

Working Title Director, Supplementary Health Benefits		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry Health
Present Class		Requested Class	Levels to Deputy Minister (Not including incumbent level)
Dept ID	Program Code	Project Code (if applicable)	

POSITION SUMMARY: Briefly describe the main purpose of the position, and why it exists for the most part (See Management Job Description Writing Guide [Page 7](#)).

The Alberta Aids to Daily Living Program (AADL) is a \$200 million operational program that provides medical equipment, supplies and services to more than 110,000 annual clients who reside in the community and have a chronic disability or terminal illness. AADL within the Ministry of Alberta Health is in the Divisional Services Branch.

Reporting to the Executive Director of the Divisional Services Branch, this position is responsible for leadership and direction of the provincially delivered program to ensure that the mandate of the branch is fulfilled in alignment with the business goals of the branch and the department. This involves development, design, monitoring, maintenance and support of the existing programs and the design and implementation of any new initiatives associated with the program. The position's activities impact Albertans, staff within Alberta Health Services, Alberta Blue Cross, AISH regional offices, more than 1000 private vendors, 3000 authorizers and inter-governmental and provincial agencies.

This position will be responsible to find ways to modernize the AADL program, make recommendations to streamline and automate AADL functions, and to determine the most effective, efficient, and cost-effective way for the AADL program to operate in the current economic climate.

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](#)).

The Director provides leadership and direction to a management team comprising six benefit line managers who in turn provide specialized knowledge and assistance to Albertans, the Division, Ministry and Alberta Health Services. With a staff complement of approximately twenty full time employees, the Director serves an expanding external clientele. Currently, approximately 110,000 clients across the lifespan are served annually through the AADL. The Director works closely with the management team to achieve key results:

1. Develop program priorities, allocate appropriate resources (staffing, budget, equipment, etc) and represent the programs and Division with stakeholders as required to optimize effectiveness and efficiency.
2. Develop program budgets that improve the accessibility, effectiveness and quality of services provided through the program. Provide the Executive Director and the ADM reliable trending information and forecasting data that give confidence to the sustainability and future planning of the program.
3. Achieve business plan objectives and evaluation of service delivery, policy and program effectiveness to ensure program services are provided in a manner that meets the needs of clients and are sustainable. The Director makes decisions on issues and situations not addressed in policy or are of a highly sensitive nature.
4. Ensure that all program services are provided in accordance with the Public Health Act, AADL regulation.
5. Initiate quality improvement initiatives to reflect the changing clinical and technical research, best practices and emerging issues to better align services within the community health system and across government

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- Ministries such as Assisted Living and Social Services, Assisted Living Alberta, and Education.
6. Provide advice to the Executive Director and the ADM, Alberta Health Services, regional AISH offices, vendors and stakeholders on current research, emerging issues and trends that may affect costing and service delivery.
 7. Develop and maintain partnerships with service providers in the delivery of the various programs.

KNOWLEDGE/EXPERIENCE: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, specialized techniques, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 9-10](#)).

Knowledge required:

- In-depth knowledge of relevant policy and legislation determining the scope of the program, rehabilitative and community-based care, assistive devices and medical equipment.
- A working knowledge of health-related best practices for specific program benefits
- A well developed and broad knowledge of provincial, national and international trends in the care of persons with disabilities and frail elderly in the community.
- Knowledge of related government programs, both provincially and federally, and community programs and stakeholders.
- Broad understanding of government objectives, goals and strategies.
- Extensive knowledge of policy development and planning processes.
- Good understanding of change management concepts.
- Working knowledge and experience in contract development and management.
- Knowledge of the Public Health Act, Health Information Act, Freedom of information and Protection of Privacy Act.
- Advanced knowledge of management theory and practices, organizational behaviors, human resource policies including the Master Agreement, budget and forecast procedures

Experience:

- Leadership skills, ability to build and motivate teams to achieve results
- Planning skills to contribute to business planning and implement objectives and directions
- Building effective relationships and work teams with internal and external stakeholders
- Excellent verbal and written communication skills, presentation and facilitation skills
- Excellent interpersonal skills with an emphasis on communication and teamwork, conflict resolution skills
- Excellent analytical and strategic thinking
- Budget management skills, forecasting and demand for services
- Strong problem-solving ability
- Ability to communicate effectively with multiple stakeholders in politically sensitive areas
- Project management skills and experience directing several diverse projects simultaneously

Education:

An undergraduate degree in a health discipline and a Master's degree in related field, health administration preferred. Equivalent combination of education and experience will be considered.

Certification/Designation:

Professional membership in health discipline is an asset.

Work Experience:

Extensive related senior management experience with demonstrated strengths in leadership and solid understanding of political implications of course of action.

- Experience in developing, implementing and monitoring achievement of business plans and Ministry goals.

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Experience in collaborating with community stakeholders.

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](#)).

Leadership skills and the ability to effectively motivate a team of staff to achieve results.

- This position provides expert knowledge of health services and benefits within the Department, and as such the incumbent must be fully conversant on the issues pertaining to all benefit areas and administrative issues. The incumbent is a contact for other branches and departments to utilize as a resource. Knowledge of medical conditions, the health care field, health care professionals and the interplay between these factors is essential.
- The incumbent leads and participates in cross-Ministry, integration and alignment initiatives to create effective and efficient programming to meet the needs of Albertans.
- Provide input to effectively communicate, collaborate and consult with service providers and the public regarding policies and processes.
- Creativity in identifying opportunities and proposing solutions for both policy and service delivery challenges and issues related to client service.
- Effective verbal and written communication skills, project management skills and proven analytical skills in working with senior and executive management.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve; the degree of originality of the solutions; and the assistance available (See Writing Guide [Pages 11-12](#)).

- Ensure the development of options and manage policy issues associated with the administration of a variety of benefit programs under AADL for all Albertans.
- Ability to recommend new and better methods to existing work processes which improve services, procedures or policies that impact the work group and other areas of the department.
- Makes numerous decisions on issues and situations which are not addressed in policy or are of a highly sensitive nature.
- Develop positive relationships with the professional health care providers to obtain collaboration with respect to policy changes and managing costs within budget funding,

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 action(s) taken) (See Writing Guide [Pages 12-13](#)).

Clients	Frequency	Nature and Purpose of Contact
<u>Internal</u>		Provide information and advice, demonstrate accountabilities, receive advice in strategic planning, set direction and priorities, receive information and advice, provide support and solutions.
ADM	As required	
Executive Director	Weekly	
AADL Policy Staff	Varies (weekly-bi-weekly)	
Business and Benefits Benefit Managers	Daily weekly	
Benefit Managers	Daily	

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Clients	Frequency	Nature and Purpose of Contact
Administrative Assistant	Daily	
Other Branch Staff	Regularly, As required	Information sharing collaboration on joint initiatives etc.
Other divisional or departmental Directors	As required	
External		
Alberta Blue Cross	Weekly	Updates to product lists, benefit line changes, problem solving
Clients	As required	Provide information and advice.
Stakeholders, including Alberta Health Services Authorizers, physicians, vendors	As required	Problem solving, establish and maintain strong communication channels with all stakeholders,
Other provincial government assistance programs	As required	Provide information and advice, to consult and receive feedback and to collaborate on joint initiatives.

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](#)).

The Director is responsible for the AADL budget, staffing and program delivery. Working within the Department's business plan and the branch potential plan, this position is responsible for setting the branch goals and priorities within available budget and staffing resources utilizing general policies and procedures as guidelines.

The Director is responsible for effective and efficient management of all staff, budget and program resources. This area annually provides equipment/supplies, services and health benefits to approximately 110,000 people per year. There are 3,000 authorizers employed by Alberta Health Services, approximately 1000 private vendors.

The Director is accountable for providing knowledgeable expertise and input to senior management on a variety of topics including allocation of resources, sustainability, issue identification and resolution. Any business, budgetary, program eligibility or product scope decisions made have an enormous impact on all clients. The impact can range from an inability to pay for a discontinued product, an increased safety concern or an inability to remain in their home resulting in a need for facility care. The major shift of health services from acute care to the community means that this branch is relied upon even more heavily to maintain people with increasingly complex health problems in their homes and the community.

Attention to budget forecasting and reporting is essential to the public trust and meeting Ministry targets. The Director is responsible for publicly visible mandated programs and costs must be managed to ensure that clients can access the programs.

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](#)).

No changes

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