations, receive directions Participate in project planning; receive direction and guidance, share project information
External stakeholders (e.g., Recovery community and program operators; other Ministries; Canadian Centre of Recovery Excellence)	Weekly and as required.	<ul style="list-style-type: none"> Develop strong relationships with operators to facilitate information flow and collaborative planning and problem-solving Engage participation as needed in projects; align projects with broader ministry or health system initiatives
Branch and Divisional Staff	As required	<ul style="list-style-type: none"> Engage participation as needed in projects; share information; align projects with broader ministry or health system initiatives
Capital Projects and Planning Unit	As Required	<ul style="list-style-type: none"> Collaborate on projects; share information Engage participation as needed in projects; align projects with broader ministry or health system initiatives
Corporate Services (e.g., Finance, Legal, Ministerial Correspondence Unit, Communications, IT)	As Required	<ul style="list-style-type: none"> Liaise on a regular basis as needed during specific projects

IMPACT AND MAGNITUDE OF JOB (SCOPE): Identify how the position directly affects results, and the extent to which stakeholders are affected by those results. Provide recent examples (See Writing Guide Pages 13-14).		
<p>The work of this position contributes to the effective planning and operations of the Branch, and by extension the Division and Ministry, through the coordination of regular and ad hoc strategic projects. The projects can range in size and scope (e.g., Branch only or multiple division and external stakeholders as participants in the project). Projects will require both strong coordination and direct leadership skills. For example, for a project that includes cross-branch working groups the incumbent might have a leadership role in developing setting the direction and moving agenda and action items forward.</p> <p>For each project, the Manager takes a lead role in determining the best approach to use and engages relevant parties with relative independence based on general instruction and understanding of the project objectives. Complexity can be increased by the number of participants and stakeholders in a project that might have divergent expectations and interests. When challenges arise the incumbent determines potential options based on project objectives and impacts to the project and stakeholders. The Manager has authority to identify and evaluate options and recommend a path forward. The Director, Executive Director and ADM are available for consultation on more challenging or sensitive issues.</p>		

IMPACT AND MAGNITUDE OF JOB (SCOPE): Identify how the position directly affects results, and the extent to which stakeholders are affected by those results. Provide recent examples (See Writing Guide Pages 13-14).

Given the large budget for, and high priority of the unit's projects, including Recovery Communities, it is extremely important that the Branch and Division have the necessary resources to ensure exceptional planning, execution, and oversight of these projects. Any aspect of these projects have the potential to become a high-profile public issue. The Manager will be a key advisor to the Director, Executive Director, and other senior division leadership on how to sustain the shift towards the Alberta Recovery Model for addiction and mental health, which will change how Albertans receive services.

CHANGES SINCE LAST REVIEW: Identify significant changes, that have impacted the major responsibilities and accountabilities assigned to your position since the last review (See Writing Guide Page 14).

The Division of Addiction and Mental Health was separated into a stand-alone Ministry of Mental Health and Addiction, which was subsequently re-organized into three divisions.

COMPARABLE POSITIONS: List comparable GOA benchmarks (See Writing Guide Pages 14-15).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff MUST be attached.

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

Incumbent	_____	_____	_____
	Name	Signature	Date
Director	_____	_____	_____
	Name	Signature	Date
Executive Director	_____	_____	_____
	Name	Signature	Date