New

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Policy Advisor

Requested Class

Program Services 3

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:

Reporting to the Manager of Systems Improvement, this Policy Advisor will draw on their knowledge and expertise to lead the development, implementation and evaluation of program and policy changes that improve quality of care and quality of life for residents. Improving work quality of life for staff will be a targeted focus to bolster the continuing care workforce. Policy directions and already approved action plans that will be the source of focus for this Policy Advisor are grounded in the Continuing Care Transformation (Budget 2023-26), the Facility Based Continuing Care (FBCC) Review, and Aging With Dignity bilateral agreement initiatives.

The Policy Advisor must have strong ability to conduct accurate and responsive (i.e., quick) research, as well as be able to critically analyze collected evidence and practice to provide sound recommendations for policy directions and options.

The ability to successfully lead complex projects in a timely fashion, effectively engage with a wide variety of stakeholders including the public, integrate continuing care practice and operational perspectives into developments, and take a systems-and future-based approach to planning is essential.

Responsibilities

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

Policy Analysis and Advice
- Conducts scans and literature reviews on various topics related to continuing care;
- Researches, analyzes and evaluates data and information pertaining to continuing care issues from diverse sources, including statistical databases, legislation, policy documents, technical reports, academic journals and more;
- Uses research methodologies to identify emerging issues and trends, and assists in the development of potential scenarios to support the Ministry's response and/or position on an issue;
- Collaborates and liaises with other ministries, Alberta Health Services, facility-based continuing care operators, health professionals, colleagues and decision-makers to pro-actively identify and address health policy issues and to develop and implement identified strategies;
- Identifies potential impacts of various issues on Albertans, GOA policies and programs;
- Develops coherent, logically presented comprehensive responses and policy recommendations regarding improvements to the continuing care system and potential impacts to the health care system and Albertans served; and,
- Prepares written reports, options papers and briefing materials, with recommendations for next steps for Senior Management Team and the Minister.

Consultation & Stakeholder Engagement
- As required, participates on internal and external working groups (including cross-ministry teams, and stakeholder associations), to provide ongoing support on initiatives and projects;
- Collaborates with Ministry staff, key stakeholders, and members of the GOA community on issues and projects;
- Consults with and seeks advice from Legislative and Legal Services (LLS) if issues are of a legislative or regulatory nature;
- Engages with stakeholders and the public to increase and improve awareness of the continuing care system and priority initiatives; and,
- As required, provides information, input, and recommendations to working teams and committees.

Communication and Issues Management
- Uses diplomacy, tact and high-level communication skills to collaborate with internal and external stakeholders on current and emerging issues;
- Where appropriate, communicates information through oral and written briefings such as e-mail, letters, memos, speaking notes and other action request responses;
- Uses strong presentation skills to share and collect information through briefings, engagements, town halls, etc.;
- Assists in preparing responses to queries from the public and/or clients, or other stakeholders, including providing concise and relevant information and analysis on various action requests;
- Escalates issues as appropriate in a timely manner to management for decision making; and,
- Researches and creates various communication materials, such as infographics, visualizations and presentations, for information on continuing care for internal and external audiences at various levels.

Project Management
- Supports multi-phase/multi-stakeholder projects and events that influence the evolution of the continuing care system;
- Establishes and maintains strong, positive relationships and communication with both internal and external stakeholders, including continuing care operators/providers, Alberta Health Services, facility-based continuing care operators, industry associations and organizations, public representatives and other Ministry/Government of Alberta staff.
- Coordinates and prepares briefing materials, meeting materials, and maintains governance and project management documents for committees and working groups;
- Develops complex plans, work flow diagrams, etc. and coordinates the tracking and implementation of action items to ensure the timely achievement of progress;
- Coordinates the collection of information and the development of written and verbal reports/summaries

to communicate progress both internally and externally, as applicable;
- Promotes coordinated and aligned activities across stakeholders, and makes recommendations to advance achievement of outcomes, by developing and maintaining awareness of Ministry/Government plans, priorities and strategies, as well as those of external project stakeholders; and,
- Manages and prioritizes issues that come before committees and working groups.

Performance Measurement
- Pro-actively works with relevant stakeholders to contribute to, or lead, performance measurement and outcome monitoring activities at a continuing care system level.
- Identifies, analyzes and uses available data, information and evidence to:
    - Monitor strategies, initiatives and continuing care system outcomes;
    - Identify system and program issues and areas of strength;
    - Research and develop options for decision, analyzing implications of options and developing practical solutions to address issues (where they may exist) and to inform future policy and strategic developments; and,
    - Inform the development of future measures or approaches to outcome monitoring.

Problem Solving

Typical problems solved:

This position requires effective support, coordination, analytical, and problem-solving skills to respond to sensitive, diverse and complex issues pertaining to the well-being of current and future clients in Alberta's continuing care system.

This position will need to deal with policy issues that cross divisional or Ministry boundaries. Such issues routinely present competing or conflicting priorities and philosophies, varying time frames and a variety of political sensitivities.

These issues also entail a degree of unpredictability or uncertainty in when and how quickly they arise, requiring the position to be able to undertake forward looking, and exploratory analysis while dealing with emergent issues in an effective and expeditious manner.

The position will be required to support multiple projects and tasks at the same time, assess competing priorities, work with a wide range of staff and stakeholders, manage expectations, and build effective alliances and partnerships to move initiatives

Types of guidance available for problem solving:

Day to day decisions are impacted by political and Ministry platforms and current priorities. Platforms, priorities and direction can change quickly which impact day to day decisions and the work of this position. Decisions are also guided by internal government and department procedures and policies to seek direction and decision on policy work. Guidance to problem solve is available from peers, as well as branch and division management.

Direct or indirect impacts of decisions:

This position will be called upon to support changes to legislation, policy, programs and services that will have implications for current and future continuing care clients and their families, continuing care operators/providers, staff working in the continuing care system, and potential impact to other health and social serving sectors.

Key Relationships

Major stakeholders and purpose of interactions:

Interacts with other members of the work unit daily for the purposes of team collaboration.
Interacts frequently with other branch members for the purpose of policy development and consultation.
Interacts with the Continuing Care Branch Executive Director, Assistant Deputy Minister etc. as needed to provide information regarding progress and seek feedback and approval, particularly in relation to branch grant management and coordination activities.
Collaborates with stakeholders within and outside the Ministry of Health as needed to share or collect information, data, build relationships and achieve goals collaboratively.

Interacts with cross-ministry colleagues and stakeholders on committees in different capacities depending on the nature of the group (may chair, support in secretariat functions, or be a participatory committee member).

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:

Degree in Health, Social Sciences, Business, Public Administration, Public Health

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

Certification related to gerontology or persons with disabilities, combined with one of the above requirements, is strongly desired.

This position requires a few years experience in completing policy analysis and development in order to successfully manage small policy projects which require analysis and the development of implementable recommendations.

Continuing care or health system experience is desired in order to understand the complexities of continuing care and develop multi-faceted solutions to policy issues.

Working knowledge of: the continuing care sector; health service delivery; economics, health care or business strategies; health legislation and regulation; the theory and practice of policy analysis, problem solving, team work or consensus building; government goals and decision making process; and, public consultation will be assets in this position.

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	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • 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	This position requires a few years experience in completing policy analysis and development in order to successfully manage small policy projects which require analysis and the development of implementable recommendations. Continuing care or health system experience is desired in order to understand the complexities of continuing care and develop multi-faceted solutions to policy issues. Working knowledge of: the continuing care sector; health service delivery; economics, health care or business strategies; health

			legislation and regulation; the theory and practice of policy analysis, problem solving, team work or consensus building; government goals and decision making process; and, public consultation will be assets in this position.
Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • 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 backup plan	In supporting the development of legislation or complex policy, quick adjustments need to be made based on input from stakeholders, decision-makers, etc. In order to successfully support the development of legislation or policy, the individual needs to pro-actively anticipate challenges, barriers and impacts and develop mitigation plans.
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	This position requires an independent individual who takes responsibility for their own time and work products and who effectively identifies linkages between their work and organizational goals, strategies and direction.
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve	An open mind is required to creatively consider the range of issues that continuing care policies and programs are intended to address and to develop options that involve stakeholders beyond the immediate team.