

Update

Ministry

Primary and Preventative Health Services

Describe: Basic Job Details

Position

Position ID

50011145

Position Name (200 character maximum)

Manager, Data Analytics and Monitoring

Current Class

Manager (Zone 2)

Job Focus

Operations/Program

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

Finance/Financial Reporting/ACAU

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, ACAU

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2026-04-09

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Audit and Compliance Assurance Unit (ACAU) operates within a broad yet specialized environment that is the public provincial health system which runs on multi-billion dollar budgets directed to serve millions of Albertans through thousands of health service providers working in hundreds of health care sites/facilities.

Reporting to the Director of the Audit and Compliance Assurance Unit (ACAU), the Manager, Data Analytics and Monitoring promotes and develops robust data analytic and statistical sampling methodologies to identify high risk areas in the health system and informs the selection of the projects and areas in which to perform audits and compliance reviews. The resulting work ultimately leads to cost recoveries and savings, compliance with legislation and provides the assurance that selected aspects of the health system, such as physician fee-for-service and alternate payment arrangements programs are working as intended.

The Manager, Data Analytics and Monitoring is responsible for providing data analytics expertise and services that contribute to success of the branch's audit and monitoring functions. There is an abundance of data that stems from the operation of the health system, particularly regarding the details (provider, patient, service procedure, charges) made in the course of health service delivery. Data analytics and business intelligence is used to identify anomalies and potential areas to monitor and audit. The Manager will work closely with the Manager of Audit and Compliance Execution and the Manager of Business Procedures and Standards to advance the data analytics function into a sustainable mechanism that regularly identifies potential areas of audit, review, process improvement and/or discovered targeted areas that warrant monitoring. The Manager combines creativity with logical analysis to look for non-obvious patterns and correlations that may indicate non-compliance. The Manager's success in this role is dependent upon a keen awareness of the organizational environment and best practices while considering risk management, business priority, materiality and resource availability in order to identify and execute compliance monitoring work.

This position models a highly collaborative approach that ensures appropriate strategies and tactics are built upon a foundation of logical, analytical, methodical and practical approaches that guide all work conducted within the ACAU.

The Manager collaborates with and advises other Ministry staff regarding compliance monitoring best practices and contributes expert knowledge and practical experience to enhance the physician compliance reviews or health audit subject areas such as clinical alternative relationship plans, primary care networks and non-hospital surgical facilities. Concurrently, the Manager supervises and develops the professional data analysts to work effectively within ACAU's unique business environment.

To achieve monitoring and control objectives from the services provider perspective, the Manager must maintain strong working relationships with internal and external stakeholders working collaboratively to prevent inappropriate claims activity through education and influencing changes in practitioner behaviours.

Responsibilities

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

The Data Analytics and Monitoring Team is responsible for providing expertise and services that will contribute to success of the Ministry's audit and compliance monitoring functions for the provincial health care system.

Plan, Approve and Direct Data Analysis/Projects.

- Provide strategic direction to the Data Analytics and Monitoring team to ensure targets and timelines are met and align to ministry goals.
- Apply data analysis and risk assessment methodologies to identify and rank risks to the health system.
- Develop the appropriate objectives and criteria to perform data analysis to identify physician billing anomalies so that audits will address the appropriate issues and concerns.
- Maintain a current risk inventory and associated list of potential audit projects of the health system that align with Ministry priorities and programs.
- Collaborate on the selection of audits and projects that will have the most impact in terms of cost recoveries or savings; compliance with health system principles and legislation, or patient and public safety.
- Provide subject matter expertise/consultation and advice to program areas within the ministry, in response to production orders, or as a witness in civil/criminal cases.

Development and implementation of sustainable data analytics functions for health care audit.

- Research, develop and implement selected methods and processes into the necessary guidelines, processes and procedures that will be used on an ongoing basis to seek out potential anomalies to investigate with the objective that this could lead to audit findings that stem from system errors, flawed business rules, health service fraud and any other scenarios that rob resources from the health system.
- Seek out best practices in related fields and industries to identify opportunities to adapt and incorporate into branch processes.
- Assess different analytic software tools available on the market as well as the manner and extent these are used by the audit profession.
- Collaborate with other branch units on assignments which require extensive data expertise as well as expert subject matter knowledge.

Collaborate on the development and implementation of sustainable audit and compliance monitoring functions for health care audit.

- Build and lead the development of strategies, approaches and monitoring programs for existing and emerging health care audit areas. An example would be the expected growth into other service compensation models such as Primary Care Physician Compensation model and the Nurse Practitioner Funding Model.
- Assess the effectiveness of branch monitoring programs and how they support and interact with other branch functions. This may be performed in either a formal or informal manner with the intent to make recommendations for improvement.
- Collaborate with other branch units and the medical consultant on assignments which require extensive data expertise as well as expert subject matter knowledge.

Build a professional data analytics and compliance assurance team

- Develop regular plans and strategies for the team reflective of business priorities and resource allocation.
- Manage a high performance team that is professionally competent, knowledgeable, customer focused and adaptable to changing business requirements that will be sought out for its expertise by the branch.
- Develop team roles and refinement of job descriptions for data analytics as the health data audit analytics function evolves.
- Develop a team with expert competencies in data analytics and supporting audit and review functions.
- Stay current on general business workplace developments and focused industry trends specific to audit/accounting and data analytics in order to continually update team functions and to recruit and retain.

The Manager is a leader in applying data analytic methodologies and professional practices that will be integrated into the compliance audit/monitoring processes and procedures performed by the branch. The Manager will be looked upon to provide experienced expert advice in the development of data analysis plans; the identification of audit risks and the formulation of audit/monitoring programs, processes and procedures. This will be performed by providing direction to staff (direct reports) on data analytic algorithms to inform audit planning as well as fostering collaborative and well coordinated working relationships with the Audit and Compliance Execution Team and the Business Processes, Standards and Reporting Team as well as other branch work units.

The Manager frequently assumes a consultative role to assist the other Ministry program areas with their compliance monitoring work. The Manager may also be required to evaluate data analytic and audit/compliance monitoring work performed by the other work teams to inform continuous improvement and best practice.

The Manager identifies and quantifies risk and oversees multiple ongoing data analytic compliance reviews. Systemic and strategic thinking are routinely applied to determine the best use of resources and to link the teams risk evaluation work with that of the ACAU and other branches within the health system and the Ministry's programs and initiatives.

Problem Solving

Typical problems solved:

The key purpose of this position is to develop data analytic strategies to inform audit and compliance monitoring techniques which provide practical, effective and innovative solutions that can be applied across monitoring programs. The unit operates in an environment where often no blueprint exists nor is external guidance available, yet there is an expectation to provide leading edge solutions to the highly complex operational problems. An example of such a

challenge occurs when different legislation/policies conflict and impede compliance monitoring and audit activity. Decisions made by the Manager are complex and impact the health system including the refinement of new or different approaches and methods for data analysis, audit and compliance monitoring.

The position works within defined regulations, legislation and guidelines, and risk management principles and procedures. Such parameters are not always helpful when problems are encountered which require interpretation and judgment which must be properly applied so as not to distort an issue by either trivializing its relevance or magnifying its significance. Critical, analytical and evaluative thinking must be applied to properly diagnose, communicate and resolve an audit finding. Proper judgment could mean the difference in an audit finding being treated as an error or as fraud.

The reporting or follow-up of an identified audit issue or finding can also prove challenging. The Manager must consider the prevalence and the magnitude/ materiality of the item and whether it is indicative of greater implications and might require preventative controls or increased detective monitoring. The handling of such issues can have enduring implications for future compliance activities.

Types of guidance available for problem solving:

The Manager is supported by their team members, the other Managers in the Unit and the Director.

There is extensive business knowledge sharing and training provided within the Unit. Learning is ongoing due to the complex nature of the claims assessment system and the claims data.

Problem solving activities are highly dependent upon the nature and complexity of the particular activity. Compliance reviews will face different challenges than analytics and trending. The Manager should be able to rely on their expertise, critical thinking and collaboration within ACAU to resolve most issues with a high level of self-discretion.

There are several information sources that can assist in problem solving, including: provincial legislation, the Schedule of Medical Benefits, Claim Assessment Rules, the Physician Resource Guide, and PPHS Bulletins for Health Professionals.

Education, experience and a broader knowledge of issues impacting Alberta and the Alberta health care system should be used to anticipate and address problems that may arise.

Direct or indirect impacts of decisions:

The Manager influences the day to day operational results as the adoption and adherence to the recognized practices in data analytics, audit planning, programs and procedures increases the integrity of the branch's compliance work. Specific robust data analysis and reviews can lead to recoveries of public money, application of administrative penalties, legislative and policy changes and/or improvement of procedures and even organizational change. For example: data analysis significantly contributed to the identification of issues that account for millions of dollars in potentially non-compliant or fraudulent claims.

The Manager formulates customized data analytic assignments to address or test high risk areas. Subsequently, this data analysis leads to completion of audits and to different types of changes which can include: set-up of internal controls; business rule changes (Schedule of Medical Benefits) or the establishment of a monitoring program.

The results obtained through use data analytics will be another key source of potential leads that initiates different audit reviews and monitoring activities that will prevent or detect improprieties in the health system billing practices or misuse of health services.

All of this audit and analytical based work contributes towards the achievement of an accountable, trusted and reliable health system.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

Office of the Assistant Deputy Minister - As required - 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.

Executive Director/Director - Daily, as required - Collaboration, integration, advice, recommendations regarding directions, planning, performance, management, issues.

Branch Management Team - Weekly - Information sharing re specific areas of responsibility, collaboration, knowledge exchange, leadership/direction/support in meeting branch/ministry goals and strategies.

Unit Staff - Daily - Provide branch vision and priorities; information sharing, collaboration, knowledge exchange.

Other EDs, Directors, Managers in other divisions or in other ministries - As required - Share information, collaborate with and support business functions, contribute to joint activity; Partnerships on cross-ministry research and knowledge management initiatives.

Office of the Deputy Minister and Office of the Minister - As required - Respond to queries for advice / information including updates on matters of importance to Deputy Minister or provide briefings (verbal / written) to Deputy Minister /Executive Committee.

External

Provincial Health Agencies - As required - Share information / obtain information / collaborate / problem solve on issues.

Office of the AG - As required - Provide information to OAG initiatives; align branch activities to meet OAG needs
Consultants As required Engage and oversee the management of contracts; review and approve deliverables.

Health Investigation Unit - As required - Respond to production orders requesting information relating to fraud investigations. Testify in the Court of King's Bench in relation to work done on Production Orders/HIU Files.

Required Education, Experience and Technical Competencies

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

If other, specify:

STEM, Business, or Finance preferred. Others considered with demonstrated, relevant experience.

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

- Three years of relevant experience in data analytics required.
- Demonstrated leadership experience.
- Knowledge of the Alberta Health Care Insurance Plan, healthcare billing and physician claims required.
- Knowledge of other PPHS data an asset.
- Ability to apply knowledge of data analysis and statistics in a range of contexts.
- Understanding of the principles of Fraud Waste and Abuse.
- Strong time management and organizational skills.
- Ability to make sound decisions in a timely manner in line with existing policies and legislation and in consideration of relevant information.
- Working knowledge of applicable legislation including: *Alberta Health Care Insurance Act* and Regulations, Schedule of Medical Benefits, Claims for Benefits Regulations, and the *Health Information Act*.
- Experience with R, SAS, or other analytic tools.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them:	The Manager, Data Analytics & Monitoring is responsible for considering the evolving

		<ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>physician billing environment to develop strategies for detecting areas of potential non-compliance. To do this the Manager may need to engage with stakeholders from other Branches in order to better understand changes that are taking place. This may involve collaboration with other areas with responsibilities related to Physician Compensation, e.g. Claims Management and Alternative Compensation.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<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 	<p>The strategies employed in exploiting the physician compensation systems are continuously evolving, the Manager must be able to employ a wide range to techniques to try and detect these strategies, identifying new approaches to flag emerging non-compliance issues. The Manager must also consider options to evolve processes used within the unit to improve efficiency and effectiveness of existing procedures.</p>
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Proactively incorporates change into processes:</p> <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>The Manager leads a team of 9 analysts and must communicate changes in priorities and goals to their staff, they must keep their team abreast of changes to provider compensation models and the technology used within the ministry to analyze compensation data. The Manager must also maintain a positive environment even as priorities shift and results of some work may not be seen for extended periods.</p>

Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • 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 	<p>The manager is responsible for ensuring performance of their team, this includes ensuring work products are up to the standards required within the unit and that the work is consistent with ACAU and PPHS direction, especially with respect to ensuring a sustainable public health system. The manager is responsible for establishing procedures and standards within the unit.</p>
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <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 	<p>The Manger needs to ensure there is an open, collaborative environment within the team, within the other ACAU units and with the other areas ACAU regularly interacts with when conducting their work. The Manager needs to recognize the contributions of the team members to the work done within the unit and highlight successes as they occur.</p>
Develop Self and Others	○ ○ ○ ● ○	<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 	<p>The Manager needs to foster an environment of learning and development where information and findings within the team can be shared and propagated to promote success on future files and projects. The Manager should also work with their team members on individual development and training to ensure adequate knowledge is being shared to ensure the success of all team members.</p>