

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

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:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director of Customer Relationship Management and Data Access (CRMDA), this position oversees the receipt, recording, status, and delivery of all branch data, information and analysis requests. The Manager of Customer Relationship Management (CRM) serves as the initial point of contact on all matters related to the many different types of data, information and analysis requests received by the Data Access and Information Privacy Branch. The Manager of

CRM develops and maintains client relationships to share information in a timely and effective manner. Stakeholders include internal program areas and external health system stakeholders such as Alberta Health Services, the Health Quality Council of Alberta, and the Canadian Institute for Health Information.

The incumbent will promote the packaging and communication of both identifying and de-identified data, aggregate data, and health information products. The availability of numerous health information products will require client awareness and training to familiarize client groups with statistical tables, periodic utilization and trend analysis reports as well as economic and predictive analytical reports that may affect policy development and informed decision making.

The Manager of CRM will be expected to develop metrics to measure, monitor and report on the efficiency and effectiveness of branch services and products to health system stakeholders. On an ongoing basis, the incumbent will identify gaps in service delivery, product content and/or processes and is expected to address such issues and improve client satisfaction.

Responsibilities

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

1. Oversee and manage the receipt, recording, disseminating, status and delivery of all branch information and analysis requests:

- Maintain and facilitate a log of all data, information and analysis requests received by the branch.
- Liaise with all health system stakeholders, internal and external to the department, in clarifying actual data/information requirements and expected delivery dates.
- Manage status and transition activities associated with client data/information requests.
- Provide expertise and advice to clients to identify and clarify their health information product needs.
- Facilitate and coordinate ministry-wide agreement on information products that require consensus.
- Develop new approaches to information product delivery.
- Manage and maintain effective working relationships with internal and external clients and client organizations.
- Maintain client satisfaction and ensure that data/information client requirements are agreed upon and met on a timely basis.

2. Manage and coordinate staff:

- Conduct performance reviews.
- Lead, coach and mentor staff to facilitate achievement of business plan and project goals.
- Share knowledge with staff and facilitate team development.
- Enhance staff understanding of health system, health authority structure and various health issues.

3. Promote, facilitate and disseminate the communication and delivery of health information products:

- Maintain and enhance a health information products catalogue and promote greater awareness of information products.
- Present information products to clients to support their business needs.
- Support training to internal and external clients on the use of information products.
- Promote greater understanding of user business requirements in order to ensure continuous improvement and increased customer satisfaction with information products.
- Promote increased uptake, availability and breadth of information products.

4. Identify gaps in product content and enhance capacity to support informed-decision making:

- Identify patterns in responses, service delivery or gaps in product content, delivery mechanisms and/or processes, in order to improve the dissemination of information and client satisfaction.
- Lead development of innovative collaborative partnerships with subject matter experts within government, Alberta Health Services, external agencies and service providers, the research community, etc.
- Enhance the capacity of the Ministry to use data and information to support policy development and evidence-based decision making.
- Suggest improvements in information products to meet strategic and business users' needs.

5. Support and develop departmental strategic directions and policy initiatives:

- Participate on or lead project teams to apply health information/knowledge to assess information.
- Provide advice in developing relationship management policies and processes.

6. Establish and maintain partnerships with clients and relevant external organizations:

- Participate in committees to represent Division/Branch interests and to support collaborative initiatives by providing subject matter expertise.
- Contribute to reports, papers and communication materials that further knowledge and understanding of the branch mandate and related health information issues.

Problem Solving

Typical problems solved:

- Assessment of competing priorities, mediation of differing perspectives and arrival at win-win situations for all parties
- Identifying data/information requirements and developing effective strategies for addressing these requirements
- Building effective alliances and teams with individuals who possess different perspectives and represent diverse agendas
- Negotiating formal service agreements, addressing and resolving performance issues, and ensuring that the Ministry obtains value from data/information projects from consultants and contractors
- Analyzing complex information and identify strategic options

Types of guidance available for problem solving:

The manager functions independently for problem solving, and is expected to be a demonstrated life-long learner and can independently research and work through problems within their network.

Additionally, the manager can seek guidance from:

- Internal GoA policies, guidelines, and procedures;
- Other managers within the branch, division, ministry, and across the GoA;
- HIA Privacy SMEs (for guidance on issues related to the Health Information Act);
- Health Law Team;
- Subject matter experts, within the branch, division, and across GoA; and
- Director, Customer Relationship Management and Data Access.

Direct or indirect impacts of decisions:

The work of this position ensures:

- data access and disclosure practices are consistent and comply with policies, standards and legislative requirements.
- program areas and external stakeholders can leverage data to inform policy/decision making to assist with the benefiting the delivery of care to Albertans.
- data is used ethically and privacy is protected; and
- leadership is provided with strategic, timely advice and recommendations.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Teams:

- Subunit Team Members - Daily / as required provide leadership and direction, manage operational activities and issues.
- Director, Customer Relationship Management and Data Access - Daily / as required - advice /recommendations / consultations to ensure stakeholders have accurate and timely access to data.
- Executive Director, Data Access and Information Privacy (DAIP) - Daily / as required - advice / recommendations / consultations.
- DAIP Directors / Managers - Daily / as required communication /advice / recommendations / consultations related to data access and privacy considerations.
- Other Department Management and Staff - Daily / as required communication /advice / recommendations / consultations related to request for data or reports.

External Teams:

- Contractors and Consultants - provide recommendations / consultations / assessments and investigations related

to privacy and security and data access in support their data needs.

- Alberta Medical Association and College of Physicians and Surgeons of Alberta - provide / consultations / related to leveraging data for patient safety and improved patient comes.
- Other Health Jurisdictions - provide advice / recommendations to enable evaluation and improvement of health data collections and reporting.
- Academic Researchers - translate between research objectives and administrative data holdings and investigate new approaches to using data and using new data sources.
- Health System Organizations - explore opportunities to support new and existing data needs. Investigate requests for data and navigate legal and privacy requirements for sharing.
- Other Ministries - explore opportunities to support new and existing data needs. Investigate requests for data and navigate legal and privacy requirements for sharing.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Public Administration	Business	Project Mgmt

If other, specify:

Bachelor degree in Health Informatics, Public Health or Administration. Graduate degree preferred.

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

- Minimum four years experience in managing data/information involving legislation, regulations, policies, projects, and initiatives designed to enhance health information systems.
- Knowledge of health system legislation and Ministry policies, programs and business plan.
- Project Management - experience in leading data/information projects, developing project charters and work plans and implementing application solutions.
- Knowledge of information research design and methodology, qualitative and quantitative data collection and analysis techniques, statistics, and database development and management.
- Health Data - excellent understanding of health data and databases including approaches and methodologies to link data and limitations of existing databases.
- Health Systems and Organizations - understanding of health authority structures and related organizations involved in the management and delivery of health services.
- Detailed understanding of the organizational structure of Alberta Health to optimize inter-divisional support.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • 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 	<p>The manager is responsible for understanding the data/ requirements of the stakeholders and develop effective strategies for addressing those requirements.</p> <p>The manager needs to consider and understand the policies and legislation regarding the release and disclosure of health data.</p>

Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <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 	<p>The Manager will lead the development of processes and standards for data requests which will require working collaboratively with other managers in the unit, division, ministry, across GoA and with external stakeholders, often on cross-functional teams.</p>
Creative Problem Solving	○ ○ ○ ● ○	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • 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 	<p>The Manager is responsible for supporting and developing processes and standards related to data access, working with areas and organizations with different data access needs and requirements.</p> <p>Solutions will involve resolving challenges across multiple areas and organizations with diverse needs.</p>
Develop Networks	○ ○ ○ ● ○	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • 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 	<p>The Manager is required to build and manage a well-rounded network to enable and standardize processes around data access and disclosure..</p> <p>The role will often need to bring together the right experts to develop options, inform decisions and/or solve problems.</p>

Benchmarks

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

- MJEP Benchmark Job Description - M410-19 Manager, Research and Evaluation
- MJEP Benchmark Job Description - M410-17 Manager, Municipal Excellence

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.