

Update

Ministry

Mental Health and Addiction

Describe: Basic Job Details

Position

[Redacted]

(200 character maximum)

M H A Compliance Officer

Current Class

Medical and Health 4

Job Focus

Operations / Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

[Redacted]

Structure

[Redacted]

Program Code: (enter if required)

[Redacted]

Employee

[Redacted]

Organizational Structure

Division, Branch/Unit

SOSS/RCDS/Compliance and Monitoring

Current organizational chart attached?

Supervisor's Position ID

[Redacted]

Supervisor's Position Name (30 characters)

Manager Compliance/Monitoring

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2025-12-05

Responsibilities Added:

Title changed
Clarified and added descriptors of existing responsibilities

Responsibilities Removed:

assigning and delegating work

Job Purpose and Organizational Context

Why the job exists:

The Regulatory Compliance and Data Stewardship Branch responsibilities include the Compliance and Monitoring Unit (CAM) which ensures compliance to the *Mental Health Services Protection Act* (MHSPA), the *Mental Health Services Protection Regulation* (MHSPR), four sets of Standards (Residential Addiction Treatment Services Standards, Supervised Consumption Services Standards, Narcotic Transition Services Standards and Psychedelic Drug Treatment Services Standards) and the licensing of in-scope service providers.

The CAM Unit licenses and regularly inspects in-scope service providers for compliance to the associated legislation and Standards. The unit also receives and assesses complaints and submitted incident reporting and then applies risk-based methodology to determine next steps. The Compliance Officer (CO) role is to provide the clinical and professional expertise required to the inspecting and investigation of service providers to the MHSPA, the MHSPR and the Standards.

The position has designated authority under the MHSPA and has the full authority of an "inspector" under the Act. An "inspector" under the Act has significant powers including issuing an order, obtaining a warrant, and applying to the court for an order. Compliance monitoring and inspection processes are performed to ensure compliance with ministry legislation/regulations and Standards and with departmental policies. The CO leads and/or actively participates with on-site inspections and investigations of varying complexity under the direction of the Director/Manager. The CO is expected to focus the majority of their time on the more clinically complex services and requirements related to regulated health care providers, clinicians and client/patient provision of care for contracted services. This includes ensuring professional practice meets the objective of the legislation pursuant to employees being qualified and trained to provide the services as intended. The primary objective of inspections, investigations and critical incident follow-up is to strengthen accountability by providing assurance that regulatory requirements are enforced.

Responsibilities

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

- Monitors compliance to the MHSPA, MHSPR and the Standards as per legislation through a variety of modes.
- Monitors, follows-up and escalates critical incidents reported to the Manager/Director.
- Conducts research and analysis to prepare risk assessments to identify specific issues or concerns that are identified.
- Proactively monitors reports and reviews conducted by other monitoring agencies.
- Provides significant input in the development of consistent methodologies to ensure the compliance program for the province will be delivered in a manner that is fair, timely and consistent, and balances education, prevention and enforcement efforts in the areas of mental health and addiction.
- Performs on-site inspections/investigations of compliance to the MHSPA, MHSPR and the Standards. This involves an in-depth examination of client/patient records, visual inspection of locations, observations of staff with best practice and interviews with staff, clients/patients and stakeholders to determine compliance.
- Reports on reviews and investigations of compliance and provides best practices recommendations to resolve issues.
- Reports will be delivered as formal documents (reports or briefings) or presented verbally in face-to-face meetings.
- As a CO, it is vital to share and transfer knowledge appropriately within the team, department and Recovery Alberta (RA) or other funders as applicable.
- Maintains confidentiality of all health information.
- Business requirements may require the CO to carry a cell phone in order to be informed of and/or escalate concerns in a timely manner to initiate immediate Ministry response protocols as required.

Problem Solving

Typical problems solved:

The CO must assess the ability of service providers to come into compliance when determined not to be. They must then provide the appropriate guidance and education to the service provider and their staff to bring them into compliance. The CO must determine when enforcement actions are to be escalated. Their findings and recommendations post inspection/investigation to the MHSPA, MHSPR and Standards may influence and improve:

- quality assurance and quality of care to Albertans receiving mental health and addiction treatment services with in-scope service providers.
- accountability of the government.
- departmental policies, recommendations to amend the Standards or change the legislation.
- initiatives such as systems/application development, program changes or new programs.
- other areas within the Ministry who may request clinical expertise or are directly/indirectly affected by implemented recommendations resulting from the inspections/investigations findings and recommendations.

Ability to engage with both public and private sector service providers and stakeholders with an objective and unbiased attitude.

Types of guidance available for problem solving:

Direction from the Manager is defined, with focus on achievement of specified results.

Role is guided by delegated authority under the MHSPA and GOA/Department goals and objectives relevant to MHSPA compliance and the delivery of safe, quality services to Albertans.

Regulated staff are also guided by their regulatory colleges.

Role has some autonomy on pace and scope of work, however, for the most part it is driven by licensing cycle, complaints, incident reporting, internal policies/procedures, and leadership decisions.

Inspections and investigations are to follow best practice as it relates to administrative fairness, right-touch approach and efficiency but there is some flexibility on how they are conducted.

Direct or indirect impacts of decisions:

This individual must be a fully competent regulated professional capable of independently and collaboratively handling difficult and complex assignments. Significant interpretation of client/patient treatment records and provider documentation is required to produce usable coherent data for assessment of compliance. Education in clinical addiction treatment/health care contributes to the understanding of issues and trends identifying potential solutions and implications. Experience with addiction treatment practices and protocols, safety, medication administration and risk management needed. This experience provides understanding and contributes to the alignment of best practice procedures of the MHSPA, MHSPR, and the Standards that are expected from the service providers and their staff. Outcomes of decisions supports addiction treatment staff in providing high quality, comprehensive, individualized treatment/care based on the assessed needs of each client/patient and impacts the success of treatment received by them.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

The primary contacts are within the Regulatory Compliance and Data Stewardship Branch. The CO reports to the Manager on a day-to-day basis but may have to directly report to higher management levels (up to the ADM) for specific assignments if requested.

In the course of specific assignments, the CO may engage with individuals within other divisions of Mental Health and Addiction (MHA).

External:

The CO may be required to provide information to the Office of the Health Advocate, Office of the Auditor General (OAG) or the Ombudsman, regarding specific issues and findings.

In the course of conducting inspection/investigation work, the CO liaises with Albertans, who receive addiction treatment services, their families, other Ministries and government agencies, RA and outsource vendors supporting MHA.

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 other health related degree

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

Knowledge:

- Strong knowledge of Alberta Mental Health and Addiction business including: Health Information Act, Protection of Persons in Care Act, Health Professions Act, the Mental Health Act, MHSPA, MHSPR, Standards, policies, practices, organization, operations and systems, and in times of public health crisis, the Chief Medical Officer of Health Public Health Orders.
- Knowledge and application of general Infection Prevention and Control (IPC) Standards.
- Experience with, but not limited to, best practices of medication administration & documentation, physical assessment, mental health addiction assessments (CIWAS, COWS, drug panel screening), charting/EMR, addictions mental health recovery oriented systems of care, harm reduction, occupational health and safety and client/patient care-plans.
- Investigative competencies with well developed critical thinking skills.
- Data entry and analysis of multi-faceted data.
- Extensive knowledge and experience with investigations/audit concepts, principles and processes.
- General knowledge of information technology and management information systems including internal control considerations, database concepts the use of data extracts and software tools that would assist audits.
- Computer literate with working knowledge of Microsoft office software including spreadsheets (Excel), word processing (Word), project management (MS Project) and PowerPoint.
- Strong problem solving and analytical thinking.
- Concept of Right Touch Regulation.

Skills:

- Strong interpersonal, facilitation and negotiation skills.
- Leadership: ability to positively and respectfully influence colleagues and members of project teams to achieve outcomes.
- Project management: ability to plan, coordinate activities of the project team resulting in timely and effective project outcomes.
- Teamwork: ability to work cooperatively and productively with others to achieve positive results, displaying strong consultative and collaborative skills; negotiation and conflict resolution skills; and willingness to participate actively in team projects.
- Strategic thinking: ability to take a broad scale, long-term view and assess options and implications of findings.
- Analysis: ability to interpret data and information, define issues, develop and assess options and to make appropriate recommendations.
- Problem solving: ability to resolve problems and suggest strategies for the resolution of issues.
- Flexibility: ability to manage effectively in rapidly changing environments and respond effectively.
- Computer skills: proficiency with word processing, spreadsheets, databases, graphics, Internet, statistical program and project management.
- Time management: to organize, review, prioritize and effectively manage workload.
- Presentation skills: clear written and verbal communication with the ability to write reports and executive level briefings; strong presentation and interview skills.
- Communication: Strong interpersonal skills with an emphasis on communication and teamwork.
- Creativity, tenacity, confidence, maturity, analytical ability, people orientation and facilitation skills are expected.

Abilities:

- To lead and provide project management and case management.

- To facilitate presentations, including conducting and facilitating meetings effectively. May also include external meetings and conferences as deemed appropriate.
- To work in a multi-disciplinary team environment.
- Ability to work independently, initiating ad hoc assignments as deemed required.
- To be adaptable and flexible in order to handle a broad variety of complex issues with time restraint and in an environment of competing priorities.
- To research, analyze data and critically interpret external and internal research.
- To provide accurate analysis of compliance reports and reviews.

Essential education and work experience:

- Baccalaureate degree in a health related discipline, with preference given to Nursing.
- 6 years minimum clinical work experience.
- Audit/inspection, monitoring compliance or investigative experience.
- Current practice permit in good standing with applicable College.

This individual must be a fully competent professional capable of independently and collaboratively handling difficult and complex assignments. The CO may be required to cover-off manager in times of absence. Significant interpretation of client/patient treatment records and service provider documentation is required to produce usable coherent data for assessment of compliance. Education in health care contributes to the understanding of complex issues and trends identifying potential solutions and implications. Experience with addiction treatment protocols and practices, safety, medication administration and risk management is needed. This experience provides understanding and contributes to the alignment of best practice procedures of the legislative requirements that are expected from service providers and their staff. Professional ethics including appropriate business appearance and assertiveness in role is highly desirable. Inspections/Investigations are physically demanding so the CO must be able to stand/walk/sit in a vehicle for hours at a time and be able to go up and down stairs, bend over, squat and reach.

The AMHCO is investigating situations that may have ended in death and or serious injury to physical/ mental health, so the CO must be able to address and manage secondary trauma. Travel throughout the Province of Alberta for on-site inspections/investigations is mandatory; a valid class 5 driver's licence and access to a reliable vehicle is required.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	With no two days being the same and quick solutions required, you can be agile looking within your experience to shift along with priorities while bringing the best solutions forward.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes and delegates responsibility for	This role requires someone who excels at

		<p>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>work independently and is a self-motivated go-getter who will <i>Drive for Results</i> to proactively get things done with every task they touch</p>
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>As the position works very closely with organizations outside of the Ministry, the ability to <i>develop networks and relationships (Right Touch Regulation)</i> in a way that builds trust and respect, combined with the capability to <i>Build Collaborative Environments</i> with the various partners, is the only way to be successful.</p>
Systems Thinking	○ ○ ○ ● ○	<p>Integrates broader context into planning:</p> <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>This position is a piece of a much larger puzzle; using <i>Systems Thinking</i> skills to understand how your work touches and affects the work of others while utilizing that information to carry out your work is essential.</p>
Creative Problem Solving	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Since every situation is unique, you must use your <i>Creative Problem Solving</i> skills to find the root cause of a problem, then work with stakeholders to come up with timely viable solutions, often in high stress situations.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Health Compliance Officer Assisted Living and Social Services

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.

_____	_____	_____
_____	_____	_____
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