

## New

Ministry

Health

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

HIP Advisor

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Health Insurance Programs

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Business Services Manager

Supervisor's Current Class

Manager (Zone 2)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

Alberta is the only jurisdiction in North America where public registry services are completely offered through a network of individually owned private agencies. There are more than 220 registry agent locations where Albertans can access registry services. These registry agent locations vary significantly in size, transactional volumes, and number of employees. Registry services include Motor Vehicles, Vital Statistics, Corporate Registrations, Land Titles, Personal Property Registrations, and Alberta Health. Providing consistent, high quality service to Albertans while ensuring personal information is safeguarded through a private registry delivery system is unique and complex.

Reporting to the Business Services Manager, a Health Insurance Programs (HIP) Advisor has an integral role in the delivery of Health Insurance Programs (HIP) services within the Registry Agent Network (RAN) with a concentrated focus on the effective and efficient administration of registry services in Alberta. This position is responsible for monitoring registry agent performance, data analysis and trend analysis of data from a multitude of database systems. The team is responsible for incident identification and process facilitation within the Accountability Framework to ensure that services provided to Albertans are provided in accordance with established legislation, policies, and procedures. This position reports identified issues and reports in accordance with established Service Level Agreements (SLA) which are used to track and report registry agent performance issues included in the monthly Centralized Alberta Registries System (CARS) report for registry agents and internal GOA use, spanning several areas of registry agent performance.

The HIP Advisor is relied on to identify and assist Provincial Registry and Data Integrity Team (PRDIT) with data integrity issues, take corrective action and make recommendations to support the enhanced integrity and security of information using various systems such as (Reflections, Person Directory, SSDIR and Provincial Client Registry (PCR)). The position develops various reports to aid government departments and ensure data and usage is correct and appropriate, this position contributes to all phases of system life cycle of new initiatives or enhancement through identification of issues relating to system and data integrity and security. This position's primary focus and responsible for identifying privacy breaches for the Health Insurance Programs (HIP) branch, reporting incidents to HIA, taking corrective action, mitigating risk of recurrence, authorizing new and managing existing Health user ID's for registry agents and Service Alberta Call Center as well as completing quarterly User ID audits and managing and on-boarding new and existing Registry office providing health business.

The HIP Advisor is able to complete all responsibilities with minimal supervision and a high degree of personal accountability. Included in the responsibilities, is guiding and coaching entry level positions, participating in project and committee work, functioning as a Subject Matter Expert for specified issues and/or researching action requests.

## Responsibilities

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

1. Performance measurement of registry services delivered by the registry agents and other service providers is carried out to ensure compliance with established accountability and performance measurement framework and protect integrity of AHCIP systems.

### Activities:

- Analyzes audit exception reports and conducts sample reviews of transactions and activities (Reflections, SSDIR) to identify trends, patterns, or specific issues; evaluates and recommends corrective measures to address identified issues.
- Collects data to monitor, evaluate, consolidate, and deliver results of registry agent performance to ensure information provided to stakeholders and public is secure and accurate.
- Compiles detailed registry agent performance standards reports for review by Team Leads/Managers/Directors, identifies areas requiring improvement and collaborates with other business units to develop recommendations to address performance issues.
- Identifies breach of policies issues and escalates to the Team Lead to be measured by the Accountability Framework.
- Identifies requirements for enhancements to training or end-user documentation to support compliance with accountability and performance measurement framework.
- Reviews and verifies registry agent reports for trends.
- Reviews, corrects and investigates rejected imaging documents.

2. Specialized registries program expertise and evaluation services are provided to ensure governance models, policies, processes, and associated materials reflect business, stakeholder, and client requirements.

### Activities:

- Provides business expertise to ensure registry agents and stakeholders have access to current and accurate AHCIP information and reference materials (i.e. training materials and user guides).
- Liaises with other business areas, departments, levels of government, and jurisdictions to conduct research and provide consultation and make recommendations relating to resolution of issues and development of new programs and processes.
- Recommends solutions, completes precedent setting transactions, and coordinates database fixes for complex registries business issues.

3. Consultation and information relating to AHCIP legislation, regulations, systems applications, technology, and business policies and procedures are provided to external vendors and other stakeholders.

### Activities:

- Responds to inquiries and concerns from other government departments and registry agents to resolve issues or

propose alternatives, including interpreting legislation, legal opinions, and troubleshooting broad range of systems issues pertaining to registries transactions.

- Provides subject matter expertise to other business units, other departments, the public, and other jurisdictions in response to inquiries or referrals.
- Researches legislation, policies, legal opinions, and previous cases to determine precedents for issues and liaises with other business areas to resolve issues and concerns raised by service providers and stakeholders.

4. AHCIP data integrity and security is ensured through identification of system issues and active contribution to all phases of the systems life cycle, including new initiatives or changes and enhancements to systems.

**Activities:**

- Identifies and recommends corrections or enhancements to systems, including contributing to definition of systems requirements and planning, performing user acceptance testing, and assisting with documentation and training to ensure overall security and integrity of information.
- Identifies data integrity issues, referring issues to the Team Lead and providing recommendations for follow-up.
- Participates in task teams, committees, and working groups, providing motor vehicle administration perspectives and input to system initiatives.
- Contributes to establishment of priorities and identification of best practices pertaining to systems issues.
- Contributes to the renewal of Reflections through provision of business expertise.
- Participates in business process workshops to identify opportunities for changes or enhancements and carries out data integrity and clean-up activities as required.

5. The various positions within the unit are supported in achieving the mandate and goals of the AHCIP and HIP Branch.

**Activities:**

- Provides training, coaching, and guidance to entry level Senior Business Specialists.
- Actively contributes to completion of operational requirements to allow Team Lead, Manager and Director to focus on strategic and governance issues.
- Records statistical data for the registries program business plan and contributes suggestions for improving statistical tracking methods.
- Collaborates with other areas of government, including Contract Administration, Registries Investigations, and Audit and Investigations, to ensure coordination and integration of activities and data integrity.
- Participates in and/or acts as Subject Matter Expert for projects, committees, and complex or emerging issues.
- Remains current and informed to registries issues and developments, proactively recommending review and evaluation of legislation, policies, procedures, and associated processes.



**Problem Solving**

Typical problems solved:

The HIP Advisor has a complete understanding of Registries functions and responsibilities in regards to the AHCIP (contracts administration, Registries Assurance, and Registries investigations) and is a business expert for registry agents and providing consultation, research, analysis, and project coordination services to support delivery of the HIP program. This role is expected to deliver this using and applying the many statutes, regulations, AHCIP policies and procedures governing the basic business content of each transaction, and providing the general direction for the conduct of the registry agent's service commitment to HIP.

The impact of recommendations and decisions made by a HIP Advisor can be significant, affecting not only program administration but also representatives of other departments and the public. Issues can be highly sensitive, political, or confidential in nature, and the HIP Advisor is expected to demonstrate professional judgment when balancing the Ministry's commitment to customer service within the regulatory mandate of the branch.

This position demonstrates initiative and creativity when collaborating with other business areas, service providers, and stakeholders to resolve issues, suggest alternatives, or recommend changes to policies and processes. The HIP Advisor must remain aware of changes to program administration and new initiatives to provide accurate and comprehensive expertise to clients and stakeholders. Responsibility for the provision of direction on direct business issues has been assigned to the business experts within the unit, therefore, HIP Advisors will function as service/process experts in

support of the Registry Agent Network and the Service Alberta Call Center and when servicing clients.

Types of guidance available for problem solving:

This position is delegated considerable independence to determine priorities and areas of focus, exercising judgment when responding to complex registry agent requests, developing recommendations, performing data collection and developing reports on registry agent performance, and prioritizing responsibilities to meet deadlines. The HIP Advisor will provide general guidance, reviewing work for quality assurance, recommendations, decision development, and a level of professional judgment. Matters with potential for significant impact on business operations or issues without precedent are referred to the Team Lead. The HIP Advisor also reviews responses to action requests, significant briefings, and recommendations relating to changes or enhancement to legislation, regulation, policies, and processes prior to submission at the management level to ensure assumptions are valid and Ministry and Division goals and objectives are reflected appropriately. The work of the HIP Advisor is evaluated based in part on the performance of the registry agents but mainly on the methods and actions chosen to drive the effectiveness of working relationships and the networks established with the wide variety of stakeholders and partners.

The role of the HIP Advisor is to provide support to the service provider in the event that either is presented with a situation that is problematic. In that regard, the HIP Advisor is expected to assess the situation, understand it, and provide expert advice and direction for its satisfactory resolution. This will demand creativity and sensitivity to the fact that government business must be discharged appropriately and fairly to Albertans, by agents who vary in understanding and skills to provide this service. It is the primary role of the HIP Advisor to ensure that each party is supported appropriately, and the service is discharged to the provincial standard.

The HIP Advisor will be provided with the basic statutory and regulatory objectives applied by Registries. The interpretation and application of these will be the HIP Advisors responsibility with a minimum of reference to superiors. This is a highly trusted position on behalf of the HIP.

To be effective, the HIP Advisor will have considerable latitude in applying relevant legislation and policies without constant reference to others within the branch. They must determine where and when further consultation is necessary, and to seek as required. The HIP Advisor will not make decisions on behalf of the business units, as that is the responsibility, however they will be empowered to interpret and apply the business rules, as well as general administrative policies and other directives.

The HIP Advisor will function as a service and performance consultant, constantly working to raise or maintain the level and proficiency of service delivery in all of the registry agent outlets.

Direct or indirect impacts of decisions:

This position does not supervise other positions directly, but does train and mentor Senior Business Specialists.

**Key Relationships**

Major stakeholders and purpose of interactions:

Privacy and Data Integrity, Health Information Act Policy Privacy and Security Team, Service Alberta Service Alberta Contracts and Administration, Service Alberta Contact Centre, Health Claims Management, Data Analytics and Monitoring, Alberta Blue Cross

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Business		

If other, specify:

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

The HIP Advisor has a university degree or college certification (preferably with an emphasis on social sciences, communications or business) supplemented by two years of Alberta Health Care Insurance experience or applicable

policy/legislation experience. Related experience or education may be considered as an equivalency on a one for one basis.

Must have an in-depth understanding of:

- The Reflections application and related interfaces and technologies.
- Related legislation and regulations (i.e. *Alberta Health Premiums Act, and its associated Regulations*), business policies and procedures, user guides, manuals, and training materials.

And comprehensive knowledge of:

- The Ministry vision, business plan, organizational structure, and strategic priorities
- The client and stakeholder community impacted by the Branch mandate and operations (i.e. registry agent network, other departments and jurisdictions, the public), including relevant organizations, committees, advisory groups, and representatives
- The compliance environment within which the Ministry operates.
- All other registries related systems, legislation/regulations (business policies and procedures, user guides, manuals, and training materials).
- Other applicable legislation, regulations, and ministerial orders, including the *Freedom of Information and Protection of Privacy Act*.
- Software tools used to carry out job responsibilities (i.e. Microsoft Outlook, Word, and Excel).
- Private sector service organizations in the customer service environment, specifically in a real time service setting.
- Negotiations, contract management and dealing with legal issues.
- Business improvement methodologies, service standards development and application.

The HIP Advisor requires the following:

- Consultation and interpersonal skills, for issues pertaining to registries programs
- Analytical, research, and problem solving skills, including ability to analyze information obtained from broad and varied sources and develop solutions and recommendations for consideration of decision-makers
- Project coordination skills.
- Strong communication (written and verbal), interpersonal and relationship building skills.
- Strong consulting, negotiation and customer service skills.
- Ability to balance commitment to client service with regulatory mandate of motor vehicles administration program.
- Organizational skills, including ability to prioritize multiple responsibilities in a fast-paced and multi-faceted environment with complex issues and ever-present change.
- Commitment to client service, confidentiality, discretion, and tact.
- Commitment to continuous improvement and innovation.
- Team building and leadership skills, with a focus on effective team participation skills.
- Computer skills in Microsoft Office applications, Internet research, and web browser technology.

The HIP Advisor must be able to:

- Recognize and identify emerging trends, issues, and opportunities.
- Develop and maintain collaborative working relationships with clients, stakeholders, and partners.
- Function independently as well as lead and contribute effectively within a team environment
- Demonstrate initiative, professional judgment, and flexibility when making decisions outside established policies or procedures or without clear precedent
- A valid Alberta driver's licence.

## 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> <li>• Plans for how current situation is affected by broader trends</li> <li>• Integrates issues, political environment and risks when considering</li> </ul>	In the position of a HIP Advisor, planning and attention to detail is essential to the success of RAN office changes, User ID management and handling privacy breaches. In the case of

		<p>possible actions</p> <ul style="list-style-type: none"> <li>• Supports organization vision and goals through strategy</li> <li>• Addresses behaviours that challenge progress</li> </ul>	<p>RAN office changes, responsibility and decision making can be tedious due involved timely and strategic planning to ensure contracts and dates established align cross government Systems.</p>
Creative Problem Solving	○ ○ ○ ● ○	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> <li>• Uses wide range of techniques to break down problems</li> <li>• Allows others to think creatively and voice ideas</li> <li>• Brings the right people together to solve issues</li> <li>• Identifies new solutions for the organization</li> </ul>	<p>As a HIP Advisor, sharing ideas and techniques and breaking down problems are essential skills due to the multiple layers of complexity. In the case of a breach of privacy, incident reports involve thorough investigation and accurate reporting which involve leadership in areas throughout HIP and Registry offices, all reports are sent to HIA and the Office of the the Information and Privacy Commission (OIPC) and must be handled in accordance to IM Policy. 028 Breach and includes Mitigation as a critical component in reducing risk of recurrence.</p>
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	<p>This role involves working closely with Service Alberta Contracts and Administration, Registry offices, HIA and Privacy Data Administration and require strong networking skills, in depth understanding of multiple tiers of requirements/ systems and strong decision making skills due to the complex nature of the role.</p>
Develop Self and Others	○ ○ ○ ● ○	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> <li>• Shapes group learning for team development</li> <li>• Employs emerging methods towards goals</li> <li>• Creates a shared learning environment</li> </ul>	<p>In this role, It is critical to develop consistent methodologies as RAN office changes affect areas such as; invoice payments and system transactions for external user ID's for each office, it's crucial that group</p>

		<ul style="list-style-type: none"> <li>• Works with individuals to develop personal development plans</li> </ul>	learning is shared/ coached and detailed work plans/guidelines/ files are in place.
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> <li>• Creates impactful relationships with the right people</li> <li>• Ensures needs of varying groups are represented</li> <li>• Goes beyond to meet stakeholder needs</li> <li>• Ensures all needs are heard and understood</li> </ul>	The HIP Advisor role involves interaction with other government offices, departments and Registry offices. Developing networks are critical to ensure all channels of business are on board and successful end goals are achieved. A HIP Advisor has strong relationship skills that are important in completing audits received from HIA Privacy and Security that involve authorization of terminating User ID's and mitigating security risk.

**Benchmarks**

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Performance Review Specialist - Service Alberta - Program Services 2