

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Dir, eHealth Plann & Oversight

Requested Class

Senior Manager (Zone 2)

Job Focus

Policy

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

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:

Reporting to the Executive Director of the Information Management Branch, the Director, eHealth Planning and Oversight facilitates the effective delivery of digital health solutions by health system stakeholders in support of the department business plan and priorities. This includes developing a strategic plan for delivery of provincial digital health services, establishing and managing related service management agreements with information technology partners, and optimizing the provincial digital health services operating model to ensure it aligns with changing department priorities and delivers quality services in a cost-effective and efficient manner.

Responsibilities

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

1. Lead the development and maintenance of a digital health strategic plan for the health system.
 - Consult with department and health system partners and stakeholders to identify key objectives of the plan that align with the department's business objectives and priorities for the health system.
 - Engage stakeholders to assess the current digital health environment to identify strengths, issues/risks and opportunities that must be considered in a plan to achieve strategic objectives and the role of key information technology partners in implementing the plan.

- Design and develop a strategic plan that includes priorities, objectives, a road map to meet these objectives, and performance metrics that will be used to assess performance.
 - Communicate the plan with health system partners and stakeholders and secure commitment in the implementation of the plan, monitor its implementation, assess performance in achieving business objectives and renew the plan with changing business plan priorities.
2. Establish and manage the digital health management services agreements with health system information technology partners consistent with department priorities.
- Establish service agreements with key partners in the delivery of digital health services that align with department priorities and foster accountability in the delivery of quality, cost-effective digital health services.
 - Establish appropriate governance structures, and monitoring and reporting mechanisms to ensure service agreements are achieving intended outcomes and benefits of digital health investments are realized.
 - Evaluate service agreements periodically and revise them accordingly to ensure they align with department priorities and continue to effectively drive toward business objectives.
 - Lead the development of budgets, forecasts and funding models to optimize funding approaches and maintain a fiscally-responsible plan for funding digital health services in the province.
3. Ensure the department has appropriate digital health policies, standards and procedures in place for quality digital health service delivery.
- Consult with health system partners and stakeholders to identify gaps in policy, standards and procedures in the delivery of an integrated digital health environment and develop a road map to address these gaps.
 - Align the development of policy, standards and procedures with Alberta's Health Information Act and other relevant Acts, Regulations, Policies and Standards related to the handling of information.
 - Communicate and secure commitment from health system partners and stakeholders in the adoption of appropriate policies, standards and procedures in the delivery of digital health services.
 - Lead the regular review and revision of policies, standards and procedures as needed to ensure alignment with GoA legislation, policy and department strategies and objectives.
4. Ensure the quality of digital health services and solutions.
- Lead the development of a quality framework for digital health services and periodic assessment of digital health services to identify gaps and drive improvements in the delivery of these services.
 - Identify opportunities to optimize Alberta's digital health services operating model, including opportunities to strengthen governance, streamline structures and processes, and rationalize services.
 - Lead the implementation of improvements to Alberta's digital health services operating model in collaboration with relevant partners and stakeholders and assess the impact of improvements on business outcomes.
 - Engage and consult with Federal/ Provincial/ Territorial partners, GoA Ministries, and other relevant organizations to gain insights and lessons learned that could be leveraged to strengthen Alberta's digital health system, share learnings from Alberta and recommend opportunities for Alberta's engagement in pan-Canadian initiatives that align with Alberta's priorities and serve to advance these priorities.

Problem Solving

Typical problems solved:

Solving problems will require a strategic approach, drawing on a wide network of contacts and experience. A strong understanding of the digital health environment, as well as the perspectives of stakeholders including patients, healthcare providers, information technology vendors, pan-Canadian information technology agencies, other Ministries and other governments is essential. This diverse group of stakeholders often has diverging needs and objectives. Strong relationships with senior staff from several other departments and organizations is required to develop solutions that meet department needs for which there is minimal

precedent, while reflecting priorities and interests of partners/stakeholders.

Multi dependencies and interdependencies of projects and the need to establish cost-effective agreements require this position to network with internal and external project management groups to formulate win-win strategies to collectively achieve business results.

The position must remain continuously sensitive to the larger political and societal context in which the key departmental objectives of responsiveness, flexibility and collaboration are to be achieved.

Types of guidance available for problem solving:

The position works within a broad framework of legislation, policies and business/strategic plans to achieve results. Situations faced by the Director are generally unstructured and impacting the broader health care system at a provincial level; approaches to problem solving are determined by the incumbent with support provided by legislation, the Executive Director, Assistant Deputy Minister, research and policy evidence, and previous professional experience.

Direct or indirect impacts of decisions:

This position directly impacts the delivery of digital health services in the province by establishing the relationships, agreements and oversight mechanisms that ensure the delivery of quality digital health services in line with department strategies, policies and priorities. The Director is responsible for results that have a significant impact on the selection, planning and delivery of digital health enablers of the Ministry's mandate in all programs, affecting the entire health sector and beyond. Poorly thought-out advice can result in missed opportunities to extract maximum value and improve alignment with Alberta's interests. The Director works in a highly collaborative manner with leadership of the Division, and Alberta Health program areas, and keeps the Executive Director and Assistant Deputy Minister informed of key issues.

This position effectively represents the Ministry at a senior level, dealing with senior levels of external organizations, in a politically sensitive environment. Freedom to direct and act in this position is essential. Activities are typically of a high-profile nature and involve multiple and diverse stakeholders.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

AH Program Areas

Daily. Share information/strategies, provide advice and interpretations. Collaborate to understand needs and identify creative solutions.

Executive Director, Branch Leadership Team

Weekly. Provide advice, share information/progress, collaborate in development of plans.

ADM, Divisional Leadership Team

As required.

Legal and Legislative Services/FOIP/HIA

As required. Legislative changes/interpretations and service agreements.

External

Alberta Health Services

As required Communication/Information sharing, implementation planning and execution.
Creative problem solving; engage to contribute to strategies and policies.

Other Clinical experts

As required - Research/advice/clinical knowledge/identification of creative solutions.

Provincial Colleges/Associations

As Required. Communication; research; engage for contributions to strategies and policies.

Information Technology Services Organizations

As Required. Provide direction, establish agreements, assess performance.

Required Education, Experience and Technical Competencies

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

If other, specify:

University degree in Business or Health Services Administration, Public Administration, or related

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

KNOWLEDGE

- Strategic level understanding of health system strategies and issues to recommend changes in legislation, policy, standards, guidelines and procedures to support provincial strategies and initiatives.
- Broad knowledge of government direction and in-depth knowledge of governance models and practices.
- Broad knowledge of provincial budget, monitoring and reporting, and benefits realization processes to lead and manage a variety of internal and external processes.

SKILLS

- Excellent communication skills, both oral and written, including very good consultation and presentation skills.
- Ability to build and maintain linkages within the organization, across government and with external stakeholders.
- Excellent organizational, project management and decision-making skills.
- Excellent research, analytical and problem-solving skills.
- Strategic thinking and influencing skills.
- Demonstrated ability to develop and maintain positive and effective working relationships and partnerships with stakeholders of diverse backgrounds.
- Strong ability to analyze complex issues and identify options or courses of action to address these issues.

EDUCATION

- University degree in Business or Health Services Administration, Public Administration, or related education or equivalent combination of education and experience.

EXPERIENCE

- Considerable senior management experience in the health sector, including strategic planning, oversight and management of services agreements, and performance improvement.
- Demonstrated experience developing digital health plans and quality frameworks.
- Significant experience in development and delivery of new programs.
- Significant experience in the health system.
- Considerable experience in conceptual thinking, critical analysis and problem solving in a team-based environment.
- Demonstrated experience in complex, collaborative, multi-stakeholder environments.

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"> 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 	Considers the broader context of the eHealth environment to identify risks and opportunities in the development of strategic plans.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues: <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 	Establishes teams that represent various stakeholder perspectives and facilitates problem resolution to achieve benefits for the health system and Albertans.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> 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 	<p>Adapts to changes in the health system and digital health environment to consider new strategies and approaches to achieve business objectives.</p> <p>Adapts to changes in direction and priorities to effectively mobilize the team and achieve business objectives.</p>
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none"> Forecasts and 	Anticipates challenges, proactively mitigates risk and removes barriers to achieve business results.

		proactively addresses project challenges <ul style="list-style-type: none"> • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Engages business areas to understand their digital health needs, shares information on strategies, approaches and progress, and maintains communication with business areas to ensure IT initiatives remain aligned with business objectives.
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Encourages development and integration of emerging methods: <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 	Establishes and leads a high-performing team through mentorship and other learning opportunities.

Benchmarks

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

Director, Information Technology (M420-32)
 Director, eHealth Strategy and Governance