

## New

Ministry

Primary and Preventative Health Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Business Unit Manager

Requested Class

Manager (Zone 2)

Job Focus

Operations/Program

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

PSB/DSB/AADL Program

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:

The Alberta Aids to Daily Living (AADL) program is responsible for assisting over 100,000 Albertans annually in maintaining independence in their home or home-like setting, through the provision of basic medical equipment and/or supplies.

Reporting to the Director of Supplementary Benefits (AADL), the Business Unit Manager position is responsible for the financial management, administration and monitoring of the program's financial resources, budget process, and monitoring of the third party delivery of administrative and claims functions by Alberta Blue Cross (ABC). This role is also responsible for program IT and policy support functions, as well as oversight of client services and cost-share exemption application processes. The Business Unit Manager is responsible for leading, developing and participating in complex, strategic programs and projects supporting the business operations of the AADL program including:

- Work closely with various stakeholders within Alberta Blue Cross, Provincial Health Agencies and other health system partners, Specialty Suppliers/Vendors, Ministry IT and our IT partners (IBM) to develop, align and implement program policies and procedures.
- Manage the AADL business unit, which supports business operations for the entire program

- Lead and participate in projects both internally and with external stakeholders to support the AADL program.
- Manage the Alberta Blue Cross administration of AADL claims and authorizations and contracts/grants processes.
- Define service and outcome standards for the business unit and its functions.
- Maintain awareness and react to stakeholder needs related to ABC program delivery including the online health portal; working towards continual improvement incorporating feedback from end user experience.
- Develop program budgets, annual and monthly forecasts, accruals, and cost impact projections
- Provide expert leadership and support to the Ministry, other government sectors, provincial and regional health providers and other affiliated stakeholders, including vendors and authorizers, both inside and outside of the health sector regarding the AADL program.

## Responsibilities

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

The Business Unit Manager is expected to achieve the following results:

1. Provide leadership and direction to the business unit staff of the AADL Program by setting priorities and ensuring effective and efficient business processes are in place. This includes direct supervision of a Business Analyst, Policy Analyst, Business Operations and IT Systems Support, Contract and Financial Coordinator; and Administration Coordinator and oversight of ongoing business operations including the functions listed below
  - Oversee and administer the cost share exemption application process
  - Oversee and administer the vendor application process
  - Manager contracts with approved vendors
  - Maintain a registry of clinical professionals approved as AADL authorizers
  - Facilitate program manager review of Quantity and Frequency Review (QFR) and prior approval requests
  - Lead and oversee all functions related to AADL Program grant agreements
  - Support Service Alberta procurement processes for medical equipment and equipment repair/recycle services
- 2.. Provide strategic financial and administrative direction for the effective management of financial resources for the AADL Program.
  - Plan and develop the program budgets; monitor/forecast utilization and expenditure trends, accruals etc.
  - Support and direct AADL program manager and consultants on cost effectively managing their benefit areas;
  - Support financial analysis to identify budget implications for program benefit requests or changes.
  - Pricing negotiations with vendor groups and their legal representatives in conjunction with Program Benefit Managers.
  - Provide strategic advice and support to the Director, Executive Director, Assistant Deputy Minister and Executive Team concerning the planning and preparation of the budget forecast(s). Identify cost pressures and cost containment strategies for consideration.
  - Act as strategic liaison for the Ministry Corporate Finance staff in regards to budgetary and forecast issues, explain and clarify the Program's budgetary request and forecast issues, shortfalls, new funding initiatives and partnership agreements.
  - Responsible as the key contact and management of the grant agreement with CNIB for the STEP program.
  - Support and direct AADL management staff in developing benefit rates and pricing methodologies.
  - Support and direct AADL management staff in environmental scanning to keep attuned to changes in program delivery, equipment technology, business environment changes, etc.
  - Manage the development of the financial component of the Program's three-year Business Plan.
  - Authorize disbursements as an alternate Expenditure Office of the AADL Program.
  - Provide information to the Ministry planning process as it relates to budget, fiscal matters, reporting and program administration.
3. Oversee the work of the third party provider (ABC) on behalf of AADL to ensure compliance to the ABC Master Agreement; issues are prioritized and actioned in a timely fashion.
  - Inform the development, implementation and administration of AADL contracts both third party and fee for service to ensure the timely delivery of quality equipment, products and services to AADL clients.
  - Account for all AADL financial matters and contracted services.
  - Work with other provincial departments and with contracted vendors to improve cost effectiveness of expenditures.
4. Provide advice with respect to the development and implementation of policy and legislation affecting the delivery of

program services.

-Conduct policy review and development to ensure alignment of the program with the overall health system and changes within the political environment.

-Support the monitoring and measuring of policy compliance reviews both internally and with ABC, communicating and reaffirming of policy adherence, corrective action and termination of parties in relation to policy non-compliance.

5. Direct Information Management and Information Technology activities related to the delivery of the AADL Program.

- Direct and lead systems development and maintenance with external companies and internal staff within the Ministry in the maintenance and enhancement of systems and user interfaces to support the AADL program.

- Ensure business and benefit areas within the AADL Program are provided with the information necessary to enhance service delivery, decision-making, and to support line area accountability.

- Participate in cross department/cross ministry information technology initiatives to ensure future reliability and sustainability of information systems.

- Drive continuous improvement of information management and information sharing within the AADL program, across the Ministry, and to all program stakeholders.

6. Support Issues Management, Stakeholder Communication and Corporate Reporting

- Lead or support on Action Requests, Briefing Notes, corporate reporting related to AADL.

## Problem Solving

Typical problems solved:

- This position is responsible for working with a diverse number of stakeholders, including AADL vendors, AADL clients, authorizers, Alberta Blue Cross, health system counterparts and Ministry colleagues. When working with diverse stakeholders who come with varying approaches, cultures and objectives, it is particularly important to present information in a way that minimizes conflict and controversy. Facilitation and negotiation skills are required when divergent opinions, attitudes and approaches exist.
- Articulating the benefits of addressing the complex interplay of multiple factors influencing health and identifying effective and sustainable solution.

Types of guidance available for problem solving:

This position will have support and guidance from the team who work in the Business unit, other AADL colleagues (program managers) as well as AADL Director. Also, this role will liaise regularly with Alberta Blue Cross and will work together to problem solve issues.

Direct or indirect impacts of decisions:

- Activities have significant impact on the day-to-day operations of stakeholders (over 1000 vendors and 3000 authorizers).

- Work in partnership with program staff, health care professionals, vendors and other stakeholders to ensure program benefits are provided in the most efficient and effective manner for over 110,000 AADL program clients.

- Plans for evolving health needs in regards to the role AADL will play in the health system.

- Ensures accountability for expenditures for budget of \$219 Million

- Participate in consultative processes representing the program.

The position's outputs can directly influence the efficiency of service delivery to program clients, health care professionals, contracted vendors, and department staff. The position ensures the program's limited resources are utilized in the most effective manner, to help ensure program sustainability.

## Key Relationships

Major stakeholders and purpose of interactions:

### Goa

**Business Unit Staff** - daily interactions with purpose of providing information/direction, resolving issues, consulting on policy/planning issues, direct supervisor, delegation of tasks, performance management and support.

**AADL Program Benefit Managers/Consultants** - daily or as needed interactions with the purpose of supporting policy, budget or administration analysis or issues.

**AADL Director** - Daily interactions with the purpose of providing updates and information as requested, monthly/quarterly budget information, escalation of issues related to AADL business operations and collaboration related to special projects, asks or priorities.

**Executive Director** - interactions as needed, provide program and financial information as needed, based on priority asks or routine reporting

**Information Technology and Data Systems** - as needed, Discuss and resolve information management or technology issues.

**Finance and Contract/Grant Staff**- regular interactions to discuss budget forecasting, spend and other financial information or contract/grant projects.

**Human Resources** - as needed, related to staffing questions or issues.

Payroll and Benefits Coordinator

Information Technology

**External**

**Alberta Blue Cross** - daily or regular interactions to discuss Issue prioritization, resolution, project management activities

**AADL Clients** - regular interactions to discuss eligibility, issue resolution

**AADL Authorizers/Vendors** - ad hoc interactions to answer contract questions, compliance issue.

Health System Partners/Provincial Health Agencies - ad hoc, regular interactions to provide information, resolve issues

Provide information on AADL policy, collaborate on projects and seek input on program policy and operations.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

In addition to university degree, four years related experience.

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

**Skills/Abilities:**

- Knowledge and experience in budgeting, financial forecasting, costing analysis, techniques and processes, including the preparation of financial reports.
- Experience in coordinating projects or programs, including consultation and working in teams.
- Supervisory experience is an asset.
- Advanced communication skills (verbal, written and computer literacy) and proven skills in mediation, negotiation and conflict resolution and working with or supporting vulnerable populations.
- Significant proven ability for integrated thinking, strategic planning and visioning.
- Ability to derive business solutions in an environment of competing agendas and multiple resource demands.
- Strong leadership experience with diverse groups including internal and external stakeholders with the ability to align team behavior with department values, principles, core businesses and goals
- Ability to accept primary accountability for significant activities to achieve results and ensure that activities are completed within specified timelines and that deliverables are of high quality.
- Solid judgement, problem solving and decision-making skills in situations where there are no defined functional precedents.
- Demonstrated change management abilities with external and internal stakeholders.

**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"/>	Identifies and manages required change and the associated risks: • Identifies alternative approaches and supports	

		<p>others to do the same</p> <ul style="list-style-type: none"> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if</li> </ul>	

		not immediately accepted • Reaches goals consistent with APS direction	
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**Benchmarks**

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

Service Delivery Manager, Edmonton City Centre Area