

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager, Policy and Advisory

Requested Class

Manager (Zone 2)

Job Focus

Policy

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Pharmaceutical Supplementary Benefits Div/PHB



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Director, Policy & Advisory, the Manager, Policy & Advisory has responsibility for managing policy, operations and strategic planning issues related to the provision of health benefits and health related supplementary benefits for Albertans enrolled in a low-income health benefit program. This position provides leadership and direction for policy and program development of health benefits within the Income Support (IS), Alberta Adult Health Benefit (AAHB), and Alberta Child Health Benefit (ACHB) programs, Assured Income for the Severely Handicapped (AISH), Child Intervention services (CIS), and Child and Youth Support (CYS). Supplemental health benefits in scope for this role include pharmaceutical, diabetic supplies and ambulance services.

The Manager ensures health benefits policy consistently supports government's overall goals, and is clear, consistent and complete, and communicated to Senior Management. The position is the key liaison regarding health benefits and related health issues with Alberta Health (AH). Collaboration to support policy direction is required with the Ministries of Seniors, Community and Social Services (SCSS) and Children and Family Services (CFS), as well as other provisional and federal government partners and healthcare providers and their respective College and Associations.

The position also develops and maintains strategic alliances with community organizations, health care providers and health care networks to facilitate a coordinated approach and shared responsibility in meeting the health needs of clients. The position works with the branch to establish parameters for negotiations with health providers and professional associations with whom the Department contracts for the provision of health benefits.

Management of health benefits policy includes working with AH and Alberta Blue Cross (ABC) regarding all facts or the contract for benefit administration of optical services and ambulance services. This includes developing policy and providing recommendations to the Executive Director on what benefits should be available for Albertans enrolled in the programs listed above. The Manager may be required to Chair of the Health Benefits Exception Committee (HBEC), which has been established by the Minister as the vehicle to make decisions regarding provision of health benefits outside of what is normally provided through the drug lists and professional service agreements. The Manager is responsible for ensuring these complex decisions are supported by clinical evidence and consultation with health professionals as required. The position ensures effective coordination of the work of the HBEC, sets and monitors service standards, and ensures effective communication with affected stakeholders.

Responsibilities

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

Development and maintenance of program policy for health benefits: The Manager ensures program policy for health benefits and health related supplemental' benefits are developed to meet government goals, the needs of clients, effective stewardship of public funds, and best practices in health benefit delivery. Part of this work involves representing AH on various related forums, working groups and committees. The goal of this work is to constantly ensure that the low-income population is served in an integrated, co-ordinated and effective manner. Program maintenance involves ensuring timely accurate completion of Action Requests, and issue identification and resolution with respect to all aspects of the program: policy, procedure, systems, and maintenance of the online manual.

Program co-ordination: Development and maintenance of effective linkages with other divisions, and branches is critical. The Manager plays a key role in working with SCSS and CFS to ensure health benefit policy and programs are developed to take into account the requirements of various stakeholders and other department directions.

Planning: The Manager recommends program, budget and legislative (regulatory) options for government, through the decision-making and regulatory processes. The Manager is responsible to propose policy options, rationales, and implications (financial, client impact, field impact) on an ongoing basis, for senior management consideration. Maintaining links with key stakeholder groups is an important aspect of ensuring there is appropriate information for planning purposes. The position has current knowledge of key issues in health research, social policy trends, social determinants of health, and provision of health benefits in other jurisdictions, and applies this knowledge to strategic planning and development of health benefits policies and programs.

Policy and Program implementation: The Manager is accountable for ensuring policy and program changes are rolled out in an orderly manner to field staff. This includes developing and delivering training material, developing implementation plans in conjunction with program delivery providers, developing communication plans jointly with AH Communications, and ensuring communications to program delivery providers (directives, memorandums and policy manual updates) are clear and timely. The Manager may be required to chair the HBEC and is a key member in determining the operational policy and processes or the HBEC.

Program effectiveness: The Manager responds to inquiries from senior management with respect to analysis of health benefit costs and caseload characteristics. The position has responsibility to develop options for contract negotiations, which involve a superior level of understanding of the health benefits agreements and where changes can most effectively be made.

Staff Development: The Manager plays a key role in developing professional staff to ensure thorough knowledge of health benefits and programs, and effective support for senior management and field staff.

Problem Solving

Typical problems solved:

Problems are inherent in managing diverse interests from multiple government and non-government organization stakeholder groups. This position is required to work with a variety of participants, manage expectations and take all perspectives into consideration in identifying creative solutions. The Manager must be able to build consensus with other GOA programs and agencies, the federal government, clients and advocates. and community organizations. The work involves conceptualizing solutions, focusing the work to set the direction, and seeking alliances to move the work forward.

In developing program options, the Manager must be able to carry out environmental scans to determine the political acceptability of various alternatives and collaborate and build consensus with various stakeholders and interest groups.

The position is expected to analyze the implications of new legislation or developments in other jurisdictions, and adjust or

propose adjustments to the health benefits programs to ensure the changes are properly dealt with. This is particularly crucial with respect to changes in the health benefits field, where there are constantly changing practice and administrative arrangements (e.g. changes in drug therapies).

The Manager identifies new opportunities to improve client service or reduce costs. Changes in the understanding of the effectiveness of various therapies need to be incorporated where possible into agreements with service providers.

Types of guidance available for problem solving:

The Manager is expected to work independently, with direction and support from the Director and colleagues within the division. The Manager works with Health Legal services with regard to legal, Human Rights and Ombudsman issues.

Direct or indirect impacts of decisions:

Decisions and policies developed by this position have direct impact on health benefits, and therefore have impact on health status, quality of life and workforce participation for approximately 500,000 Albertans.

In addition, the decisions, policies and processes have direct impact on service delivery staff and indirect impact on health benefits for AISH recipients and low income children, adults and seniors.

Implementation of new directions related to health benefits will impact supports that clients receive through the programs, and will impact overall program expenditures. Implementation of changes will involve coordination with other Alberta government departments, and related community groups and health providers.

Issues of health status and social determinants of health cross all levels of government and many government departments. Collaborative work is imperative with so many stakeholders having an interest in the outcome of strategic planning and policy development in the area of health.

Key Relationships

Major stakeholders and purpose of interactions:

Internal: Executive Director, Director and Managers within Branch; ADMs office; Directors and Managers with SCSS and other ministries, Health Law Team and Communications

Purpose: The position has ongoing contact with these partners to collaborate, seek input, gather information about program and policy issues, gain consensus, and coordinate work activities.

External: Alberta Blue Cross, Expert Committees, Health Service Delivery Organizations, Health Care Professionals including pharmacists and physicians, and Albertans.

Purpose: The position has ongoing contact with these external stakeholders to collaborate, seek input, gather information about program and policy issues, gain consensus, and coordinate work activities. with respect to issues impacting health programs. The position also plays a role in the review of individual requests for benefits including through the Health Benefits Exception Committee and other exception programs and processes. The position may assist health care professionals and Albertans with inquiries regarding health benefit programs.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Public Administration

2nd Major/Minor if applicable

Science

Designation

Other

If other, specify:

Bachelor's degree in Pharmacy is an asset; Active membership in Alberta College of Pharmacists is an asset

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

- Experience applying the policy development process with respect to decision making, legislative planning, and budgeting, in order to make sound policy recommendations.
- Experience providing pharmacy services in a community health or retail setting is an asset
- Knowledge of legislation and policy pertaining to health benefits, and of program goals and objectives is an asset
- Knowledge of the drug benefit lists and agreements with health benefit providers is an asset
- Knowledge of the principles and practices of public administration and the legislative process in general, and of the operation of the Alberta Government in particular, is an asset
- Knowledge of the health care system in Alberta, including the roles of the ministries, agencies and service delivery organizations, is an asset.
- Knowledge of the health programs for low-income or disabled Albertans that are also managed by other departments and/or other levels of government, is an asset.

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 	The position provides consultative expertise and leadership in the development, assessment, implementation and evaluation of policies, strategies and initiatives.
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Makes working with a wide range of parties an imperative: <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 	The position facilitates relationships on behalf of branch staff, the public and other internal and external stakeholders. The position utilizes strong communication skills to dialogue with individuals from a wide range of professional and public backgrounds.
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 	Strong project management skills enable the position to manage diverse projects with multiple stakeholders simultaneously.
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 	The position works collaboratively with colleagues on complex initiatives that require positive relationships across teams and organizations

		motivate and guide others <ul style="list-style-type: none">• Acknowledges and works with diverse perspectives for achieving outcomes	
--	--	---	--

Benchmarks

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

M410-26 Pharmaceutical Policy Consultant

--