

Update

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Health Compliance Consultant

Current Class

Medical and Health 4

Job Focus

Supervisory Level

00

Supervisory

00 - No Supervision

Program Code. (enter if required)

Employee

Employee Name (or Vacant)

Division, Branch/Unit

CC, licensing and Compliance Monitoring / OPB

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager, On Policy & Reporting

Design: Identify Job Duties and Value

Changes Since Last Reviewed Date

yyyy-mm-dd

Responsibilities Added:

New Job Title: Health Compliance Consultant

See responsibilities section below, core responsibilities and activities changed to serve the new function of Health Compliance Consultant in the Operational Policy and Reporting Unit. Some of the previous activities of Health Compliance Officer were modified. At times of increased workloads and higher demands for compliance visits, the HCC may cover the roles of Health Compliance Officer.

Responsibilities Removed:

Old Job Title: Health Compliance Officer

Responsibilities Removed:

- Monitors compliance to the basic Alberta Health standards (Continuing Care and IPC) as per legislation in continuing care and residential addiction treatment facilities.
- Monitors and follows up on continuing care reportable incidents reported to Alberta Health
- Performs on-site reviews/audits of compliance to the Continuing Care and IPC standards. This involves an in-depth examination of client health care records, visual inspection of equipment, observations of staff with best practice in infection control, interviews with staff, residents, and visitors to determine

compliance.

- Business requirement may require the Health Compliance Officer to carry a cell, in order to be informed of continuing care patient incident on a timely basis and start Ministry response protocols upon the report of an incident.

Job Purpose and Organizational Context

Why the job exists:

The Operational Policy and Reporting (OPR) Unit directly supports the Licensing Office and the Inspections and Health Compliance Unit. The unit develops standardized operational policies and procedures and monitors operators' compliance with continuing care legislation; this includes analysis and implementation of risk-based strategies to prevent and mitigate safety and care adverse events.

Reporting to the Manager of Operational Policy and Reporting, the Health Compliance Consultant (HCC) role is integral to the branch mandate of monitoring and reporting compliance with the Continuing Care and Accommodation legislation and standards. The HCC provides coordination, development, and facilitation of knowledge/skill transfer to internal and external teams involved in monitoring compliance with legislations, standards, and Alberta Health orders/directives. The HCC contributes to the overall ministry role of providing oversight and ensuring accountability across the Continuing Care and Accommodations system.

The HCC plays a crucial role in our OPR unit. The HCC will regularly review and study compliance data and conduct studies to measure the impact of compliance monitoring and enforcement practices on the performance of Continuing Care system to achieve the desired health, safety, and quality of life outcomes for Albertans. The HCC suggests changes to the compliance monitoring and enforcement practices based on their analysis of compliance data, other health outcomes data, and literature. The HCC evaluates and makes comparisons of compliance practices and supports the CC division develop strategies and toolkits for operators to enhance compliance with standards. This role is critical for the OPR unit, considering the ongoing transformation of continuing care system in Alberta and the expansion of regulatory compliance monitoring and enforcement. The HCC designs the risk-based compliance monitoring framework to inform the branch of priority inspections.

This position acts as a quality change agent interacting with interest groups, continuing care sector operators, research and advocacy groups, and staff from the ministry and collateral authorities. Responsibilities include advanced research and analysis to improve regulatory compliance and quality of life outcomes, operational policy development drafting, departmental correspondence, and briefing notes. This position operates in a highly political and technically based environment.

This position is critical from an operational perspective, as the Continuing Care Act (CCA) will expand the regulatory licensing and compliance monitoring scope including complaints management, inspections, investigations, and enforcement activities; the HCC is responsible for:

- Developing operational policy in alignment with legislation and best practices in licensing and compliance monitoring.
- Developing risk-based assessments, compliance monitoring surveillance, and inspection/audit tools and processes to support risk-based auditing approaches and gather high-quality data.
- Developing and maintaining a training matrix and curriculum to ensure the branch staff have the knowledge, skills, and resources needed to perform their job effectively and satisfactorily. This will also include preserving and organizing seminal literature and concepts developed by leading theorists and practitioners in care facility licensing.
- Identify areas of improvement, strategies to enhance consistency in regulatory monitoring or for training/mentoring purposes.
- Designing, planning, leading, and evaluating major health compliance projects and coordinating cross-government initiatives.
- Conducting research and data analysis, including clinical/outcomes data to inform the branch operational decisions or provide policy feedback to the Continuing Care Branch (CCB) and promote understanding of the licensing fundamentals and the role compliance monitoring and regulatory

excellence plays in protecting residents, Albertans in the community and providers.

- Liaising with the Continuing Care Branch, Health Legal to provide legislative or policy interpretation to operators or inspectors.

At times of increased workloads and higher demands for compliance visits, the HCC may perform duties of inspectors and health compliance officers.

In times of absence, this position may cover the role and responsibilities of the Manager.

Responsibilities

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

1. Develop and support strategic initiatives and projects at the broad system level that address health compliance trends and issues. As a health and clinical expert in the department on operational policy development, this position would:

Activities:

- With a high level of independence, conduct analysis, system surveillance and risk assessments to identify upcoming strategic trends, issues and pressure points.
- Develop proposals, concept papers, discussion papers and directions to address these trends, issues and pressure points (i.e. prepare a concept paper which outlines the factual information on specific health compliance issues, which could be the foundation discussion paper from which the proposed policy and operational recommendations are developed).
- Develop necessary reports, briefings and presentations within, at times, very tight timeframes.
- Act as the content resource expert to the branch leadership and staff for advice, solutions, etc.
- Provide specialist operational policy support to others in the branch and continuing care and accommodation facilities' operators.
- Draft the departmental Memorandums of Understanding (MOU) with strategic partners and stakeholders.
- Using clinical expertise and continuing care knowledge/experience, monitor and report on the quality of care and life outcomes (e.g., quality indicators, care outcomes, client satisfaction, etc.) to evaluate program and policy effectiveness and propose improvement interventions when needed.
- Proactively monitors reports and reviews conducted by other monitoring agencies.

2. Provide innovative policy implementation solutions and methodologies to address complex health compliance issues:

Activities:

- Draft operational interpretation bulletins that explain emerging issues related to the intent of legislations, standards, or policies for the Statutory Director review and approval.
- Provide consultative advice to the LCMB staff, AHS, operators and the CCB to support the implementation of legislation, regulations, and standards, ensuring compliance and enforcement are translated into providing high-quality healthcare and safe accommodation services provided to Albertans.
- Outline, analyze, write and evaluate operational policy options, identifying advantages, disadvantages, risks and impacts.
- Research and define regulatory policy or legislative issues.
- Develop project proposals and plans to obtain information, including stakeholder input, and manage processes.
- Conduct operational policy research and analysis, including review of continuing care and regulatory administration literature and background information.
- Monitor and scan the environment on an ongoing basis to anticipate and identify potential compliance issues to be examined or addressed.
- Undertake public and stakeholder consultation activities to clarify issues and obtain input.
- Support the implementation of policy and program change.
- Develop and update auditing or inspection tools and checklists.
- Develop and update operational policies and procedures and internal role specific guides.
- Develop and update operators' information guides, compliance toolkits, and training resources.
- Review and analyze operator enforcement appeals and advise leadership and management teams on

the best action plan.

- Provide significant input in the development of consistent methodologies and tools to guide appropriate and timely oversight to AHS to ensure the compliance program for the province will be delivered in the manner that is fair, timely, and consistent.

3. Undertake quality assurance and training responsibilities to maintain program integrity and prepare staff for the rigors and responsibilities of regulatory licensing and compliance monitoring :

Activities:

- Develop and monitor the overall branch Key Performance Indicators (KPIs) and report operational trends or concerns to the branch leadership and management teams.
- Review documentation, data entry, and visits notes in ASTRAL to confirm compliance with the internal policies and procedures.
- Develop the branch training matrix to monitor training needs and accomplishments
- Develop training packages for onboarding and changes to the system or compliance monitoring methodologies.
- Analyze compliance data to identify concerns related to duty of fairness or inconsistencies, provide immediate feedback to management teams and adjust policies and procedures to prevent similar issues in future.
- Facilitates policy training and onboarding activities for staff.
- Shadow HCOs, COs, and LIs while performing their roles to identify areas of improvement, strategies to enhance consistency and duty of fairness, or for training/mentoring purposes.
- Provide education/training sessions to operators and advise on the best strategies to meet compliance with the standards.

4. Identify areas for system optimization and operational projects to enhance the efficiency and effectiveness of the branch inspections :

Activities:

- Synthesize data from a variety of sources and apply clinical knowledge/expertise towards reviewing compliance monitoring outcomes, contributions to quality and impacts on the continuing care systems.
- Trend analysis for safety and health concerns including reportable incidents and provide recommendations that promote quality of life, health and safety outcomes.
- Maintain confidentiality of all Health Information

Problem Solving

Typical problems solved:

Continuing care health service program decisions have the potential to impact more than 150,000 Albertans in receipt of continuing care services every year; just over 48,000 of those live within the almost 1,000 different facility-based continuing care sites, a program that is also expected to expand with anticipated new capital developments. Beyond continuing care clients themselves, many families and friends (caregivers) support these continuing care clients and a large and diverse of operators are responsible for the program and service delivery. The common problems the HCC will receive are:

- Debatable issues regarding compliance strategies with the standards or the policy or legislation intent: The HCC will consult with all stakeholders, CCB, legal team and/or the branch leadership to propose a resolution or draft an interpretation bulletin for the statutory director to approve and publish.
- Address reporting, documentation, or inspection inconsistencies, through developing internal P&P, training, education sessions, and in-person feedback.
- Monitor trends and supply information to the management team to facilitate stakeholder prioritization and caseload distribution.

Types of guidance available for problem solving:

Day to day decisions are guided by branch and Ministry priorities and strategies, informed by other sources of clinical and professional knowledge and experience; research and other best practice evidence; clinical outcomes, quality indicators and benchmarks; experience in synthesizing and integrating information and perspectives to develop recommendations, policy, plans and evaluation of those and outcomes (clinical

especially). Assistance is also available from the Manager and management team, colleagues and highly skilled and professional team members from across the branch (including by not limited to other Clinical Advisors), other areas of the Ministry, as well as Alberta Health Services, all providing resources and advice that augments personal knowledge and experience.

Direct or indirect impacts of decisions:

DIRECT:

Front-line team: HCOs, LIs, COs, and LPs

The HCC decisions will directly impact all units/staff of the LCMB as all of them will be following the operational P&P the HCC is responsible for developing and updating.

INDIRECT:

- Continuing Care and Accommodation Facility Operators
- Other AH branches and departments
- AHS

Key Relationships

Major stakeholders and purpose of interactions:

INTERNAL:

Daily: Direct Team, Units Managers, and Leadership

Regularly: Other Ministry Branches (Continuing Care, BI Lab), Front-line Inspection and LP teams.

Occasionally: Communication and Legal Team

EXTERNAL:

Regularly: Alberta Health Services, Other Ministries, Operators

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:

Science or Health Profession; registration required if eligible. Master level preferred.

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

EDUCATION:

- Undergraduate degree in a health profession (nursing, physiotherapy, occupational therapy, etc.)
- Graduate degree with strong research and statistical analysis background preferred.
- Registration with a professional health college required
- Position requires 6 or more years of directly related experience

KNOWLEDGE:

- Clinical practice knowledge with a focus on quality care, client centred care, quality of life
- Knowledge of Alberta's health and social care systems
- Expert knowledge in at least one stream of continuing care service delivery (home care, facility based care) with a willingness to gain knowledge in the remaining streams. Knowledge of facility based continuing care (designated supportive living, long-term care) preferred.
- Current knowledge of the variety of care providers (regulated, un-regulated) and their unique roles within continuing care
- Current knowledge of Continuing Care Legislation (Acts, Regulation, Standards and various policy documents).
- Basic understanding of government policy, processes and procedures.
- Basic understanding of the roles of various GOA Ministries, Alberta Health, Alberta Health Services and contracted operators and service providers.
- Understanding of the theory, practical application and presentation of policy analysis.
- Advanced understanding of the workings of governments with a focus on the political, administrative reporting, services and finance.
- Excellent understanding of the social, political and organizational processes of managing change.

- Excellent knowledge of government's role, structure, policies and procedures, particularly those related to policy formation, regulatory reform and legislation development, planning and accountability.
- Thorough understanding of consultation approaches and strong public consultation skills.

SKILLS:

- Excellent conceptual, analytical and problem solving skills. Ability to summarize and synthesize complex materials. Ability to identify key issues and develop responses and solutions.
- Excellent written and verbal communication skills, including the ability to clearly convey ideas when public speaking or doing presentations. Must have the ability to listen to others.
- Excellent interpersonal skills with the ability to build relationships with a mix of stakeholders and staff.
- Excellent dispute resolution skills and ability to work in a highly charged environment.
- Excellent creativity and the ability to think strategically and critically on a broad scale in the development of innovative and feasible options and strategic solutions to issues, trends, programs and services.
- Ability to multi-task with vague direction while working in an uncertain environment is necessary.
- Ability to think conceptually, understand the environments and determine a course of action that will achieve results.
- Excellent understanding of project management methodologies and tools.
- High level of self-management with strong results orientation.
- The ability to mentor others.
- Political sensitivity and the ability to maintain a neutral and objective approach.
- Proficient in the use of Microsoft Office (PowerPoint, Word, Excel, Visio) and experience with Internet and literature search techniques.
- Advanced statistical and data analytics skills using Excel, R, SAS, or any other statistical analysis solution.
- Advanced research, evaluation, and surveys design skills.

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	☐	☐	☐	☒	☐	Integrates broader context into planning: • 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	• Is able to integrate multiple priorities, contexts and activities to understand and identify how they inter-relate and apply that thinking approach to all policy work. Proactively continues to build that integration to respond as changes happen, adjusting plans to accommodate new information. • Considers how own work impacts the work of others and team success and how the various pieces of work can and must intersect with each other and ideally enable each other. Observes how the work of others

			impacts own work. - Anticipates change in own area based on activities in other areas. - Continually assesses how day-to-day tasks support the broader organizational objectives - Identifies key factors in a complex problem, associating seemingly unrelated information in order to analyze a situation and simplify it for the eyes of others - Understands the history of major initiatives, the underlying reasons they were adopted, and the interests of key people who are involved to inform current development, planning and action
Creative Problem Solving	○ ○ ○ ● ○	Works in open teams to share ideas and process issues: - 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	- Asks questions to get a deeper understanding of the present issue. - Proactively looks for ways to improve activities and results by doing something that may be new and different and for options that provide different paths to desired outcomes - Explores different methods in how work is completed, with a goal to achieving more efficient and effective outcomes in line with priorities - Comes up with a new or different way of describing or explaining a situation or opportunity (or proposing options/ policy recommendations) to advance communication, understanding and progress

Drive for Results	○ ○ ○ ● ○	Works to remove barriers to outcomes, sticking to principles: • 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	• Sets goals and prioritizes work to accomplish them. Follows through on duties and tasks and reports on progress. • Acknowledges areas where expectations about own service delivery, performance or interpersonal interactions are not met and takes corrective action. • Proactively provides suggested actions and asks for guidance to determine the best course of action when lacking all the information or where there are multiple priorities. • Looks for new and better ways of doing things that will improve performance • Persevering when problems arise and taking action to solve them • Conducts a cost-benefit/risk analysis to make decisions and set priorities or recommend options for action
Agility	○ ○ ○ ● ○	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	• Uses common sense, clinical/professional knowledge and past experiences to approach ambiguous problems and make effective recommendations and/or decisions. • Asks questions, seeks clarification and assesses how things will be different when change is introduced or anticipated. • Sees the need and readily steps into co-workers tasks to help out when needed. • Is open to new or diverse ideas, and to

			doing things in a new way. Proactively adjusts as new information arises and priorities shift, to respond to those rather than awaiting direction to do so
Develop Networks	☐ ☐ ☐ ☒ ☐	Makes working with a wide range of parties an imperative: - Creates impactful relationships with the right people - Ensures needs of varying groups are represented - Goes beyond to meet stakeholder needs - Ensures all needs are heard and understood	- Understands that stakeholder relationships are key to securing the success of initiatives. - Seeks to understand the perspectives and needs of colleagues, clients and stakeholders. - Actively identifies and seeks out ways to expand and develop network; working to establish trusting relationships that enable sharing - Informs key stakeholders of relevant information in a timely manner. Is aware of own impact on others and the impression being made through interactions. Is professional and respectful in all interactions.