New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Paramedic Practice & Syst Perf

Requested Class

Manager (Zone 2)

Job Focus

Policy

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Health

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Acute Care/Emergency Health Services

☑ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Dir, Paramedic Prac & Sys Perf

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director, Paramedic Practice & System Performance, Emergency Health Services (EHS) branch, the Manager of Paramedic Practice & System Performance, provides leadership, applies strategic thinking and results-based methods to ensure that the business plan goals and objectives are achieved with a focus on collaboratively developing, implementing, monitoring and evaluating EHS initiatives.

The Manager of Paramedic Practice & System Performance models leadership behaviours when interacting with others external to the department, as well as with all internal stakeholders. Relationship building is important in working with diverse stakeholder groups, as the Manager will lead the collaborative development of policies according to the needs of EHS providers and within the realm of department policies and available resources, providing leadership in resource management as well as in mentoring, coaching and developing others to achieve objectives.

The position works in close collaboration with the branch and divisional staff - EHS Policy and Planning; EHS Licensing and Compliance; Quality, Planning and Performance Branch; and Acute Care Branch to ensure alignment within an integrated healthcare system. As a member of the divisional leadership team, this position supports the strategic initiatives that are key to fulfilling the mission, vision and values of the ministry and government as a whole.

The Manager provides leadership and develops and implements innovative solutions to improve the delivery and

efficiency of EMS across Alberta, ensuring alignment with the Emergency Health Services Act, Ground Ambulance Regulation, and Ground Ambulance Vehicle Standards Code. Secondly, the administrative and operational functions necessary for effective and efficient delivery of services that support the regulatory work for example policy, procedure, database, forms, templates and reports including drafting of briefing notes and action requests. The Manager oversees the a team of policy analysts who are required to utilize critical thinking, agility, collaborative practices and a results oriented approach to achieve successful outcomes.

Responsibilities

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

The Manager will lead a team responsible for informing government policy decisions about EHS and pre-hospital care, including standards, key performance indicators and policy guidelines using methods such as jurisdictional scans, committees/working groups, and qualitative and quantitative data analysis and reporting. A focus will be the role EHS plays in ensuring seamless cross-sector service delivery across the province. Additionally, accountability for the effective and timely response to address public and patient questions, interests, and concerns. The team includes senior policy advisor staff. To be successful in the role, the Manager will build this team and its capacity by working collaboratively with other divisions in the Ministry, the other units in the Acute Care Division, and with the new Acute Care Organization focusing on:

Information, Analysis and Advice - System and planning development is supported by appropriate research, analysis and presentation
Project Management - Efficient and effective project plans are in place to support strategic policy initiatives
Content Development - System and planning is supported by appropriate presentation of content tailored to the intended audience
Leadership and Accountability - Strategic priorities are identified, planned, and advanced through government's decision-making process in a timeline manner through appropriate analysis, consultation, and political consideration
Issues Management - Policy and standards are supported by proactive issues management
Stakeholder Engagement - Planning, development, delivery and support

The position leads and directs a team of professional staff in the following areas:

- Lead strategic initiatives to improve the alignment of EHS delivery provincial wide specifically focused on the development of system performance standards and performance framework, measures and reporting.
- Lead the design and optimization of EHS systems and processes to enhance service delivery.

- Lead the research, analysis, development and implementation of system to support the EHS framework including policy and development of legislation.

- Provide leadership and support to EHS providers and municipalities, in the development of EHS and best practices.

- Promote EHS within the Ministry and GoA in order to achieve EHS goals and promote a highly functioning system.

- Work Collaborative within the Ministry and with other GoA Ministries to represent EHS interests and promote an effective collaborative EHS system.

- Provide leadership and support in areas of motivation, performance management and provide direction to staff to ensure all are successful.

- Develop briefing and background material for the Director, Executive Director, Assistant DM, Associate DM, Minister and input for other Ministries. Draft action request responses to public and MLA inquiries.

- Provide consulting and technical advice to the Minister, MLA's, EHS providers, EHS practitioners, municipalities, boards, ministerial appointed boards/committees, other federal/provincial/territorial departments and agencies.

- Work with a team in developing standard messaging for public correspondence and framing of standards to inform policy advice.

- Managing system redesign issues relating to Alberta's EHS system and advising on how to effectively respond to issues.

Problem Solving

Typical problems solved:

This position is required to update current standards and to develop new standards and an EMS performance framework where none currently exist. Developing system standards, reporting procedures and benchmarks will be a key piece in fulfilling our mandate and role to oversee the EHS system in Alberta. This position works under the direction of the Director and within the EHS framework and existing government policy.

The types of problems the position routinely solves, includes:

- Identifying issues related to effective collaboration with health system partners and generates ideas to create a path for how to support specific projects and coordinate them within a broad framework.

- Identifying who to engage across a large spectrum of stakeholders. There is a high requirement for creative and broad thinking/visioning, balanced with identifying related impacts to EHS that may need to evolve to enable the future directions.

- Appropriate framing of issues which tend to be complex and diverse, politically and publicly sensitive, spanning not only several program areas but also the entire health system, affecting significant stakeholder groups with competing needs/interests.

Types of guidance available for problem solving:

This position is embedded within a multi-faceted team within the Acute Care Division that is interconnected and interdependent bridging policy and legislative development to oversight of EHS service provision.

Direct or indirect impacts of decisions:

This position holds the opportunity to inform and shape the future of the EHS system in Alberta.
The position is responsible for:
- Interacting with internal and external stakeholders to determine when stakeholders are needed to inform standards
- work and performance framework and relevant monitoring of progress to reach benchmarks in the system.
- Developing standard messaging for public correspondence and framing of standards to inform policy advice.
- Managing EHS system standards and practice issues relating to Alberta's EHS system and advising on how to effectively respond to issues.

Key Relationships

Major stakeholders and purpose of interactions:

Director/Executive Director:
- Provide advice on or respond to issues, as appropriate; provide updates/receive direction on actions; raise awareness to strategic opportunities and threats of significance to engage executive ministry attention.

Division leadership
- Collaboration, integration, advice, recommendations regarding directions, planning, and performance.

Unit Staff
- Share information, influence consideration for and adoption for acute care policy partnerships on cross-ministry research and knowledge management initiatives.

Branch and Division Staff
- Provide branch vision and priorities; information sharing, collaboration, knowledge exchange.

Office of the Deputy Minister and Office of the Minister
- Respond to queries for advice including updates on matters for the Deputy Minister or provide briefings to Deputy Minister /Executive Committee.

Senior Leaders at Alberta Health Services
- Share information, obtain information, collaborate, problem solve on issues related to the health system.

Other Jurisdictions (external)
- Obtain input, feedback on proposals, strategic directions, issues, priorities; Partnerships on provincial/national health services.

Required Education, Experience and Technical Competencies

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

If other, specify:

Health or business administration, or equivalent mix of related experience and education

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

Clinical health care experience as a paramedic is considered an asset

Required experience includes:

- Understanding of government structure, legislative frameworks, and the application of legislation in the Alberta health care system

- Sound knowledge of health care providers and their roles

- Experience with policy development and multi-stakeholder environments

- In depth knowledge of health system priorities, acute care/EHS including Emergency Medical Services (EMS) delivery, and issues within the political and economic environment

Additional:

- Registered healthcare provider, plus 3-5 years of progressively more complex management and leadership responsibilities.

- Minimum of Bachelor's degree is required.

- Masters level education is preferred.

- Equivalent education and experience may be considered.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job

Systems Thinking	○ ○ ○ ◉ ○	Integrates broader context into planning: • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress	The incumbent must understand how standards inform changes in health policy impact planning and care delivery in EHS. Because the incumbent is responsible for the design, development and implementation of the standards framework for EHS, changes can have a very large impact on key stakeholders across the health system. As such, a high degree of strategic thinking is required.
Creative Problem Solving	○ ○ ○ ◉ ○	Works in open teams to share ideas and process issues: • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization	It is critical that the incumbent understands various perspectives and is able to pull together the right people to solve complex system problems and find creative solutions. At the same time, the incumbent must balance a variety of needs, assess the implications of various alternatives and provide meaningful, well thought out solutions for consideration by department leadership.
Drive for Results	○ ○ ◉ ○ ○	Takes and delegates responsibility for outcomes: • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction	The incumbent will be provided broad overarching recommendations and must take accountability to determine the most effective way to achieve desired results.
Build Collaborative Environments	○ ○ ○ ◉ ○	Involves a wide group of stakeholders when working on outcomes: • Involves stakeholders and shares resources • Positively resolves conflict through coaching	The incumbent is expected to bring people together, facilitate meaningful dialogue and motivate others to achieve results.

		and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes	
Develop Networks	○ ○ ◉ ○ ○	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	The incumbent will build effective networks by connecting and building trust in relationships with different stakeholders.
Agility	○ ○ ○ ◉ ○	Proactively incorporates change into processes: • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices	The incumbent must take a proactive leadership role to anticipate, assess and readily adapt to changing priorities and effectively respond to and resolve program issues and concerns. While maintaining an awareness of changing priorities, the incumbent must proactively shift strategic focus and activities as appropriate.

Benchmarks

List 1-2 potential comparable Government of Alberta:

Manager Acute Care Standards
Manager - EHS Policy and Research
Manager - EHS Planning, System, Design and Transformation
Manager - Acute Care Quality & Performance