

Update

Ministry

Health**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Team Lead

Current Class

Administration 2

Job Focus

Supervisory Level

Operations/Program**01 - Yes Supervisory**

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

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Organizational Structure

Division, Branch/Unit

Health Insurance Programs Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

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Business Service Manager**Manager (Zone 2)****Design: Identify Job Duties and Value****Changes Since Last Reviewed**

Date yyyy-mm-dd

2024-02-13

Responsibilities Added:

The Business Specialist Team (12 Business Specialists and 1 Team Lead) was established in 2009 to provide oversight (monitoring, auditing, and Tier 3 support) in accordance with an established vendor Memorandum of Understanding (MOU) for 20 registry offices across Alberta performing Alberta Health Care Insurance Plan (AHCIP) business as well as Tier 3 support for the Service Alberta Call Center for Health.

Since 2009, the number of Registry offices in Alberta has increased from 20 to 144 offices with the added functions of:

- Managing Privacy Breaches for the HIP Branch in accordance with HIA (IM Policy 028)
- Authorizing and Administration of External User ID's for vendors (Registry offices and Service Alberta)
- Managing RAN office changes (new RAN offices for Health, address/Business Partner updates etc.)
- Managing RAN invoice payment in 1GX

- 1GX Business Specialists Hiring Manager

Responsibilities Removed:

NA

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 the AHCIP, 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 Manager, Health Insurance Programs (HIP), this position is responsible for a team of Business Specialists. The Business Specialists Team Lead, supervises the ongoing operations of Business Specialists, with a focus of monitoring the activity of registry agents and incident identification under the Accountability Framework. This position supports the Registry Agent Network (RAN), clients and stakeholders and are provided with, expertise, information and consultation relating to the AHCIP Acts and Regulations, systems applications, enabling technology and business policies and procedures through leadership of a team of Business Specialists. The Team Lead supervises staff and resources to effectively deliver outcomes, supervising and mentoring team members as they contribute to achieving the overall mandate and goals of Registry offices performing AHCIP business.

This position provides direction to Health Business Specialists in the use of the Health systems and performance measurement tools used to track and report registry agent performance

In addition to related interfaces and other technology, the Team Lead provides leadership to support the integrity and security of information in various registries systems (Reflections, SSDIR etc., the renewal of Reflections system, and the re-design and development of new applications to enhance the business and operations). In addition, this position has a critical role in overseeing operational service delivery for the RAN through a comprehensive registry agent accountability framework that includes dedicated performance reviews and by contributing to the development of their performance measures and monitoring performance SLA framework.

The Team Lead collaborates with representatives of various business units/stakeholders, other ministries and jurisdictions to ensure a coordinated approach to the continual improvement of legislation, policies and business operations. In addition, this position is responsible for escalation and/or resolution of operational policy/issues through collaboration, research and innovative solutions. The Team Lead also provides leadership to and actively participates in major projects, and initiatives to ensure the requirements of the Branch and Division are identified and fully integrated in related initiatives.

Reporting to the Manager of HIP, the Team Lead functions within the parameters of applicable legislation, policies, directives, and procedures including the Ministry's business plans.

Responsibilities

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

1. To ensure the Registry Agent Network adheres to and complies with the Government of Alberta's relevant legislation, agreements and policies.

- Ensures resolution of outstanding compliance items as identified by Business Specialists Team.
- Carries out remedial actions in alignment with the standards in relation to performance.
- Provides information on agents, and develops and communicates action plans to address performance issues.
- Assesses and analyzes the performance metrics of the Registry Agent Network and develops and delivers action plans to improve performance and/or recognize accomplishments.
- Manages AHCIP content on RAnet and OwnerNet.

2. Coordinates and supervises 11 Business Specialists staff by providing leadership and expert coaching to strive for employee excellence, development and retention.

- Develops and coordinates an effective team of staff whose goals is to provide critical, timely and effective support to the operational service delivery provided to the RAN and Service Alberta Call Center.
- Consults, monitors and provides feedback on performance on an ongoing basis.
- Makes decisions relating to AHCIP matters derived from within the department, Ministry, RAN, registries' clients or from other ministries.
- Shares knowledge within the Business Mangers to enhance capabilities of team members, and supports the personal and professional development of staff.
- Consults with staff and management to establish goals for the staff and how they contribute towards the business and operational plan.
- Handles daily human resource functions including attendance and time sheet reviews.

3. Provides analytical and pertinent information to management and others on emerging or critical issues, by dealing with issues effectively, quickly and minimizing the need for political involvement.

- Responds to and drafts ministerial briefing notes and Action Requests in a timely and effective manner.
- Develops and delivers information sessions relating to the program including liaising with the RAN to raise awareness of emerging issues.
- Prepares and compiles precise operational reports, identifying and resolving issues as appropriate.
- Builds rapport with Alberta Registry Agents and Service Alberta Registries Assurance/Contracts Admin etc.
- Engage in complaint resolution to matters received from Albertans or business experts within Registries to understand, analyze and develop a remedial plan of action, ultimately engaging with the complainant and the agent to ensure the appropriate resolution of the issue to the satisfaction of all parties.

4. Administration of the Registries Assurance program for Registries Program Standards and

Assurance Unit.

- Reviews policy, legislation, program and operational recommendations for management and senior management.
- Participates in business unit operational planning.
- Oversees the delivery of Business Specialists services for the AHCIP in accordance with the strategic direction of the ministry, department, branch and business unit plans.
- Assists Registry Specialists with operational issues and escalations.

5. Takes the lead on project initiatives affecting RAN and AHCIP business.

- Uses project management skills and training to ensure project initiatives and deliverables are met.
- Facilities and organizes meetings.
- Negotiates with internal and external stakeholders in regards to initiatives including identifying and determining policy updates.
- Coordinates, accounts for and deploys assigned projects.

Problem Solving

Typical problems solved:

The Team Lead will have supervisory responsibilities for the Business Specialists staff and they will be responsible for their assigned staff in the supervisory duties of coaching, time sheet review and reviews.

- The Team Lead will play a role in the strategic development of priorities for the Business Specialist and with the strategic direction of the Health Insurance Programs.
- The Team Lead will not have a portfolio of RAN agents assigned but may be required to contact them on performance and/or issues identified by the Business Specialists or management.
- The Team Lead will be the second line of contact for the registry agents for the resolution of service issues. They generally only become involved with service issues when the Business Specialists has exhausted all avenues for resolution, the Team Lead will provide the first level of escalated to their attention.
- Working within the boundaries of the Business Specialists unit, the Team Lead makes decisions and provides direction as to the most appropriate method for resolution of issues RAN agents and external issues which affect the registry agents.
- Oversee compliance and enforcement of the RAN to the Government of Alberta's legislation and policies, and Registries' registry agent agreement.
- Issues can be highly sensitive, political and confidential, with this position relied on to demonstrate and exemplify professionalism while carrying out of duties.
- The Team Lead will be involved with drafting and researching information for Ministerial Briefing Notes and Ministerial Action Requests.
- The incumbent will represent the Business Specialists and the RAN on committees and working groups to ensure the units needs and requirements are met and/or communicated.
- As Business Specialists provide support for Alberta Health, the Team Lead has a very complex and challenging role, in that the incumbent must have an operational knowledge of not only all registries they support, but also intricate knowledge of the RAN and governing legislation and policies.
- The Team Lead must be able to operate effectively and make informed decisions independently without the aid of management, but yet still know and understand situations where they require management intervention, consultation or decisions.
- The Team Lead must build solid working relationships with all stakeholders.

The need to manage and/or participate in projects on a variety of issues, large to small, is an ongoing reality of the team, and the Team Lead will take on project management opportunities as they arise and are assigned by management.

Types of guidance available for problem solving:

Individuals require effective listening skills and ability to provide appropriate verbal, non-verbal and written communications, adaptability to change, problem solving and judgement to assess options and implications in order to identify a solution appropriate to workload requirement. Conflict resolution, tact and organization skills are required to attend to everyday operations.

The Team Lead, Health Insurance Programs requires expert understanding of:

- AHCIP administration legislation, regulations, vendor Memorandum of Understanding (MOU), Service Level Agreements (SLA) and business processes and procedures and training requirements;
- Provincial data applications application and other related interfaces and technologies.

Comprehensive knowledge of:

- Government strategic goals and policy directions as they relate to the Ministry mandate and initiatives;
- 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 (RAN), Service Alberta Contact Center other departments and jurisdictions, the public), including relevant organizations, committees, advisory groups, and representatives;
- The compliance environment with which the Ministry operates;
- Other applicable legislation, regulations, and ministerial orders, including the *Freedom of Information and Protection of Privacy Act* and the *Government Organization Act*;
- Software tools used to carry out job responsibilities (i.e. Microsoft Outlook, Word, and Excel).

The Team Lead requires demonstrated and highly developed:

- Consultation and interpersonal skills, including ability to build and maintain collaborative working relationships with service providers, stakeholders, and Ministry and Government representatives;
- Leadership and supervisor skills, including commitment to staff development and coaching and building teams analytical, research, and problem solving skills, including ability to analyze information and develop solutions and recommendations to resolve issues;
- Written and verbal communication skills including ability to develop and deliver presentations to stakeholders and decision-makers and draft issues papers and briefings;
- Negotiation and conflict resolution skills, including ability to deal effectively with complex situations and difficult clients;
- Ability to balance commitment to client service with a regulatory mandate of the registries administration program;
- Organizational skills including ability to prioritize and manage multiple responsibilities in a fast paced and multi-faceted environment with complex issues and ever present change;
- Commitment to client service, confidentiality, and discretion;
- Computer skills in Microsoft Office application, internet research, and web browser technology.

The Team Lead must be able to:

- Identify emerging trends, issues, and opportunities relating to the HIP and develop plans to pro-actively address them;
 - Coordinate multiple and complex projects with concurrent deadlines while carrying out ongoing responsibilities;
 - Maintain a strategic and Ministry focus while delivering results at the operational level;
 - Demonstrate initiative, professional judgment, and flexibility when making decisions outside established policies and representing Branch perspectives and requirements on committees and working groups involving sensitive information;
- A valid driver's licence is also required.

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

The Team Lead has regular and ongoing contact with:

- Branch and Division representatives to provide consultation, business expertise, and recommendation; collaborate on issues resolution and development or revision of legislation, regulations, policies, governance

models, and systems; exchange information; and collaborate on projects and initiatives;

- Registry agents to resolve issues and provide business expertise for comprehensive range of AHCIP administration issues and concerns; interpret legislation, regulations, and business policies and procedures for complex and unique situations; and collaborate on the resolution of performance issues;
- Representatives of other ministries and jurisdictions, the public to resolve issues pertaining to the interpretation of AHCIP administration legislation, regulations, and business policies and procedures; exchange information; resolve complex complaints or inquiries; clarify program requirements; and collaborate on development and implementation of AHCIP projects and initiatives;

Peers in other jurisdictions to exchange information and best practices; coordinate activities and ensure harmonization of programs when applicable; and develop relationships and partnerships

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Applied Degree	Business	Other	

If other, specify:

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

The Team Lead will have supervisory responsibilities for the staff in HIP and they will be responsible the supervisory duties of coaching, time sheet review and performance contract development and reviews.

- The Team Lead will play a role in the strategic development of AHCIP priorities for the Registry Specialists and with the strategic direction of HIP.
- The Team Lead will not have will required address performance and/or issues identified by the Business Specialists or management.
- The Team Lead will be the second line of contact for the registry agents for the resolution of service issues. They generally only become involved with service issues when the Business Specialist has exhausted all avenues for resolution, the Team Lead will provide the first level of escalation to their attention.
- Working within the boundaries of the Business Specialist unit, the Team Lead makes Business Specialists and external issues that affect the registry agents.
- They will play a critical role in ensuring the satisfactory compliance and enforcement of the RAN to the Government of Alberta's legislation and policies, and registry agent SLA agreement.
- Issues can be highly sensitive, political and confidential, with this position relied on to demonstrate and exemplify professionalism while carrying out of duties.
- The Team Lead will be involved with drafting and researching information for Ministerial Briefing Notes and Ministerial Action Requests.
- The incumbent will represent the Business Specialists and the RAN on committees and working groups to ensure the units needs and requirements are met and/or communicated.
- As Business Specialists provide support for Registries, Alberta Blue Cross, Service Alberta Call Center, Provincial Registries and Data Integrity, the Business Specialist Team Lead has a very complex and challenging role, in that the incumbent must have an operational knowledge of not only all registries requiring AHCIP support, but also intricate knowledge of the HIA, Alberta Blue Cross Non-Group, privacy and data integrity and how it impacts associated health systems (i.e. Person Directory, Provincial Client Registry)
- The Team Lead must be able to operate effectively and make informed decisions independently without the aid of management, but yet still know and understand situations where they require management intervention, consultation or decisions.
- The Team Lead must build solid working relationships with all stakeholders. The need to manage and/or participate in projects on a variety of issues, large to small, is an ongoing reality of the Unit, and the Team Lead will take on project management opportunities as the arise and are assigned by management.

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	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Integrates broader context into planning:	The Team Lead is often challenged with new and

		<ul style="list-style-type: none"> • 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 	unique issues that involve investigation and systematic consequences. These cases could spur process review, for example, due to changes in Health's adoption/surrogacy policy, process was changed due to the impact to the Electronic Health record and risk of a privacy breach.
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	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.
Creative Problem Solving	○ ○ ○ ● ○	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • 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 	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 to have problem solving skills and the ability of identifying opportunities when current processes are not working and group learning is initiated/coaching and detailed work plans/guidelines/files are in place.
Develop Networks	○ ○ ○ ● ○	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented • Goes beyond to meet stakeholder needs 	Senior Business Specialist involve 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. The Senior Business Specialist have

		<ul style="list-style-type: none"> Ensures all needs are heard and understood 	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.
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> Shapes group learning for team development Employs emerging methods towards goals Creates a shared learning environment Works with individuals to develop personal development plans 	ISenior Business Specialist involve 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. The Senior Business Specialist have 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](#)