New

Ministry

Primary and Preventative Health Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Manager, Health Service Planning

Requested 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

Job Purpose and Organizational Context

Why the job exists:

Primary and Preventative Health Services oversees provincial health system planning to base and support the delivery of publicly funded health services, workforce and infrastructure. In order to do so, the department develops priorities for strategic health system planning.

Reporting to the Director, Health Service Planning, the Health Service Planning Manager is responsible for leading, developing, implementing, and evaluating complex strategic initiatives related to health service planning within the scope of legislative and government/department policy. The position provides leadership and support on key initiatives, including the development of integrated health service plans that respond to population health needs and align with the PPHS' mandate and government priorities. Initiatives are designed to ensure coordination and integration with the provincial health agencies (PHAs), health service providers, other divisions within PPHS, and relevant ministries.

The Health Service Planning Manager oversees the team's operations and leads or participates in cross-ministry, departmental, PHA, and external stakeholder teams. The role collaborates with executive and senior management across PPHS, other ministries, PHAs, and service providers to advance the objectives of the

Integrated Health Service Planning Branch and support Alberta's health system transformation.

Responsibilities

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

Strategic Planning and Policy Development

- Lead the development and implementation of integrated health service plans to meet population health needs and align with government priorities and mandates
- Oversee provincial, regional, and facility service plans, evaluating service capacity, delivery models, and gaps across the conitinuum of care.
- Implement approaches to collect, coordinate, and interpret service-related data to inform planning (e.g., utilization patterns, community needs, access, wait times, service delivery variations).
- Maintain a proactive approach by identifying emerging service planning issues and trends, recommending review or re-evaluation of service models, policies, or strategies.
- Develop and contribute to planning proposals, service models, and evidence-informed recommendations for executive leadership and decision-making.
- Provide strategic, evidence-based feedback on planning deliverables (briefings, presentations, Minister/DM materials, ARs), ensuring all materials reflect a strong health service planning perspective.
- Collaborate with PPHS divisions, other ministries, PHAs, and service providers to maintain alignment and integration across shared initiatives.
- Lead internal and external working groups to develop approaches to service planning, including prioritization frameworks, access strategies, and models of care.

Project Management

- Scope, plan, and oversee service planning projects with defined objectives, deliverables, timelines, and roles.
- Develop project plans, charters, and structures that support planning phases (analysis, engagement, options, recommendations, implementation considerations).
- Assemble and coordinate project teams and secure necessary expertise or external support.
- Develop or support consultation and engagement plans involving PHAs, service providers, and community partners.
- Ensure rigor in all stages of work including data analysis, environmental review, service model research, stakeholder consultation, and documentation.
- Monitor service planning options and recommendations for alignment with ministry priorities, service standards, GOA directions, and partner mandates.
- Maintain accurate project tracking, data, performance measures, and evaluation considerations.
- Provide project updates, analyses, and recommendations to senior/executive leadership.
- Manage the preparation, review, and approval of decision documents (e.g., options analyses, briefing materials, Cabinet submissions).
- Collaborate with related branch units to integrate foresight, capacity planning, and policy intelligence into project work.
- Identify project risks, barriers, and impacts; implement mitigation strategies; and escalate emerging issues where appropriate.

Operational Planning, Reporting, and Alignment

- Implement the unit’s portion of branch operational plans, tracking progress and deliverables.
- Lead consolidation of branch materials for business plans, annual reports, and ad hoc reporting related to service planning.
- Ensure all planning activities align with government mandates, ministerial priorities, and branch strategic direction.

Issues Management

- Provide leadership on service-related issues, helping interpret complex planning questions for diverse audiences.
- Guide the team on appropriate responses to emerging issues and ensure consistent escalation pathways.

- Recommend solutions, mitigations, or adjustments to service plans or processes in response to emerging risks.
- Advise the Director on analytical approaches and considerations to ensure robust, defensible service planning assessments.

Direction and Leadership

- Provide leadership and guidance to a team of service planning professionals; conduct performance and talent management activities.
- Coach and mentor staff to build competency in service planning, analysis, modelling, and stakeholder engagement.
- Foster a culture of collaboration, continuous improvement, learning, and strategic thinking.
- Assign work, monitor progress, and adjust resourcing to meet priority timelines.
- Ensure rigor and alignment with GOA frameworks, ministry expectations, and branch standards.
- Represent the unit at branch or divisional meetings; identify linkages to other planning initiatives across PPHS and GOA ministries.
- Review and approve briefings, action requests, planning products, and serve as Acting Director as required.

Problem Solving

Typical problems solved:

Within larger strategic projects, the Manager, Health Service Planning, must be able to identify and distinguish the elements that are led and directed by different areas within the department and across government as compared to other stakeholders, such as PHAs and/or health service delivery operators. The role must subsequently ensure that collective progress is being made and aligned in a cohesive fashion.

The role is also expected to consider what is common across the Integrated Health Service Planning Branch and what is unique to their specific unit. They must also be able to see how health service planning initiatives may impact other branches, divisions, ministries, and sectors of the health care system.

Challenges also include synthesizing evidence and data from various sources to identify proposed projects or policy directions that will have a high impact. Priorities must be established to guide which policies and projects can be completed with available resources. The Manager. Health Service Planning, must be responsive to the needs identified in the field or through current policy issues and also be proactive in identifying leading trends or policy directions that might lead to new or impact current projects.

The Manager. Health Service Planning, is also expected to provide effective guidance to, and solicit input from, a team of service planning experts to inform key policy and planning deliverables.

In addition, this role must manage several concurrent projects and ensure that proper rigor, timelines, and quality standards are maintained. Multiple stakeholders may be engaged to participate on projects through influence and negotiation rather than by authority. For some stakeholders, the projects can seem daunting as they represent and lead to changes in longstanding thinking or practice. The Manager. Health Service Planning, must be able to bring stakeholders on side and maintain their engagement throughout a project.

Types of guidance available for problem solving:

Guidance is provided by the broad policy and legislative framework set by the ministry and the branch's operations, existing policy development standards and processes used in the GOA, leading practice, and current legislation. Assistance is also available from the Director, other peers in policy, and professional experience. When addressing complex issues, this role is expected to participate in creating solutions and providing options.

Direct or indirect impacts of decisions:

The Manager, Health Service Planning, works strongly impacts program, project, and policy development with respect to health service planning. Policy and project decisions have the potential to impact the care Albertans receive and/or shape Alberta's health care system. This position impacts care at multiple levels, including patients and families, the public, service delivery, and across the health system to ensure optimal and effective use of public resources.

Key Relationships

Major stakeholders and purpose of interactions:

INTERNAL (within the department):

- Unit team members - Daily; direct team operations, set priorities and plans, address resource issues.
- Branch management team - Daily; Collaborate on projects, raise awareness of emerging and complex issues.
- Directors and managers (other divisions) - Frequent and as needed per project demands; Share information, participate in projects, working groups and committees, and consultations/collaboration.
- ADM - As needed; briefings to support decision-making and engagement with other health system organizations.
- Cross-jurisdictional colleagues - As needed; consult with, seek, and share information on policy program development and identify emerging trends.
- Stakeholder associations, colleges, and representatives - As needed; collaborate, facilitate, consult, and negotiate among stakeholder groups.

EXTERNAL (outside the department):

- Other GOA ministries with research and knowledge management responsibilities - Partnerships on cross-ministry research and knowledge management initiatives.
- Provincial Health Agencies and health service delivery organizations.
- Stakeholder associations, colleges, and representatives - Collaborate, facilitate, consult, and negotiate among stakeholder groups.
- Cross-jurisdictional external service organizations.
- Other organizations with the intention of developing innovative and strategic partnerships on health services - Collaborate, evaluate, facilitate, consult, and negotiate among stakeholder groups and/or project implementation.

Required Education, Experience and Technical Competencies

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

If other, specify:

Health or Business

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

A Bachelor's degree in health, business, or public administration (or related field). Experience in leading diverse teams and strong understanding of government processes. Knowledge and understanding of governing legislation, health system planning, health service planning and delivery, health service operations and best practices, analytical standards development, government fiscal environment, change processes and business system applications.

Knowledge, skills, and abilities

- Knowledge of legislation relating to the delivery of health services in Alberta and broad constitutional and legislative matters.
- Knowledge of health care infrastructure and health care delivery/operations/systems, including best practice standards, and the ability to search out creative solutions to complex and challenging problems.
- Ability to lead with a focus on strategy, service, and project management (governance, planning, execution, reporting, monitoring, and evaluation).
- Ability to manage change and create innovative solutions using independent judgement for complex and diverse issues.
- Ability to plan, organize, and manage long-term strategic plans and projects to deliver Albertan-focused results.
- Provide expert advice on policy and strategic initiatives pertaining to health service planning.
- Ability to initiate and foster positive relationships, partnerships and working relationships with key internal and external stakeholders to facilitate input from a diverse group of professional and non-professional healthcare staff on complex, occasionally confrontational, confidential, emotional, and/or stressful issues.

- Conflict resolution skills.
- Ability to handle highly complex or sensitive issues in a professional manner.
- Exceptional written, oral and presentation communication skills, including the ability to summarize complex information into concise and easily understood reports, plans, briefing notes, presentations, and other related materials for executive leadership.
- Advanced decision-making skills.
- Works well in a fast-paced environment where there may be frequent changes in project scope and/or varying degrees of ambiguity.
- Regularly identify risks that may challenge implementation success and support in the development of risk mitigation strategies as required.
- Ability to work in a cross-cultural environment and manage a team with diverse skill sets, while providing necessary guidance and support.
- Ability to exercise sound, professional judgment and to use tact, persuasion, diplomacy, and flexibility.
- Coach and teach others, with the ability to inspire and build confidence in others to achieve common goals.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ○ ○ ◉ ○	Integrates broader context into planning: • 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	Understands how work contributes to the achievement of the department's goals. Anticipates change in own area based on change in other areas. Considers and plans for how current policies, processes and methods might be affected in the short, medium and long term by broader trends.
Creative Problem Solving	○ ○ ○ ◉ ○	Works in open teams to share ideas and process issues: • 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	Combines different approaches and perspectives to think through issues and reaches the best solution while considering a variety of evidence and perspectives.
Drive for Results	○ ○ ○ ◉ ○	Works to remove barriers to outcomes, sticking to principles: • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and	Engages others to think broadly about impacts of projects, brings differing perspectives together, and encourages debate. Works with others to identify and remove barriers to progress.

		achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission	
Develop Networks	○ ○ ○ ◉ ○	Makes working with a wide range of parties an imperative: • 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	Understands the goals of the department and creates clear and thorough plans to achieve these goals by connecting with colleagues and other stakeholders to seek information and discuss actions.
Agility	○ ○ ○ ◉ ○	Proactively incorporates change into processes: • 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	Quickly adapts and takes advantage of opportunities and provides effective solutions in an area where priorities are changing constantly. Be able to operate in a changing environment through the transformation of Alberta's health system. Efficiently incorporate any change in direction into planning processes. Proactively identify and resolve project issues.
Build Collaborative Environments	○ ○ ◉ ○ ○	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment	Understands the goals of the department and creates clear and thorough plans to achieve these goals by connecting with colleagues and other stakeholders to seek information and discuss actions. Actively develop skills and capacity of team.

Develop Self and Others	○ ○ ◉ ○ ○	Plans according to career goals and regular development: • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development	Invests in staff and is engaged in their learning and development. Creates systems and tools to teach and develop area concepts and skills. Provides opportunities for growth and education in all projects and tasks

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

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.

Employee Name	Date yyyy-mm-dd	Employee Signature
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
ADM Name	Date yyyy-mm-dd	ADM Signature
DM Name	Date yyyy-mm-dd	DM Signature