

## Update

Ministry

### Describe: Basic Job Details

**Position**

Position ID

Position Name (30 characters)

Current 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

**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

1. Prior to the Continuing Care Act came into force on April 1, 2024, the Inspector was responsible for consultations, inspections, investigations and enforcement of accommodations requiring licensing under the Supportive Living Accommodation Licensing Act and certification of all contracted Long Term Care Facilities. The CCA now requires licensing of all sites.

The Continuing Care Act establishes requirements (standards) that operators must follow to ensure safety, security and quality of life of Albertans living in Supportive Living and Continuing Care Homes and gives Inspectors their authority to conduct inspections and investigations. The scope of what is considered to be a Supportive Living Accommodation has now broadened to include a wider range of supportive living services under the CCA with increased monitoring and enforcement. Impact on the Inspector's role includes increase of role complexity due to application of standards at a diverse range of sites providing care or supportive living services.

2. Make recommendations to the Director regarding licensing and potential enforcement actions such as administrative (monetary) penalties which have been enhanced in the Continuing Care Act.

3. Prepare documents and support the Director with the appeal process as required, including appearing at any judicial proceedings.
4. Work collaboratively on policy and process development
5. Work collaboratively to develop consistent evidence gathering practices and inspection tools for current and any future needs (i.e. public emergencies).
6. Following initial data entry of complaint intake, Licensing Inspector leads complaint process for Accommodation Standards and Continuing Care Health Service Standards complaints at Supportive Living Accommodations, Continuing Care Homes (both Type A and B).
7. Providing significant education and training to Continuing Care Operators on new requirements included in the CCA, Regulations and Standards and be able to communicate how it impacts them depending on their operations or funding. Complexity in the diverse range of operator types.
8. Under the Continuing Care Act, the reportable incident reporting process has been enhanced to now include both the Duty to Notify and the Notice to the Director. Review and follow-up of these incidents is required for those related to the Continuing Care Act, Regulations or Accommodation Standards.

Responsibilities Removed:

Monitoring relating to SLALA, RFCAs and Accommodation Standards in effect prior to April 1, 2024.

### Job Purpose and Organizational Context

Why the job exists:

This Licensing Inspector role exists to ensure safety, security and quality of life of Albertans living in Supportive Living and Continuing Care Homes that are licensed under the CCA. The position is also responsive in the event of any public health emergencies as it was during COVID (Licensing Inspectors designated as Executive Officers under the Public Health Act during this public health emergency).

- This position reports to the Regional Manager, Licensing and Compliance Monitoring Branch. However, Licensing Inspectors are required to be able to work independently (alone) when conducting inspections or investigations at a Continuing Care Home or Supportive Living Accommodation.

- The Continuing Care Act establishes the authority of Licensing Inspectors to conduct inspections and investigations to enter a Continuing Care Accommodation at any reasonable time.

- This position has delegated authority and authorizations under the Continuing Care Act and operates within a policy framework that is legislated and regulated.

- This position is multifaceted, and has responsibility for consultation, licensing recommendations, monitoring, inspection, reviewing/following up on incidents, investigation and enforcement roles associated with the Accommodation Standards for both Supportive Living Accommodations and Continuing Care Homes under the Continuing Care Act.

- This position ensures that vulnerable populations live in safe and secure accommodations

-This position is the "front line" face of the Ministry to stakeholders and is critical to the ongoing development of the compliance and monitoring program under the Continuing Care Act, regulations and standards.

-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.

- Conducts inspections designed to identify areas of non-compliance to enforce the CCA and potential risks within service providers' operations. This involves analyzing operator's compliance history, reviewing documentation, and assessing the effectiveness of service delivery processes. The Inspector's findings inform decisions on whether corrective actions are needed to bring providers into compliance with the Act

- 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 and education 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.

- Independently determines the issuance of non-compliances to enforce the CCA, and the 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 and Continuing Care Homes 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 to enforce the CCA where appropriate.

- Independently prepares and sends the summary of the inspection or the investigation and the letter of compliance or non-compliance directly to the Supportive Living Accommodation or the Continuing Care Home.

- Promotes quality assurance/continuous improvement for stakeholders, general public, advocacy groups, and operators.

- Supplies information to the Director/Manager, when they are seeking legal opinions on interpretation and application of legislation where necessary.
  - Follows through on 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 licence issuance.
  - 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.
  - 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 to 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, Briefing notes, Emerging Issues Reports)

## **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 *to enforce the CCA*.

- 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

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>Analyze long term outcomes/focus on goals and values for Health, Continuing Care, Seniors and Community Social Services, AHS, and overall working to improve quality of life and safety for Alberta's most vulnerable.</p> <p>Considers unintended consequences from regulatory action.</p> <p>Ability to work with stake holders, collateral authorities and other program areas and understand how they are connected.</p> <p>System knowledge is critical to meeting mandate. Regularly identify potential gaps to support quality</p>

			<p>improvement.</p> <p>Educates operators to ensure understanding of new legislation. Also works closely with collateral authorities to ensure compliance to all applicable regulations</p>
<p>Agility</p>	<p>○ ○ ● ○ ○</p>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>While working independently at supportive living and continuing care sites, Inspectors must be able to identify and manage required change. More specifically, Inspectors issue non-compliances to legislation, communicate it to the operator and work with the operator until they come into compliance.</p> <p>Monitors compliance to the Act and Regulations and ensures wellbeing of residents during lockouts and strikes.</p> <p>Inspectors encounter challenging operators, emotional family members and residents and routinely have to be able to respond with diplomacy and tact as a front line representative of the Government.</p> <p>Prior to Inspections and Investigations, Inspectors assess potential risks or challenges they may encounter while on-site whether it be an accommodation with high behaviours or an operator that resists cooperating.</p> <p>Inspectors recently, responded with agility to the Chief Medical Officer of Health (CMOH) Orders during the COVID 19</p>

			<p>pandemic, Inspectors were appointed as Executive Officers under the Public Health Act. During this time of on-going change, Inspectors were required to make decisions and take action in uncertain situations. Inspectors collaborated to</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	<p>Inspectors are required to communicate and collaborate with operators/providers and collateral authorities (i.e. Fire, Environmental Public Health, Development, Police) that could be sensitive in nature.</p> <p>Escalates concerns to appropriate collateral authority as needed.</p> <p>Advocates for vulnerable Albertans across disability services, mental health and continuing care across Alberta.</p> <p>Experts in the field and able to provide recommendations for best practices or creative ways on achieving compliance to the Act and Regulations.</p> <p>Initiates policy changes based on operational compliance and monitoring needs and trends.</p> <p>Understanding the importance of building these connections</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> </ul>	<p>Must be an independent quick thinker, focus on the facts, be confident in decision-making abilities and determine best course of action in diverse situations</p>

		<ul style="list-style-type: none"> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	<p>whether it be illegal investigations, complaint investigations or responding to Public Health emergencies and natural disasters.</p> <p>During investigations must ensure right questions are being asked to ensure compliance to the Act and Regulations.</p> <p>Develops risk assessment to prioritize next steps (exception visits, education, investigations)</p> <p>Proposes and develops changes to forms, letters and processes to ensure efficiency, red tape reduction, and clarity for the operator and the public (public reporting).</p> <p>Subject matter experts during the development of the Continuing Care Act, Regulations and the Accommodation</p>
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> <li>• Aligns personal goals with career goals</li> <li>• Leverages strengths; attempts stretch goals</li> <li>• Provides feedback and openly discusses team performance</li> <li>• Values team diversity, and supports personal development</li> </ul>	<p>Continuous learning of new legislation including collateral authority legislation (Public Health Act and Regulation, Safety Codes Act, National Building and National Fire Codes).</p> <p>During and following inspections and investigations, educates and debriefs senior leadership including CEO's, Directors of Care, Administrators, Dietitians, Lodge Managers, Recreational Therapists, Maintenance personnel, RNs/LPNs and front line staff.</p> <p>Mentors on-site</p>

