

Public (when completed)

Common Government

Update

Ministry

HSHS

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Lead / Senior Advisor

Current Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Strategic Services & Procurement (prev. PSOS)

☐

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Director

Senior Manager (Zone 1)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2025-11-20

Responsibilities Added:

No responsibilities added - updates to division, branch, team, position titles only

Responsibilities Removed:

No responsibilities removed - updates to division, branch, team, position titles only

Job Purpose and Organizational Context

Why the job exists:

The Ministry of Hospital & Surgical Health Services (HSHS) works to ensure Albertans receive the right health care services, at the right time, in the right place, provided by the right health care providers and teams. Strategic Services & Procurement is a division that focuses on procurement efficiencies and system optimization as part of health care refocusing. For more information on the work that does, visit this link: <https://www.alberta.ca/health.aspx>.

Overview

The Lead is a key role within the Contract Performance Monitoring Office (CPMO). This role oversees a team of professionals and brings strong expertise in the contract monitoring and performance management of multiple contracted service areas. The Lead has expert knowledge of contracts, legislation, standards, policies and stakeholders that inform contract monitoring and performance management processes. The expertise necessary to this role allows for liaison and support to stakeholders in a complex political environment and to integrate program level performance management with the Government of Alberta, the Primary Care organization, the Acute Care Alberta organization, the Assisted Living Alberta organization, Recovery Alberta, the Health Shared Services (HSS) organization, and governing bodies (i.e. CPSA and CDSA) as applicable.

As a contract management subject matter expert for the organization, the position:

- Has awareness of emerging trends and best practices in the contract performance management industry, jurisdiction, and the community;
- Determines how future trends might impact the organization and set strategic direction while aligning with the organization's values and stakeholder needs;
- Uses established external and internal contacts to anticipate and solve complex contracted service provider problems that have a broad impact on clients, the Government of Alberta, and
- Creates a culture of risk management, helping Alberta to become the leader in contract monitoring and performance management best practices by transforming to a risk and quality driven culture.

As the CPMO evolves and matures, this role will lead the delivery of the performance management framework to its partners and support quality health care for clients through provincial standardization initiatives, quality driven data collection, analysis, and reporting processes.

This role is responsible for ensuring the innovative provision of provincially standardized, quality, and risk-focused contract performance information to stakeholders, that is:

- **Actionable and Accessible** - information that is easily accessed/understood and can be directly used by end users to provide immediate feedback to contracted service providers to enhance patient quality of life.
- **Enabling** - information is useful (contract performance trending, statistics, etc.) to enable CPM partners and Executive Leadership to take strategic and operational actions, and to support overall contract planning and contract management processes.
- **Risk & Quality Improvement based** - information allows for analysis and comparison of contracted service provider performance to swiftly identify risk and improve quality, as necessary.

Responsibilities

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

Relationship Management / Stakeholder Engagement:

- Provides expertise to capture the needs of CPM partners across the province, collaborating with internal and external reporting teams (Quality Auditors, Enterprise Risk Management, Zone Operations, etc.) to manage performance and to align the direction of operations and service delivery to health mandates through a patient-care focus.
- Liaises with operational leads and education consultants to support service provider performance education on new / changing policies/standards/procedures/metrics/reporting, service delivery optimization, and quality and deficiency improvement.
- Engages operational working groups on key performance findings and facilitating internal stakeholder discussions around current and emerging performance issues ahead of regular relationship management meetings with service providers.
- Leads the presentation of performance management results to service providers ensuring adequate development of action plans and/or issues management plans to address any areas of concerns identified by contract owners. Influence operational performance and behaviors of contracted operators, their senior management, operations

managers, through indirect authority.

- Engages key stakeholders in the change process for provincial monitoring initiatives and understand the impact on both internal and external stakeholders while managing risks and benefits accordingly.

Contract Performance Management Consultation / Change Leadership

- Holds an advisory role to assist management in meeting its objectives using a standardized, risk based, contract performance management approach and provides performance management expertise to the CPMO and to stakeholders to ensure overall quality and value of services provided to Albertans is achieved.
- Leads, trains, and mentors a team of Performance Analysts to conduct regular reviews of performance metrics, processes and data requirements against defined criteria derived from contracted service providers. Provides input, support, and leads the processes of identification to resolve issues, including follow-up and stakeholder management.
- Escalates and reports on high priority contract performance concerns from each of the service areas for review. Identifies challenges and opportunities to leadership to support the development of innovative and strategic approaches and enable stakeholders to anticipate future and emerging risk.
- Ensures the implementation of the CPMO framework and best practices for the operations and monitoring of contracted service providers, including:
 - Governance
 - Risk Management
 - Evidence Based Practice
 - Data Standards, Measurement, and Reporting
 - Performance Excellence and Quality
- Provides leadership to the CPMO Performance Analysts that would report to this position through effective communication, ethical decision making, and commitment to achieving established goals and objectives, ensuring program delivery measurements and standards are enforced.
- Commits to continually improving health and safety performance through promotion of a culture supporting risk management, incident identification, reporting and correction, and compliance with applicable regulations, policies, and safe work practices.

Planning and Development:

- Brings a systematic approach to evaluating and improving the currently established contract performance program, risk management, governance processes, data analysis, performance criteria and reporting processes in contracted service portfolios.
- Identifies and implements industry best practices for monitoring tools and processes for the CPMO program areas to effectively monitor, measure, assess, and report on the contract performance and quality of services from contracted providers for the CPMO's partners, with focus on the governance, risk, quality, financial, and performance perspectives.
- Develops and implements monitoring tools and processes for the CPMO program areas that identify and mitigate risk to accountable contract stakeholders.
- Leads the development, implementation, prioritization, and evaluation of strategic and operational plans to support patient focused care that reflect the short and long term operational needs of the organization and identifies and mitigates risk to accountable stakeholders.
- Analyzes large complex sets of contract performance monitoring trending and data and provide interpretation for the CPMO's stakeholders, senior management and contracted service providers to drive quality care.

Other:

- Oversees ad-hoc priority projects and process improvement initiatives at the direction of the Director of the team Contract Performance Monitoring and Executive Director of the Performance Standards Reporting & Compliance

branch.

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Problem Solving

Typical problems solved:

- Facilitate the project management of provincial initiatives, ensuring roles of all parties are clear and that deliverables are completed on time and in accordance with expectations.
- Align inconsistent monitoring processes and systems to a provincially standardized approach
- Ensure appropriate relationships in place across stakeholder groups to remain current in an environment of constant change.

- Oversee performance trending contracted service providers perform in accordance to their contract and applicable legislation.
- Measure contracted service provider performance, risk, and value in accordance to the mandates of the Ministry of HSHS and applicable legislation..
- Design and implement mechanisms to follow up, and track the ongoing resolution, and escalation of performance issues.
- Lead / co-lead working groups and touch bases to maintain communication and collaboration between multiple stakeholder groups: maintaining relationships to gather continuous feedback, optimize reporting processes/ systems and reduce silos.
- Adapt processes and systems to be flexible to consistent environmental change and enhancement.
- Lead internal and external stakeholders in change management and managing resistance to change in initiatives involving standardization.

Types of guidance available for problem solving:

- Contract requirements,
- Contract Performance Management Framework,
- Standards of care and service,
- Applicable legislation and regulation,
- Recommendations from the Office of the Auditor General and Internal Audit / Enterprise Risk Management reviews,
- Accreditation standards, and
- Collaboration/consultation with zone-based/provincial clinical end users, policy teams, and regulatory bodies.

Direct or indirect impacts of decisions:

Stakeholders and end users depend on the CPMO's reporting, performance scoring, and identification of emerging trends to inform on the performance of contracted service providers and use the information to conduct follow up directly on performance deficiencies and concerns. Executive dashboards are presented to Executive Leadership to inform on decisions related to performance enhancement initiatives. The timeline for issue resolution can directly impact patient care if performance issues are not promptly managed or escalated.

The timeliness and comprehensiveness with which services and information are provided to clinical areas is also critical. In addition, the work of this position is evaluated based on the effectiveness of working relationships established with the wide variety of clients and stakeholders.

Key Relationships

Major stakeholders and purpose of interactions:

- Includes but not limited to the following: Clinical/Non-clinical Zone Operations (front-line staff), Provincial Teams, Provincial Seniors Health, Nutrition, Linen & Environmental Services (NFLES), Provincial Midwifery, Provincial Physiotherapy, Contract Strategy & Performance, Enterprise Risk Management, Internal Auditors, Executive Leadership, Contracted Service Providers, Policy teams, Education Consultants, Licensing & Compliance, External Regulatory Bodies, and CPSM Contracting:
- To develop and implement provincial monitoring programs and co-lead continuous improvement initiatives in performance monitoring, to assess risk, to educate on emerging trends and continuous improvements, and to follow up and escalate performance deficiencies.
 - To engage and inform on risk assessment and emerging performance risks.
 - To educate/mentor on continuous improvement in performance indicators and engage organization's leadership on

performance deficiencies.

- To discuss emerging performance trends, and collaborate on continuous improvements in performance processes.
- To remain current on changes (service model, legislation, indicators etc.) to anticipate changes to contract requirements and proactively plan to address these changes.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Business

2nd Major/Minor if applicable

Designation

If other, specify:

Education in Health or Economics also accepted.

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

- A minimum of 5 years in a health care management / contracting and sourcing, in an organization of significant size, complexity and diversity. A combination of education and experience may be considered.
- Extensive knowledge of contract performance management and monitoring best practices.
- Extensive knowledge and experience with contracted services and ongoing relationships with stakeholders including Provincial Health Agencies, Provincial Health Corporations, Government of Alberta, contracted service providers, and their affiliated associations.
- Extensive knowledge of contract accountabilities, laws, orders, directives, guidelines, standards, and policies applicable to contracted services.
- Practical experience in strategy, policy development, leadership, and project management practices, change management, auditing, public health, and/or quality improvement.
- Strong analytical skills and ability to create innovative solutions for complex and diverse issues.
- A clear pattern of professional and personal development.
- Effective communicator with strong organizational skills, client focused orientation and commitment to providing quality services.
- Leadership skills, including demonstrated ability and comfort with decision making responsibilities, coaching and teaching, and the ability to inspire and build confidence in others.
- Significant experience in problem solving, concerns resolution, investigation, and negotiation.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none">• 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 <ul style="list-style-type: none"> • Works with others to identify areas for collaboration 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works to remove barriers to outcomes, sticking to principles: <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 	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Involves a wide group of stakeholders when working on outcomes: <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Encourages development and integration of emerging methods: <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas 	

- | | | | |
|--|--|---|--|
| | | <ul style="list-style-type: none"> • Brings the right people together to solve issues • Identifies new solutions for the organization | |
|--|--|---|--|

Benchmarks

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

024PS56, 024PS57

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature