

New

Ministry

Hospital and Surgical Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Clinical Programs

Requested 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

Acute Care Division, Provincial and Clinical Programs

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, Specialty Clin Prog

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Provincial and Clinical Programs Branch within the Acute Care Division is accountable for provincial and clinical programs within the acute care sector and within the province, including the Organ and Tissue Donation Program and Blood Services, and specialty clinical programs. The branch works collaboratively with health system stakeholders and other health ministries to set strategic priorities and strengthen acute care programs under their purview.

Major functions of the Branch include: (1) providing evidence-based policy recommendations on quality, performance and efficiency of acute care in Alberta, (2) working with health system, academic and industry partners, on quality initiatives; (3) overseeing acute care health quality policy and strategy development; (4) providing strategic advice on the implementation and strategic priorities of provincial programs in the acute health care system; and (5) providing strategic guidance and funding for the provincial organ and tissue donation program, as well as relevant specialty clinical programs.

Reporting to the Director of Specialty Clinical Programs, the Manager of Clinical Programs will lead a team to oversee

initiatives that improve Albertans' access to acute care services within the provincial acute care system, including:

- Providing leadership, advice, and assistance in the Ministry's acute care policy, strategy, and engagement efforts. This involves responding to a range of inquiries with advice that is of high quality, appropriate to the audience and timely. Requests include action requests, time-sensitive requests from Minister's Office for advice and regular reporting to committees of Cabinet and to Minister.
- Providing expert advice to the Director and Department executives on acute care issues and policy, stakeholder groups, and administrative processes to support the unit's projects.
- Identifying and leading analysis of strategic responses for acute care and health system issues facing the Ministry and the Government of Alberta.
- Collaborating with key stakeholders to ensure a health system-wide approach to patient access, including a focus on improving patient outcomes, reducing variability, and improving efficiency and effectiveness of acute care service delivery.
- Establishing and maintaining positive working relationships with internal and external stakeholders, including Acute Care Alberta, and communities and organizations, to support the development of collaborative strategies and actions to improve acute care services and achieve Ministry priorities.
- Identifying potential impacts for the health system (including cross-ministry) and stimulating innovative thinking related to acute care policy.
- Leading project teams to work collaboratively to develop and assess policy options, and support innovative initiatives enhancing access and delivery of services in hospitals.
- Engaging with stakeholders across the provincial health system and within Ministry to coordinate initiatives related to:
 - reducing wait times to within clinically recommended targets,
 - acute care health quality policy and strategy development; and,
 - capacity expansion, including surgical and in-patient hospital capacity.

Responsibilities

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

The Manager's responsibilities are to manage and coordinate a growing policy portfolio for ensuring effective access and delivery of healthcare in Alberta's hospitals.

Provide leadership and expertise to develop policy, strategies and actions to advance the Ministry's commitments for acute care:

- Lead and manage research, policy and strategy development, and related activities in support of Ministry's acute care health and Business Plan priorities.
- Coordinate the development and implementation of a framework for acute care policy including supporting departmental leadership in acute care health system capacity.
- Support effective communication strategies for significant announcements related to wait times and access.
- Coordinate issues management processes to be proactive where possible, timely, and comprehensive.
- Work with partners to coordinate work on provincial wait times and treatment improvements, and planning initiatives.
- Supports the development of communication materials to inform and educate internal and external stakeholders, including Ministerial correspondence to the general public.
- Reviews and/or prepares updates and briefings on projects for the Director, Executive Director, Assistant Deputy Minister, Associate Deputy Minister and liaises with Communications to produce briefings, announcements, etc.
- Collaborates with Unit and Divisional colleagues to ensure health standards, evidence-based practices, quality and access initiatives are incorporated into policy.
- Provides consultation and advice to internal and external stakeholders on policy in alignment with the Government of Alberta's priorities and directions for Alberta's acute care system.

Oversee policy development

- Oversees policy and/or legislative reviews and/or revisions, related to acute care priorities within the Ministry.
- Review work in Canada and internationally to understand trends, innovations, and models of care.

- Create and build networks across multiple internal and external stakeholder groups to inform the development of policy advice, strategies and research.
- Assist in data collection, analysis, and reporting on acute care health outcomes to inform policy and strategy development, in collaboration with internal program leads and external stakeholders.
- Ensures linkages and integration of projects with other relation policy initiatives.
- Plans, organizes and participates in meetings with internal and external stakeholders.
- Participates in planning and implementation of policy working groups, forums and other related activities.

Manage relationships to advance key health system priorities

- Build and sustain strategic networks with internal and external stakeholders.
- Link the health system priorities with existing initiatives in the ministry or across government.
- Represent the branch, division, or ministry on cross-ministry committees.
- Identify contacts and linkages for unit staff to follow up with to engage in their work.
- Engage executive and staff in business/operational planning, progress monitoring and evaluation, and communications.
- Collaborate with fellow branch leaders in the division to advance and deliver on the priorities of the division and to sustain information sharing and communication mechanisms.

Support the Director in leading Unit operations to achieve strategic, business and operational goals:

- Lead and support decisions regarding planning, coordination, and integration to move initiatives forward and develop procedural and operational frameworks for the department.
- Manage day-to-day Unit operations of direct report team members.
- Foster cross-training and professional development among team members to increase team capacity
- Support Unit budget activities
- Act on behalf of the Director, Senior Managers, Managers during vacations and absences.
- The Manager's responsibilities are to manage and coordinate a growing policy portfolio for ensuring effective access and delivery of healthcare in Alberta's hospitals.

Problem Solving

Typical problems solved:

Problem solving occurs within broad objectives defined by Ministry priorities and strategic directions for the provincial health system. The Ministry's objectives are achieved through consultation with cross-government groups, clinicians, managers and patients; together with credible experts in acute care. A challenge in this position is the integration of emerging issues impacting existing initiatives and operations. The health system operates in a dynamic environment and remaining abreast with the changes and its implications is challenging.

The types of problems the position routinely solves, includes:

- Identifying issues related to effective collaboration with health system partners and generates ideas to create a path for how to support specific projects and coordinate them within a broad framework.
- Identifying who to engage across a large spectrum of stakeholders. There is a high requirement for creative and broad thinking/visioning, balanced with identifying related impacts to acute care policy that may need to evolve to enable the future directions.
- Appropriate framing of issues which tend to be complex and diverse, politically and publicly sensitive, spanning not only several program areas but also the entire health system, affecting significant stakeholder groups with competing needs/interests.

Types of guidance available for problem solving:

Seeks the guidance of the Director on a regular basis to support problem solving. Additionally, the incumbent should seek the experience and advice of other Managers within the department where appropriate. The Manager is encouraged to work with colleagues within the Branch to problem solve where possible, and ask the Director or Executive Director for further guidance.

Direct or indirect impacts of decisions:

The work of this position has direct and indirect impacts on the delivery of health care across the entire health system, including provincial strategies and policies that govern acute care in Alberta. The position is responsible for:

- Interacting with internal and external stakeholders to determine when stakeholders are needed to inform policy work
- Developing standard messaging for public correspondence and framing of policy advice.
- Managing policy issues relating to Alberta's acute care system and advising on how to effectively respond to issues.

Key Relationships

Major stakeholders and purpose of interactions:

Director/Executive Director:

- 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.

Division leadership

- Collaboration, integration, advice, recommendations regarding directions, planning, and performance.

Unit Staff

- Share information, influence consideration for and adoption for acute care policy partnerships on cross-ministry research and knowledge management initiatives.
- Support unit staff skills development and professional growth.

Branch Staff

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

Office of the Deputy Minister and Office of the Minister

- Respond to queries for advice including updates on matters for the Deputy Minister or provide briefings to Deputy Minister /Executive Committee.

Senior Leaders at Acute Care Alberta

- Share information, obtain information, collaborate, problem solve on issues related to the health system.

Other Jurisdictions (external)

- Obtain input, feedback on proposals, strategic directions, issues, priorities; Partnerships on provincial/national health services.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Master's Degree	Public Administration		

If other, specify:

Health or business administration, or equivalent mix of related experience and education

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

Education and Experience:

- A university degree is required (at a graduate level is preferred), with exposure to health policy, health care administration, research, and/or policy analysis.
- A minimum of five years' experience in policy management and/or project management.

Knowledge:

- Considerable experience in the health care system to understand complexity of health system issues and for achieving and maintaining credibility with counterparts in the health care delivery system and related organizations.
- Thorough knowledge of the health system in Alberta, including health care delivery, health reform and health issues; government directions.
- Demonstrated research and analytical skills with experiences in administration and/or clinical health care services.
- Considerable experience in policy analysis, development, and stakeholder consultation in government and health

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	The incumbent must understand how changes in health policy impact planning and care delivery across the care spectrum, particularly in acute care settings. Because the incumbent is responsible for the design, development and implementation of the framework for acute care, changes can have a very large impact on key stakeholders across the health system. As such, a high degree of strategic thinking is required.
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	It is critical that the incumbent understands various perspectives and is able to pull together the right people to solve complex system problems and find creative solutions. At the same time, the incumbent must balance a variety of needs, assess the implications of various alternatives and provide meaningful, well thought out solutions for consideration by department leadership.
Drive for Results	☐	☐	☐	☐	☐		The incumbent will be provided broad overarching recommendations and must take accountability to determine the most effective way to achieve desired result

Benchmarks

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

Manager M410-26