

Update

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Nurse Consultant/Complaints Officer

Current Class

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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

N/A

Job Purpose and Organizational Context

Why the job exists:

Reporting to a Lead Nurse Consultant/Complaints Officer (CO), the Nurse Consultant/CO has legislative authority

under the *Protection for Person in Care Act* (PPCA) to receive and assess reports of abuse, conduct inquiries, or take any other action necessary, including referring reports of abuse to investigation and/or other bodies considered appropriate in the circumstances.

This province wide position serves a critical role in the management of the complaints process within an abuse prevention framework that is transparent, accountable, and provides public confidence that complaints of alleged abuse of adults receiving care and support services are dealt with in accordance with the PPCA. The position is heavily involved in interpreting and applying the PPCA to varying situations and circumstances.

Relying on knowledge of other legislation, standards, and policies, this position provides relevant resources and refers to other committees, bodies or persons under authorized enactments while engaging with stakeholders at various levels, as appropriate.

The Nurse Consultant/CO is also responsible for reviewing and analyzing incoming reports and evidence from investigators after investigation is complete. The Nurse Consultant/CO will then apply the information to write draft Director's decision reports, which include the findings from the investigation and tentative directions to prevent future occurrences, for the PPC Director's review. The position requires advanced critical thinking and analysis to ensure that the drafted decisions are succinct and provide strong rationale for the decision while ensuring that the directions are drafted with the intent to promote the prevention of abuse.

This position is an important partner in the department and ministry to promote the protection of vulnerable adults receiving care and support services from abuse. The position deals with highly sensitive issues and operates in an environment that can be challenging.

Responsibilities

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

Ensure the CO's duty under the PPCA is upheld and exercised appropriately.

- Interpret and utilize expert knowledge of the PPCA to determine if incoming communication meets the jurisdiction of the PPCA.
- Receive and assess incoming reports of abuse to decide on the appropriate course of action to be taken on the matter, including inquiry, investigation, referral, and/or discontinuation.
- Conduct inquiries to gather the necessary information to supplement decision-making and direct reports of abuse accordingly.
- Use discretionary legislative authority to determine if the report of abuse should be referred to a PPC investigator, a police service, or another committee, body or a person authorized under another enactment to receive the report of abuse.
- Engage in consultation with internal and external stakeholders with the aim of protecting adult clients receiving care or support services.

Manage all incoming communication received on intake (phone, email, fax, and mail) and reports of abuse in a timely and sensitive manner.

- Triage all incoming communication on intake. Conduct a risk assessment to prioritize the incoming communication.
- Use exceptional written and verbal communication and interpersonal skills to consult and obtain sensitive information through phone calls and email exchange. Complete appropriate follow-ups as necessary.
- Use crisis intervention skills to deescalate angry and/or distraught individuals reporting and/or seeking information.
- Document all relevant and essential information from phone calls, emails, faxes, and mail in a timely and objective manner.
- Research and provide appropriate resources based on needs and concerns of individuals reporting and/or seeking information from PPC.

- Case manage incoming reports of abuse from intake to inquiry, investigation, referral, and/or discontinuation.
- Provide guidance to and consult with investigators assigned to investigate reports of abuse as required.
- Review and approve investigator investigation plans.

Draft succinct, comprehensive, and evidence-based Director's decision reports for the PPC Director's review.

- Obtain and review investigated files of reports of abuse. Review, interpret, and analyze information from investigation reports and evidence collected during the course of the investigation, including interview statements and documentation (e.g., progress notes, behaviour intervention plans, order sheets, care plans, flow charts, assessment and treatment records, diagnostic reports, policies and procedures, and other data).
- Analyze extensive knowledge of various legislation, standards, practices, and guidelines against findings from investigation to determine if reports of abuse may be founded or not founded.
- Synthesize information analyzed from the investigation report and evidence collected during the course of the investigation. Provide strong rationale for decision-making. Craft thoughtful and impactful Director's directions with the aim of promoting the prevention of abuse.

Review documentation submitted by service providers and/or individuals involved in the abuse as evidence of compliance to the directions to assess for any gaps in care and quality improvement.

- Analyze and evaluate written submissions and supporting documentation from service providers and/or individuals involved.
- Apply clinical knowledge and expertise to determine if the submission meets the requirements of the directions to promote the prevention of abuse.
- Work with service providers in a fair, effective, and consistent manner to address gaps in meeting compliance.

Collaborate with the PPC team with the aim of improving service delivery and any processes and procedures, ensuring that the mandate of the PPCA is upheld.

- Engage in regular information sharing with the PPC team, including the sharing of any challenges and barriers and observed patterns and trends.
- Identify, record, and analyze any issues, trends, and concerns.
- Advise PPC supervisors and management of emerging issues, trends, and concerns. Provide options to address the issues and concerns.
- Provide input for the development of internal tools, policies, and procedures that will enhance PPC's response to reports of abuse and overall service delivery.
- Respond to Action Requests as necessary including researches, analyzes, organizes and presents quantitative and qualitative information for briefings and ministerial correspondence.

Problem Solving

Typical problems solved:

Exceptional conceptual, analytical, and problem-solving skills are needed in this position. Issues encountered are not always standard and there are many variables to consider, which require careful understanding and creativity.

Typical problems encountered:

- The Nurse Consultant/CO will appropriately make efforts to deescalate, and problem solve with difficult, angry,

and/or distraught individuals contacting PPC.

- The Nurse Consultant/CO is required to interpret and apply various legislation and standards to direct reports of abuse through the PPC process, make appropriate referrals, and/or provide resources.
- The Nurse Consultant/CO will conduct risk assessments of incoming reports of abuse to prioritize and coordinate incoming reports of abuse.
- The Nurse Consultant/CO is required to weigh evidence and then summarize and synthesize complex materials to draft written reports.
- The Nurse Consultant/CO will review and understand documentation materials, including but not limited to, policies, procedures, legislation, and standards to analyze submitted investigators reports and evidence gathered during the course of the investigation.
- To identify key issues and concerns, the Nurse Consultant/CO will critically apply professional judgment and expertise to develop strategies that address issues and concerns.
- The Nurse Consultant/CO is highly involved in sensitive issues of abuse. Addressing these sensitive issues requires the ability to utilize objectivity, accountability, diplomacy, and transparency.
- The Nurse Consultant/CO is required to understand and apply principles of administrative fairness while managing reports of abuse.

Types of guidance available for problem solving:

PPCA, administrative fairness principles, and other relevant documents, including but not limited to, various legislation, continuing care health service standards, accommodation standards, and professional standards of practice. Use of precedent cases/situations and the experience of the team members to discuss the issues and determine a course of action, including supervisors, management, and Director. Other stakeholders that may have information that assists in problem solving issues.

Direct or indirect impacts of decisions:

Decisions made by the Nurse Consultant/CO directly impact the unit's accountability to protect vulnerable Albertans, and the associated measures to ensure a high-quality process to handle reports of abuse and promote the prevention of abuse. Decisions not to formally take complaints must have clear and understandable rationale. Reports of abuse directed by the Nurse Consultant/CO through PPC's process impact the efficiency of the program and the timely service to Albertans, which also impacts the reputation of the Government of Alberta and its commitment to addressing reports of abuse.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Daily interactions with PPC program staff, supervisors, management, and Director.
- Interactions with other government areas, including but not limited to, other ministries/branches to support appropriate service delivery to Albertans (e.g., Continuing Care Division, Persons with Developmental Disabilities, Office of the Public Guardian and Trustee, Office of the Health Advocate, and Office of the Advocate for Persons with Developmental Disabilities.)

External

- Daily interactions with the general public/clients/families and service providers.
- Frequent interactions with other external stakeholders (e.g., RCMP/police, regulatory colleges, post-secondary institutions, Alberta Health Services).

Required Education, Experience and Technical Competencies

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

If other, specify:

Bachelor of Nursing Degree or Practical Nursing Diploma

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

Education/Experience:

- Must have a post-secondary degree or diploma in nursing, 1 or more years of related experience, and be a regulated member in good standing with the College of Registered Nurses of Alberta, College of Licensed Practical Nurses of Alberta, and/or College of Registered Psychiatric Nurses of Alberta.

Knowledge:

- Developed understanding of the principles of administrative fairness and administrative law.
- In-depth knowledge of the public health system particularly with regards to medical services provided in various health care settings.
- Knowledge of clinical best practices and various standards, including but not limited to, health service standards and regulatory practice standards.
- Knowledge of and ability to interpret and apply legislation/regulation.
- Knowledge of public care and service environments, including long-term care and acute care settings, addictions and mental health supports, home care, and Persons with Developmental Disabilities support services.
- Continued learning of advancements in care and service standards, legislation, and professional requirements.
- Broad knowledge, keen insight and critical perspective as applied to the Government of Alberta environment, its authority/legislation, its organizational structure, policies and practices.

Skills/Abilities:

- Exceptional conceptual and critical thinking skills.
- Strong analytical thinking and creative problem-solving skills.
- Adaptability and creativity to devise workable solutions.
- Excellent interpersonal skills with an emphasis on verbal communication and teamwork.
- Excellent written communication skills.
- Ability to practice sensitivity and objectivity when dealing with challenging and complex issues.
- Self-directed and able to work independently.
- Strong time management and organization skills.
- Competency in the use of Microsoft Office Suite.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain	This position is involved in considering broader roles and relationships to address

		goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	reports of abuse, emerging challenges and trends observed, and potential opportunities to improve PPC's involvement in protecting vulnerable adults receiving care or support services as it relates to the mandate of the PPCA.
Creative Problem Solving	○ ● ○ ○ ○	Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	This position is heavily involved in reviewing and assessing incoming reports of abuse to understand the extent of the issue in order to conduct a risk assessment, prioritize and direct PPC's response, and identify and collaborate with relevant stakeholders that can also be involved to address the report.
Develop Networks	○ ● ○ ○ ○	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	This position is heavily involved in interacting with clients and their families and friends as well as service providers and the general public to receive reports of abuse and provide consultation. In collaboration with the PPC staff and other internal and external stakeholders, the Nurse Consultant/CO effectively manages and directs incoming reports of abuse to contribute to the protection of vulnerable adults receiving care or support services.

Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 position provides advice to the PPC Director through draft decision reports based on the outcome of investigations, including recommending meaningful directions that will promote the prevention of abuse of adult clients receiving care or support services. This position also engages in activities for process improvement to optimize PPC's service delivery.</p>
-------------------	--	--	---