

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

Job Purpose and Organizational Context

Why the job exists:

In keeping with the framework of the Ministry's business plan, the primary role of this position is to provide Emergency Medical Services (EMS) expertise to the Ministry to ensure that Albertans are provided with safe, effective and efficient air and ground EMS.

The main contribution of the EMS specialist is to contribute to the development of policy, standards and legislation that ensure safe and effective EMS in ground ambulance, air medevac and inter-facility settings.

The specialist will contribute as a team member within the Emergency Health Services (EHS) unit achieving these objectives by implementing policies, enforcing current standards and researching innovative solutions to meet the future demands (e.g. aging population and new roles for EMS practitioners).

The specialist also provides subject matter expertise to a wide variety of internal and external stakeholders.

Responsibilities

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

1. Ensure public safety and ensuring that minimum legislated standards are met.

Activities:

- Schedule operator/base inspections and visitations across Alberta and make recommendations to the Registrar regarding licensing status and compliance to the Emergency Health Services Act (Act), the Ground Ambulance Regulation (GAR) and the Ground Ambulance Vehicle Standards Code (Code).
 - Meet with Alberta Health Services (AHS)/contracted operators/and other stakeholders to assist in resolving problems or issues.
 - In matters of public safety, act as an agent of the Registrar to identify and eliminate any immediate risk.
 - Work collaboratively with EMS operators to recommend and implement best practice.
2. Provide knowledge and technical advice to the Minister, MLA's, AHS, EMS operators, professional colleges, unions, EMS practitioners, municipalities, boards, Ministerial appointed boards/committees, other Federal/Provincial departments/agencies.

Activities:

- Conduct literature reviews and jurisdictional scans and provide recommendations/observations via written reports, and audio/visual presentations.
- Consult on proposed and existing legislation, policies and standards.
- Provide interpretation and explanation of current legislation to stakeholders.
- Identify, evaluate and support innovative EMS strategies, programs and initiatives.
- Meet/consult with internal and external stakeholders to assist in program development from a Ministry perspective.
- Provide representation and input to special emergency management projects in various Ministries, Divisions, Branches and Units as required ex) the Health Protection Branch or Office of the Chief Medical Officer.
- Draft briefing notes, letters, memos and other forms of communication that require the subject matter expertise of an EHS Specialist.

3. Business Contract Management/Maintenance

Activities:

- Maintain and update operator records in the licensing database.
- Follow up on clinical care issues brought forward to the Ministry.
- Review AHS strategic, operational and/or business plans related to ambulance services and provide recommendations related to governance and oversight.
- Provide recommendations to leadership on issues relating to ambulance billing.

4. Policy and standards development to support the delivery of quality EHS..

Activities:

- Collaborate with policy analysts and provide knowledge on current and future roles of paramedics to inform strategic policy direction.
- Consult internal and external stakeholders, conduct needs assessments and provide recommendations based on evidence and best practice.
- Remain competent in professional practice.
- Provide support and/or lead the development and implementation of EMS related EHS projects.
- Conduct literature searches and jurisdictional scans to support clinical and governance policies.

5. Internal Initiatives

Activities:

- Provide representation and input to special issues or committees.
- Support and lead initiatives contained within unit, branch, division, and Alberta Health operational plans.
- Review and recommend current and future information technology systems (reporting/data collection).
- Review, update, and develop administrative forms and supporting manuals.

6. Public Relations/Contact

Activities:

- Respond to public inquiries/complaints via telephone and written format.

- Act as a representative of Alberta Health to outside agencies, provinces, and throughout North America.
- Prepare and present lectures, seminars, workshops and

Provincial Scope:

- Identify performance measures and indicators - development and audit of EMS
- Provide analysis of EMS system reviews
- Develop and review EMS service delivery models
- Conduct ambulance vehicle inspections, patient safety audits and program revisions
- Develop, research, review and maintain technical specifications for ambulance manufacturing
- Create and maintain relationships with ambulance operators and ambulance vehicle manufacturers
- Develop and review provincial legislation, regulation, standards and policies related to EMS
- Liaise with ambulance and equipment manufacturers to ensure standards are understood and achieved.

Scope / Role Complexities:

- Varied stakeholder population and interest groups (Elected Officials, AHS, Municipalities, First Nations, Private operators, Integrated Services, Industrial EMS and the general public).
- EMS is affected by up to twenty different pieces of legislation, regulation and policy. EHS Specialists must be familiar with all those varied parts and how they are inter-related.
- Time management demands during varied and changing workflow environment.
- Politically sensitive EMS issues management as a first point of contact for EHS / Alberta Health.
- The diversity of the position is such that the EHS Specialist must be able to answer, or take action on multiple questions based on several different pieces of legislation. Responses have direct impact on the operations and practices of EMS and the communities that they serve.

Problem Solving

Typical problems solved:

- Licensing and compliance recommendations and decisions
- Safety sensitive considerations
- Stakeholder issue management
- Business / Operational administration and process related challenges

Types of guidance available for problem solving:

- The Emergency Health Services Act, Ground Ambulance Regulation, Ground Ambulance Vehicle Standards Code provide the framework and basis of our mandate and function.
- EHS Licensing and Compliance policies support day-to-day operational and administrative functions.
- The EHS Manager of Licensing and Compliance guides and supports EHS Specialists in the performance of the duties and functions.

Direct or indirect impacts of decisions:

EHS Specialists have significant direct and indirect impacts related to decision making as their recommendations for the foundation of decisions rendered by the EHS Manager, Provincial Director and Register on all current and prospective ambulance operators via the licensing and compliance framework.

Key Relationships

Major stakeholders and purpose of interactions:

- Licensed Ambulance Operators including Alberta Health Services Emergency Medical Services (AHS EMS)
- EMS practitioners (Paramedics: EMR's, PCP's, ACP's)
- Ambulance manufacturers and Certified Tradespersons
- General Public

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other	Other	Other

If other, specify:

EMS, Public Safety, Medical, Reg. Health Provider Equivalent education and experience may be considered.

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

Knowledge:

- Knowledge of paramedic practice locally, nationally and internationally
- Diverse clinical experience as a regulated healthcare provider
- Strong working knowledge of computers and information technology systems
- A strong working knowledge of Alberta's integrated healthcare system
- Working knowledge of Alberta's legislation and policy related to health systems and EMS
- A working knowledge of ambulance construction and EMS equipment specifications
- Strong working knowledge of clinical EMS operations

Skills:

- Experience in leadership roles and functions
- Experience working with governments (municipal, provincial and federal)
- Experience conducting research and critical appraisals of evidence
- Excellent interpersonal and communication skills, both written and oral
- Strong critical analysis skills
- Conflict resolution skills
- Project and time management skills

Abilities:

- Able to work independently in an unsupervised and unstructured environment (field work)
- Able to work effectively as a team member
- Ability to lead projects and provide clear, concise updates to leadership
- Establish positive working relationships with varied stakeholders

Additional:

- Registered Healthcare provider (paramedic preferred), plus 3-5 years of progressively more complex management and leadership responsibilities.
- Valid AB driver's license (provincial travel is required).
- Minimum of Bachelor's degree is preferred.
- Equivalent education and experience may be considered.

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		
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks: <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a 	<ul style="list-style-type: none"> - The work and priorities of the EHS unit are dynamic and subject to frequent change. - The EHS unit is a small team with provincial obligations requiring EHS Specialists to be flexible and adaptable.

		backup plan	
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	<ul style="list-style-type: none"> - EHS Specialist work closely with licensed ambulance operators ensuring compliance to the Act, GAR and Code. - EHS Specialists often interact with EMS crews in the process of completing unit inspections. - EHS Specialists work with a diverse and varied stakeholder group ranging from AHS EMS, to certified tradespersons / mechanics, manufacturers and the general public, requiring the ability to consider need, priorities and impacts.
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<ul style="list-style-type: none"> - EMS is an integrated partner in healthcare. As such, the EHS unit is required to routinely re-evaluate its approach to complex problems and potential solutions.
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<p>The EHS Specialist team works closely with EHS analysts on the policy, standards and reporting mandate that the unit has. Systems thinking is a critical competency that allows translation of Specialists licensing and compliance and stakeholder engagement efforts to be applied to a broader policy framework.</p>