

Update

Ministry

Mental Health and Addiction

Describe: Basic Job Details

Position

Position Name (200 character maximum)

Licensing and Project Lead

Current Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

SOSS, Reg. Comp. & Data Stewardship, CAM

Current organizational chart attached?

Supervisor's Position Name (30 characters)

Manager, Program Dev and Deliv

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2026-05-06

Responsibilities Added:

- Oversight of CAM's licensing process
- Operationalization, and overseeing the exemption request process, including intake, analysis, tracking, documentation, and recommendation of exemption decisions under the MHSPA.
- Functional oversight of Licensing Processor staff, including workflow direction, quality assurance, training, workload monitoring, and support for complex files.
- Creating and managing content for the public-facing website.

Responsibilities Removed:

- Responsibility for IT system integration, application stewardship, and technical leadership.

- Primary focus on delivery of IT and business operations-related projects.
- Supervision of technical staff, replacing it with functional leadership of Licensing Processors staff
- Responsibility for providing leadership specific to system performance, technical troubleshooting, vendor coordination, and application governance.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Program Development and Delivery, this position is responsible for:

- Leading MHSPA licensing and exemption operations, including end to end management of the exemption request lifecycle.
- Providing functional oversight and quality assurance for licensing workflows, including guidance to Licensing Processors.
- Implementing and maintaining program level policies, procedures, templates, quality frameworks, and reporting tools.
- Serving as the lead for licensing content, including public facing materials and website content.
- Advancing CAM priorities through strategic planning, reporting, and leadership of licensing improvement initiatives as they pertain to overall regulatory improvements.

The role operates in a complex and evolving regulatory environment involving multiple service provider types, changing legislation, compliance functions, and collaboration with internal and external stakeholders to support regulatory effectiveness and program integrity.

Responsibilities

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

1. Licensing Program Leadership and Oversight

Outcome: The MHSPA licensing program operates consistently, accurately, and legislatively compliant.

Activities:

- Lead the administrative component of the licensing processes for initial, renewal, amended, and conditional licences.
- Oversee the administration of the “Automatic Yes” policy by monitoring licensing timelines, tracking potential triggers, and identifying delays, risks, or system issues for escalation and corrective action.
- Interpret and apply MHSPA legislation, Regulation, and Standards to complex licensing issues.
- Participate in the development and implementation of licensing workflows, guidance documents, and templates.

2. Exemption Request Administration and Tracking

Outcome: Exemption requests are administered through a consistent, transparent, risk-based process.

Activities:

- Coordinate and monitor the exemption request process, including intake, documentation flow, risk information tracking, and progression through defined review and approval stages.
- Implement and maintain exemption frameworks, criteria, templates, process maps, tracking tools, and workflow controls to support consistent and transparent administration.
- Prepare analyses, summaries, and briefing materials to support senior leadership review and decision-making on exemption matters.
- Support coordination of exemption processes across licensing, enforcement, inspection, and service provider

communications functions.

3. Functional Leadership for Licensing Processors staff

Outcome: Daily CAM office operations are efficient, accurate, and aligned with program requirements.

Activities:

- Provide functional direction, workflow oversight, and quality assurance to Licensing Processors.
- Monitor workloads, triage priorities, and support escalated or complex cases.
- Participate in the development and implementation of training resources, manuals, and onboarding materials.
- Ensure accuracy of data entry, documentation, renewal tracking, correspondence, and public inquiries.
- Provide administrative and functional support for document, including electronic records, lifecycle processes, including intake (ensure appropriate redaction of person information), maintenance, and disposition of records.
- Ensure documentation is stored, maintained, and disposed of in accordance with approved lifecycle and records management requirements.

4. Update and Maintain Public-Facing CAM Website

Outcome: Public information is accurate, timely, accessible, and compliant.

Activities:

- Update and maintain public-facing website to reflect current legislation, document links and policies.
- Develop plain-language content explaining licensing requirements and exemptions.
- Collaborate with Communications, Web Services, and Legal to ensure web content is compliant and updated in a timely manner.
- Participate in the development of future dashboards and regulatory public reporting tools.

5. Strategic Planning, Reporting, and Project Leadership

Outcome: CAM program priorities and projects advance regulatory effectiveness.

Activities:

- Identify gaps, risks, and opportunities for improvement and recommend solutions.
- Support strategic alignment across CAM office activities.
- Lead or support multiple projects related to regulatory modernization, system improvements, public reporting enhancements, licensing workflow redesign, and operational policy updates.
- Develop project charters, work plans and issues logs to support project decision-making.
- Identify project risks, constraints, and dependencies, then recommend mitigation strategies.
- Develop reports and prepare briefings to support CAM activities.
- Facilitate project meetings, working groups, testing sessions, and stakeholder consultations to achieve project objectives.

Problem Solving

Typical problems solved:

This position resolves complex operational and regulatory problems by interpreting legislation, assessing risks, and

translating policy into practical processes. Challenges include:

- Evaluating complicated licensing or exemption scenarios.
- Interpreting new or amended legislation and contributing to corresponding operational solutions.
- Identifying data needs, quality issues, and program gaps that impact the Unit's integrity.
- Propose and participate in designing new approaches when no precedent exists.

Types of guidance available for problem solving:

1. Legislation and Regulation

- *Mental Health Services Protection Act (MHSPA), Mental Health Services Protection Regulation (MHSPR) and associated standards*
- *Compassionate Intervention Act*
- Applicable cross-legislation (e.g, POPA, HIA)

2. Policies, Manuals, Procedures, and Templates

- Unit and branch operational policies (licensing, inspections, enforcement, exemption requests)
- Standard operating procedures, licensing workflows, renewal schedules
- Official forms, templates, guidance documents
- Internal manuals (e.g., inspection guidance, exemption frameworks)

3. Supervisor, Subject-Matter Experts and Peer Units

- Manager, Program Development and Delivery and Director, Compliance and Monitoring
- Inspectors, investigators, compliance managers
- Policy and business analysts
- Legal, communications and web teams (for public licensing content)

Direct or indirect impacts of decisions:

Direct Impacts

1. Licensing Outcomes - Decisions directly determine licensing status and errors may allow unsafe or non-compliant services to operate.
2. Exemption Decisions and Compliance Risk - Exemption assessments influence public safety, regulatory flexibility, and precedent, and poor/delayed assessments can undermine MHSPA intent.
3. Quality and Integrity of Regulatory Records - Decisions affect the accuracy of provider histories and compliance documentation relied on by operational teams.
4. Public-Facing Information - Inaccurate public information can mislead stakeholders and harm public trust and ministry credibility.
5. Workflow and Licensing Processor Outputs - Oversight decisions impact processing speed, accuracy, customer service, data quality, and timelines.

Indirect Impacts

1. Safety and Well-being of Albertans - Regulatory decisions influence service quality, safety systems, and risk of critical incidents.
2. Workload and Efficiency of CAM office staff - Decisions on priorities and guidance affect efficiency across inspectors, processors, analysts, and leadership.

3. Data Integrity and Reporting - Decisions influence the accuracy of dashboards, reports, and risk assessments used by senior leaders.

Key Relationships

Major stakeholders and purpose of interactions:

- Compliance & Monitoring (daily): coordination across licensing, inspections, complaints, investigations
- Program Development & Delivery (daily): policy and system alignment
- Ministry colleagues (as needed): cross-branch coordination
- Senior leadership (as needed): updates, recommendations, and analyses

External

- Service Providers (as needed): guidance on licensing requirements and processes
- Technical vendors (as needed): system improvements, troubleshooting, and enhancements
- Public and other ministries (as needed): Complaint intake, confirmation of licensure, questions on licensing process

Required Education, Experience and Technical Competencies

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

If other, specify:

Social Services or Health may also be appropriate, lower level of education combined with experience

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

- Several years of progressive experience in regulatory programs, public policy, compliance oversight, or licensing.
- Experience interpreting legislation and leading complex program or operational functions.
- Experience providing functional or supervisory leadership, ability to motivate and inspire team members.
- Knowledge of MHSPA, Regulation, Standards, and regulatory best practices.
- Ability to design workflows, templates, and operational frameworks.
- Excellent knowledge of project management methodologies and tools.
- Excellent communication skills, particularly verbal and writing skills. Ability to write in plain language for a variety of audiences.
- Proficient with office-based tools and file management practices (e.g., Word, Excel, SharePoint).

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: • Plans for how current situation is affected by | The role spans licensing, exemptions, QA, website content, and project leadership – all requiring |

| | | | |
|----------------------------------|--|--|---|
| | | <p>broader trends</p> <ul style="list-style-type: none"> • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress | <p>awareness of how decisions affect CAM operations, providers, and the public.</p> |
| Creative Problem Solving | <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> | <p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • 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 problems while addressing risks | <p>This role is required to interpret legislation, assess complex licensing situations, flag exemption process risks, and recommend defensible solutions to leadership.</p> |
| Drive for Results | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> | <p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission | <p>This position leads projects, manages unit workplans, oversees functional workflow, and ensures licensing and exemption processes operate accurately and on time.</p> |
| Build Collaborative Environments | <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> | <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 | <p>This position provides functional leadership for Licensing Processors and collaborates across licensing, enforcement, inspections, comms, and web services.</p> |

| | | | |
|-------------------------|--|--|--|
| | | talent recognized • Promotes collaboration and commitment | |
| Agility | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> | 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 role responds to shifting legislative requirements, public inquiries, provider issues, system modernization, and evolving regulatory priorities. |
| Develop Self and Others | <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> | Plans according to career goals and regular development: • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development | This position provides coaching, task direction, and constructive feedback to Licensing Processors and the Administrative Assistant. |

