

Update

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Licensing Inspector

Current Class

Human Services Worker 4

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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

- This position reports to the Regional Manager, Licensing and Compliance Monitoring Branch.
- This position has delegated authority and authorizations under the Continuing Care Act and operates within a policy framework that is legislative and regulated.
- This position is multifaceted, and has responsibility for consultation, co-ordination, licensing

recommendations, monitoring, inspection, investigation and enforcement roles associated with the Supportive Living Accommodation Standards. The Accommodation Standards are designed to ensure the safety, security and quality of life of residents in supportive living accommodations.

- This position ensures that vulnerable populations live in safe and secure accommodations and have access to appropriate and meaningful services.
- This position manages the relationship between the department, supportive living accommodations under the constraints of the CCA and the jurisdiction of collateral authorities.
- This position must be knowledgeable about the broad range of complex issues relating to vulnerable Albertans in licensed facilities. This includes, but not limited to health, safety, quality of life, socio-economic status and legal drivers as well as best practices and governing philosophies of service providers/operators. This position presents the "front-line" face of the Ministry to stakeholders, and is critical to the ongoing development of the unit.
- The position makes decisions regarding compliance that inform the content for public reporting websites that Albertans use as a tool to view compliance information on a facility.

Responsibilities

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

1. Responsible for performing duties as per delegated authority under CCA.
 - Monitors compliance to legislated requirements in continuing care facilities.
 - Monitors and inspects new and existing supportive living accommodations in accordance with the associated legislation and makes licensing recommendations.
 - Works with and co-ordinates with a variety of operators and stakeholders, collateral authorities, management bodies, private sector developers, social agencies and the general public.
 - Provides information about licensing requirements and expectations to prospective operators, existing operators, management bodies, and the general public.
 - Liaises with collateral authorities (Environmental Health, Fire, Municipal Development) and co-ordinates joint inspections when necessary where appropriate, develops shared methodologies and inspection best practices, to problem solve contentious cases with collateral authorities.
 - Monitors and inspects the above facilities on First Nations land where requested by the First Nation.
 - Issuance of non-compliances, independently determining necessary follow-up action and implement time frames for compliance action.
 - Follows-up with operators and collaborates with health compliance officers under the Continuing Care Health Service Standards (CCHSS) regarding reportable incident reports that pertain to the accommodation standards.
 - Investigates complaints regarding the Supportive Living Accommodation Standards including developing investigation plan, conducting investigations and summarizing findings in investigation report and drafting correspondence to the complainant where necessary.
 - Investigates reports of situations where operators are providing supportive living accommodation to four or more individuals without a license and determines eligibility for licensing.
 - Provides follow up on investigations and issues non-compliances where appropriate.
 - Promotes quality assurance/continuous improvement for stakeholders, general public, advocacy groups, and operators.
 - In consultation with the Director/Manager, seek legal opinions on interpretation and application of legislation where necessary.
 - Initiates enforcement action up to and including fines and/or a Stop Order, specified measured orders in relation to the accommodation standards. This may necessitate involvement in appeals or attendance at court hearings.
2. Participates in continuous improvement activities designed to move the continuing care system forward.
 - Identifies trends and patterns related to the accommodation standards.
 - Reports on issues and proposes resolutions within ongoing working partnerships (e.g. AHS)
 - Participate on committees and working groups to provide expertise related to their role, legislation, standards.
 - Support implementation of any new legislation or compliance activity that may be administered by the branch.

- Responsible for knowledge transfer about innovative and creative solutions to standards compliance and enforcement.

- Promotes the ongoing collaboration with applicable stakeholders and collateral authorities.

3. Provides analysis and pertinent information to management and others on emerging and/or critical issues within the inspector's designated area.

- Prepares concise and thorough inspection reports to support license issuance.

- Prepares concise and thorough investigation reports to support complaint investigation findings and decisions regarding eligibility under the Acts.

- Ensuring all documentation regarding inspections, monitoring, site visits, licenses, investigation and site visits are properly documented as per internal time lines and recorded in the appropriate database.

- Alerts management of legislative barriers, and current issues within a continuing care accommodation. Drafts emails, emerging issues reports, and briefing notes as required.

- Information collected and reported can be used in research and identification of current and future trends and may impact future policy direction.

- Acts as a source of knowledge and resources to other collateral authorities in regards to emerging issues and presents information on licensing, legislation and standards to various groups.

- Provides recommendations for overall improvement to the licensing processes based on professional judgment and expertise.

4. Provides support to the unit as a point of contact for any questions, assign projects, package reviews or any other duties assigned. Which could include:

- Reviews current media and inform leadership with any articles that impact the unit.

- Reviews inspection reports and recommendation reports for accuracy and content and approve for manager/director's final approval.

- Reviews and provide quality assurance for mini-inspection documentation.

- Be available to other inspectors in the field to provide support and discuss inspections/ non-compliances.

- Provides cover off duties for other licensing inspectors or the Regional Manager that may be unavailable.

- Draft ministerial and branch correspondence as needed. May be asked to initiate any high risk investigations or duty of notify reportable/critical incident follow-up.

- Complete other quality assurance responsibilities as requested.

5. As required, completes follow-up of complaints from the general public via telephone, action requests, email or mail.

- Assesses if complaints are within the parameters of legislation and standards.

- Develop investigative plan as needed.

- Completes the complaint investigation within the timelines of the risk level of the complaint as it relates to resident safety and security and assigns it for investigation.

- Collects supporting documentation and completes all required forms and enters information in the database

- Completes correspondence outlining the results of the investigation to the complainant

- Alerts management to high profile complaints that may impact the Ministry, which may include drafting a briefing note.

6. As required, completes review of reportable/critical incidents submitted by operators.

- Determines if reportable incidents meet the requirements of the accommodation standards and makes referrals to other authorities as necessary.

7. As required, participate in new applicant process to support operators through the initial licensing process.

- Review applications and collateral documentation to determine if the facility and the services provided meets the requirements of the relevant legislation (CCA)

- Liaise with AHS, PDD and other funding bodies to confirm funding and other relevant information.

- Alert management to unlicensed accommodations that may require to be licensed.

8. As required, mentor, facilitate and supporting understanding to new inspectors in all aspects of

inspectors role.

9. As required, any role related duties (FOIP Request, Wild Fire updates, BN)

Problem Solving

Typical problems solved:

- Requires ability to efficiently assess challenges and use problem-solving skills to formulate and determine the best solution. These challenges often involve competing interest/areas of responsibilities from various stakeholders, therefore understanding the policy surrounding risk assessment is vital.
- Strong knowledge of applicable legislation, regulations and standards to assist in efficient, factual and information based decisions relating to compliance and monitoring.
- Team building and networking skills to reach out (where appropriate) for feedback, consultation or recommendation in resolving problems.
- Knowledge and understanding of the application of ethics and the multidisciplinary nature of issues impacting applicable stakeholders. Failure to do so could result in the escalation of conflict, political repercussions and strained relations between stakeholders and the department.
- Must possess solid professional judgment and advanced communication, consultation, interview, negotiation, deescalation, conflict management/resolution, investigation and documentation skills to be able to conduct inspections and investigations.
- Must have excellent English oral and written skills to assess situations in the field that require quick action.
- Ability to work independently within a large geographical area to identify, analyze and resolve issues while meeting strict timelines for monitoring/licensing.
- Must possess effective liaison, facilitation, active listening and negotiation skills to obtain cooperation from operators who may challenge the licensing process, including issuing non-compliances.
- Requires skills in customer service, assertiveness with sensitivity to the vulnerability of the population residing in/or accessing continuing care services.
- Must demonstrate understanding and an aptitude for demonstrating Alberta Government APS Competency Model: Agility, Systems Thinking, Creating Problem Solving, Develop Networks, Build Collaborative Environments, Develop Self and Others and Drive for Results.

Types of guidance available for problem solving:

Reference APS Competency Model - mentors and career coaches available to assist in building problem solving skills.

Learning Modules, such as effective communication, active listening and dealing with challenging people, etc.

Manager will provide support in on-boarding and learning the primary role, responsibilities, and duties of a licensing inspector, training manuals available.

Regular meetings with team and manager to discuss arising issues, concerns, questions, considerations and ideas for improvement.

Direct or indirect impacts of decisions:

When an operator is not complying with legislation or standards, action must be taken through recommendations to management. Failure to be consistent with approach to inspections and/or investigations could result in appeals and complaints. Decisions where enforcement is recommended must be discussed and outlined in detail for management review and approval. Non-compliances can lead to media attention. Decisions to implement actions such as stop orders could result in displaced vulnerable Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

- Alberta Health Services - Health Zones Representatives - joint monitoring/collaboration.
- Collateral authorities including but not limited to fire departments, Fire Commissioner, Environmental Health, municipal planning and development - obtaining clarification, consensus, and support related to specific authority legislation.
- Unlicensed operators of supportive living accommodations.
- Operators and staff of supportive living facilities
- completion of monitoring visits.

- Licensing Unit team members including leadership - direct supervision, interpretation, direction, support, staff meetings.
- Protection for Persons in Care - referral to intake workers where applicable.
- Health Compliance Officers - joint monitoring/collaboration
- First nations Representatives - completion of monitoring visits on First Nation Land.
- Residents, their families and the general public when receiving concerns or complaints regarding potential contravention of specified legislation, regulation and standards.

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:

Healthcare, accreditation, educator, compliance, human services, auditing

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

The Licensing Inspector:

- Requires a high degree of problem- solving skills, must formulate solutions to issues in the field that involve competing interest/areas of responsibilities from various stakeholders.
- University graduation in a related field plus 2 years progressively responsible experience, equivalencies considered.
- Strong team building and networking skills.
- Must be sensitive to the complexity, and applications of ethics and interdisciplinary nature of the issues. Failure to do so could result in the escalation of conflict, political repercussions and strained relations between stakeholders and the department.
- Must possess solid professional judgment and advanced communication, consultation, interview, negotiation, deescalation, conflict management/resolution, investigation and documentation skills to be able to conduct inspections and investigations independently.
- Must have excellent English oral and written skills.
- Must be familiar with the CCA Regulations and Standards, property ownership options governing philosophies, collateral authority legislation, FOIP, HIA and established protocols and Protection for Persons in Care Act.
- Must be able to work independently within a large geographical area to identify, analyze and resolve issues while meeting strict timelines for monitoring/licensing.
- Must possess excellent liaison, facilitation, active listening and negotiation skills to obtain cooperation from operators who may be resistant to the licensing process and other matters that may arise. Must have strong general computer skills and able to use various software programs (Outlook, Adobe, Excel, Word, Teams, etc.)
- Requires skills in persuasion, assertiveness with sensitivity to the vulnerability of the population residing in or accessing continuing care services.
- Must be willing and able to travel to locations across the province and potentially be away overnight for the better part of the week.
- Must possess a valid class 5 driver's license and a reliable vehicle.
- Must maintain valid Basic Life Support certification.
- Must demonstrate understanding and an aptitude for demonstrating Alberta Government APS Competency Model: Agility, Systems Thinking Creative problem Solving, Develop Networks, Build Collaborative Environments, Develop Self and Others and Drive for Results.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on	Understanding future direction of the Unit and how your role impacts the success of desired outcomes. Understands

		<p>implications of different options</p> <ul style="list-style-type: none"> • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	and utilizes the complex intersection between cross-division, cross-ministry and regional health authority partners in meeting expected outcomes.
Agility	○ ● ○ ○ ○	<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 	There are a number of different sectors with different legislation and standards and inspectors could be assigned to any of the sectors as needed. Employee skill sets can be utilized to best meet the needs of Alberta's response to the emerging trends such as the COVID-19 pandemic.
Develop Networks	○ ● ○ ○ ○	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	Inspectors are often required to communicate and collaborate with operators/providers and collateral authorities. Understanding the importance of building these connections directly impacts the efficiency and overall success of the unit.
Creative Problem Solving	● ○ ○ ○ ○	<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 improving processes, and adapts existing practice to address problems 	Must be able to think quick, focus on the facts, be confident in your decision-making abilities and determine best course of action in diverse situations. Continuous improvement is critical to success and thinking beyond "this is how we do it", is important.
Develop Self and Others	○ ● ○ ○ ○	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies 	Continuous learning and development assists in staying informed and up to date on policy and procedures. Maintaining