

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Clinical Specialist

Requested Class

Medical and Health 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Acute Care, Quality Planning & Perf Programs

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Provincial Programs

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Within the Acute Care Division, Quality Planning, Performance and Provincial Programs Branch, the Provincial Programs Unit is a high-performing, demanding, fast-paced work environment, dedicated to developing and supporting strategies, policies, and legislation underpinning Alberta's acute care system. Working with major health system stakeholders (e.g. Acute Care Provincial Health Agency, Alberta Health Services, Covenant Health, College of Physicians and Surgeons of Alberta, Alberta Medical Association, Health Quality Council of Alberta, etc.), the Unit aligns provincial acute care programs with government priorities and strategic directions. A key responsibility includes working with health system partners to ensure an integrated approach to ensuring policies within provincial programs are aligned with the Government of Alberta's mandate for the provincial health system.

This position is focused on initiatives related to multiple provincial acute care provincial programs. Work in the unit is focused on improving patient flow within acute care facilities; improving wait times; and analyzing system capacity-related data (e.g. length of stay, hospital readmission rates, alternative level of care rates).

Reporting to the Manager, Provincial Programs, this position provides clinical and operational expertise on initiatives that improve Albertans' access to provincial acute care services, including:

- Providing advice, and assistance in the Ministry's 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 Manager, Director and Department executives on related issues and policy, stakeholder groups, and administrative processes to support the unit's projects.
- Analysis of strategic responses for 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 provincial program service delivery.
- Establishing and maintaining positive working relationships with internal and external stakeholders, including Alberta Health Services, 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 projects and working collaboratively on teams 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 Alberta Health to coordinate initiatives related to:
 - reducing wait times to within clinically recommended targets; 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 clinical specialist's responsibilities are to provide knowledge and technical advice to develop policy, strategies and actions to advance the Ministry's commitments for acute care:

- Collaboratively provide research, policy and strategy development, and related activities in support of Ministry acute care health and Business Plan priorities.
- Develop and implement a framework for policy including supporting departmental leadership in health system capacity.
- Support effective communication strategies for significant announcements related to wait times and access.
- Provide issues management and 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.
- Review and/or prepare updates and briefings on projects for the Manager, Director, Executive Director, Assistant Deputy Minister, Associate Deputy Minister and liaises with Communications to produce briefings, announcements, etc.
- Provide 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.

- Review, update, and develop administrative forms and supporting manuals.
- Identify performance measures and indicators
- Draft briefing notes, letters, memos and other forms of communication that require the subject matter expertise of a clinical specialist.
- Remain competent in professional practice.
- Meet tight timelines in varied and changing workflow environment.

Assist in policy development

- Collaborate with unit, branch and divisional colleagues to ensure health standards, evidence-based practices, quality and access initiatives are incorporated into policy.
- Conduct literature reviews and jurisdictional scans and provide recommendations/ observations via written reports, and audio/visual presentations.
- Consult on proposed and existing legislation, policies and standards.
- Provide interpretation and explanation of current legislation to stakeholders.
 - The diversity of the position is such that the clinical specialist must be able to answer or take action on multiple questions based on several different pieces of legislation.
- Identify, evaluate and support innovative acute care strategies, programs and initiatives.
- Review work in Canada and internationally to understand trends, innovations, and models of care.
- Assist in data collection, analysis, and reporting on health outcomes to inform policy and strategy development, in collaboration with internal program leads and external stakeholders.
- Participate 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.
- Engage executive and staff in business/operational planning, progress monitoring and evaluation, and communications.
- Collaborate with branch leaders in the division to advance and deliver on the priorities of the division and to sustain information sharing and communication mechanisms.
- Provide representation and input to special projects in various ministries, divisions, branches and units as required.
- Meet/consult with internal and external stakeholders to assist in program development from a ministry perspective.

Problem Solving

Typical problems solved:

- Recommendations about how acute care services are provided

- Safety sensitive considerations
- Politically sensitive considerations
- Stakeholder issue management
- Business/operational administration and process related challenges

Types of guidance available for problem solving:

Acute Care Branch clinical specialists are encouraged to work with other colleagues within the branch and division to problem solve where possible, and/or ask the manager or director for guidance.

Direct or indirect impacts of decisions:

Clinical specialists have significant direct and indirect impacts to provincial strategies and policies that govern healthcare in Alberta. At appropriate times, this position is responsible for supporting and/or leading longer-term projects in complex environments.

Key Relationships

Major stakeholders and purpose of interactions:

Manager/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 Alberta Health Services

- 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 |
|----------------------------|-------------|-------------------------------|-------------|
| Bachelor's Degree (4 year) | Other | Other | Other |

If other, specify:

Nursing, Medical, Reg. Health Provider Equivalent education and experience may be considered.

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

Knowledge:

- Knowledge of emergency department practices and services locally, nationally and internationally
- Diverse clinical experience as a regulated healthcare provider
- Strong working knowledge of computers and information technology systems
- A strong working knowledge of Alberta's integrated healthcare system
- Working knowledge of Alberta's legislation and policy related to health systems and acute care
- Strong working knowledge of Alberta's acute care services and clinical operations

Skills:

- Experience in leadership roles and functions
- Experience working with governments (municipal, provincial and federal)
- Experience conducting research and critical appraisals of evidence
- Excellent interpersonal and communication skills, both written and oral
- Strong critical analysis skills
- Conflict resolution skills
- Project and time management skills

Abilities:

- Able to work independently in an unsupervised (remote) environment
- Able to work effectively as a team member
- Ability to lead projects and provide clear, concise updates to leadership
- Establish positive working relationships with varied stakeholders

Additional:

- Registered healthcare provider, plus 3-5 years of progressively more complex management and leadership responsibilities.
- Minimum of Bachelor's degree is required.
- Masters level training is preferred
- Equivalent education and experience may be considered.

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 | | |
| Agility | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan | <ul style="list-style-type: none"> - The work and priorities of the Provincial Programs Unit are dynamic and subject to frequent change. - The Provincial Programs Unit is a team within a large branch with provincial obligations requiring clinical specialists to be flexible and adaptable. |

| | | | |
|--------------------------|--|--|--|
| Develop Networks | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | 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 | -The Provincial Programs Unit is newly created and this role requires developing new networks and identify key stakeholders, both internally and externally. |
| Creative Problem Solving | <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | 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 | - Acute care is the largest and most complex sector of the health system. Provincial Programs Unit is required to routinely re-evaluate its approach to complex problems and potential solutions. |
| 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 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 | -The clinical specialist works closely with ACB analysts on the policy, standards and reporting in the branch. Systems thinking is a critical competency that allows translation of specialists licensing and compliance, frontline experience and stakeholder engagement efforts to be applied to a broader policy framework. |

Benchmarks

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

- Licensing and compliance roles of Continuing Care
- EHS specialist roles