

New

Ministry

Mental Health and Addiction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Director, Navigation and Intake, Compassionate Intervention Program

Requested Class

Senior 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)

Vacant

Organizational Structure

Division, Branch/Unit

Policy and Programs Division

[Z] Current organizational chart attached.

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Executive Manager 1

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Ministry of Mental Health and Addiction (MHA) is responsible for the *Compassionate Intervention Act* and forthcoming associated regulations. The Department of MHA is responsible for implementing the Compassionate Intervention (CI) program including, as the Act prescribes, an Office of the Statutory Director (OSD) is a public-facing service that exists to manage and review the process of applications to the Compassionate Intervention Commission ("the Commission") for Assessment Orders, and to manage the client journey through the recovery process.

The OSD has responsibilities to manage sensitive client records pertaining to vulnerable individuals experiencing severe substance use or addiction issues including both youth and adults. Records include applications, assessment reports, progress reports, discharge reports and non-compliance reports treatment teams develop. The OSD must coordinate with numerous other partners and stakeholders to manage the client journey through the CI program including the Commission, law enforcement, medical experts, and other service providers as may be ordered by the Commission.

Reporting to the Statutory Director for Compassionate Intervention (EMI), this position is responsible for establishing and overseeing the effective and timely operations of the OSD with a particular emphasis on the navigation and intake aspects of the CI application process.

Responsibilities

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

Direct and support the overall planning, development, and delivery of the CI program in accordance with applicable legislation and regulations. In addition to the CI Act, the program must comply with applicable privacy legislation including the *Health Information Act*, the *Access to Information Act*, and the *Protection of Privacy Act*.

- Develop appropriate operational processes in consultation with program partners (Commission, Recovery Alberta, Technology and Innovation (re digital solution) with a focus on the supporting applicants to navigate the application process and non-CI programs and resources for those supporting individuals experiencing substance use and addiction.
- Develop training materials and provide training for the navigation and intake unit staff.

Work closely with the Commission to ensure they are provided with the necessary information to make decisions.

- Communicate and coordinate applications in support of timely Commission hearings.
- Coordinate with other partners and organizations to collect records pertaining to individual clients as may be Ordered by the Commission - this may include up to 15 different data sources.
- Share Commission Orders with other partners and service providers to coordinate client journeys through the recovery-oriented system of care.

Ensure applicants and clients not eligible for the CI program are provided navigation support to addiction and mental health programs and service providers.

- Working with partners and stakeholders to maintain information about programs and services for individuals experiencing substance use and addiction.
- Providing information and a "warm hand-off" to applicants that may be ineligible for the CI program but are seeking assistance.

Coordinate and balance workloads and staff productivity to ensure that work is completed in a timely manner that meets legislative requirements.

- Provide regular and ongoing constructive feedback to direct reports, ensuring that the Navigation and Intake unit are working in a coordinated manner with the Recovery Pathways Unit.
- Ensure staff are cross trained between units to provide operational agility to the OSD.
- Ensure ongoing staff training and development, particularly on topics related to mental health and addiction and privacy access legislation.

Contribute to OSD's operational excellence as part of the Programs and Policy Division.

- Develop and maintain an accurate budget and variance reporting.
- As delegated by the Statutory Director, attend, present and provide updates to CI commission in accordance with legislative requirements.
- Coordinate and develop, briefings, reports and background material for the Minister, executive leadership, and senior management.
- Building and promote collaborative working relationship with partners, stakeholders, the public, and

other departments in support of the OSD's mandate

Problem Solving

Typical problems solved:

This position operates within the context of the Compassionate Intervention program as prescribed in legislation and regulation, and within the financial and administrative policies of the Government of Alberta.

The position is responsible for the development and interpretation of operational policies that guide staff in their work and must resolve operational issues arising from administrative processes usually through consultation with partners and stakeholders that may be affected by OSD process changes and must effectively direct OSD staff to adapt to changes when they occur.

The CI program is new, and its clients are primarily from a vulnerable population, the Director must demonstrate a strong awareness of these factors and must solve problems pertaining to operational policies and individual cases that reflect agility and responsiveness to changes in the legal, political and fiscal environments.

Types of guidance available for problem solving:

Guidance is available from direction provided by the Statutory Director and ministry plans, priorities and legislation. Problem-solving is also informed by consultation with partners, peers and department staff, professional knowledge and experience, and sound analysis and critical thinking. The Director uses a holistic and collaborative problem-solving approach that is focused on uncovering root issues and identifying solutions. Decisions made at executive ministry and government levels are influenced by this position.

The Director collaborates with other leaders across the ministry, the Commission, other ministries and external stakeholders to consider broad policy questions and impacts.

Direct or indirect impacts of decisions:

The position has significant influence over establishing and changing operational policies as may be needed. Changes to operational policies and processes can have a significant direct and indirect impacts on the Commission, Recovery Alberta, and other stakeholders and must be undertaken only when consultation with potentially impacted groups have been undertaken.

Effective management of staff resources in support of the Commission is also critical. The OSD is established to serve as the neutral and administrative body supporting the effectiveness of the client journey through the CI program. Resourcing decisions can directly impact Commission and Recovery Alberta's role in the overall CI program.

The OSD is a public-facing service that will be interacting with potential applicants and clients. In exceptional circumstances, operational concerns and issues may be escalated to the Director and enhanced verbal and written communication skills that demonstrate skills in conflict management and resolution will be required.

Key Relationships

Major stakeholders and purpose of interactions:

CI Commissioner/Commission Office-(Daily, ongoing) Information exchange, service delivery, legal and procedural issues on daily basis.

Recovery Alberta - (Daily, ongoing) to collect medical records as may be ordered, and coordinate the execution of Commission orders including medical assessments, treatment plans, and placement of clients in CI facilities.

Cross-Ministry partners- (Daily, ongoing) to collect relevant records as may be ordered Judicial,

educational, various social service programs, etc.) and consultation on operational policies as may be required.

Other partners and stakeholders eg, Police services, Recovery Communities, other service providers - (Daily, ongoing) for the purposes of coordination and streamlining of apprehension/conveyance process, service delivery.

Department peers and staff-(Ongoing/as needed) to support corporate reporting and administrative requirements, eg. Budget forecasting, business planning and reporting, etc.

Required Education, Experience and Technical Competencies

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

If other, specify:

Mental health (i.e.. Social work, Psychology) or Health Sciences (ie. Kinesiology, Occupational Therapy)

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

- 5 years (10 years' preferred) combination of experience in mental health and addiction and/or disability management, project director, change management)
- Experience in designing new programs, operational planning, policy and program development, reporting, and implementation.
- Strong understanding of legislation related to privacy, and addiction and mental health services (e.g., Compassionate Intervention Act, Mental Health Act, Mental Health Services Protection Act, , etc.) in Alberta.
- Knowledge and understanding of the Alberta Recovery Model.
- Demonstrated experience navigating politically sensitive issues and broad systems-thinking to navigate complex organizational structures, and their decision-making processes.
- Excellent strategic thinking skills with well demonstrated abilities to translate strategy to action in times of uncertainty or change.
- Skilled change manager with excellent communication skills to engage staff in building a new team and deliver a newly established program.
- Superior problem-solving skills with the ability to develop relationships to navigate and resolve complex situations.

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		
Creative Problem Solving	0	0	@	0	0	Engages the community and resources at hand to address issues: <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 	The Director must engage partners and stakeholders to address issues. While some guidance is provided in legislation and regulation, as a new program, the Director will also recommend solutions to problems that are new or unknown drawing upon prior experience and

		encourages debate and idea generation to solve problems while addressing risks	<p>feedback from partners/ stakeholders.</p> <p>Seeking opportunities for continuous improvement to achieve operational efficiencies is also expected of the role.</p>
Systems Thinking	0 0 @ 0 0	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>The LINK Director must have a broad understanding of policy objectives to align OSD's processes with the government's overarching program objectives and know when to engage partners and stakeholders in the development of operational policies/ processes by anticipating the potential implications on those other parties.</p>
Drive for Results	0 0 @ 0 0	<p>Takes and delegates responsibility for 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>The Director is responsible for the management of a team of staff and as such, must be an agile leader in ensuring OSD operations are timely and effective. This is achieved by maximizing resources to achieve expected results.</p> <p>The Director will monitor and report on key performance indicators (KPIs) for the CI program as it relates to the OSD.</p>
Build Collaborative Environments	0 0 @ 0 0	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • 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 	<p>The Director is expected to collaborate with partners in the delivery of the CI program, this includes leading and contributing to the conditions that allow people to work collaboratively such as anticipating and reducing conflict, crediting others, and encouraging creative problem solving.</p>

		talent recognized • Promotes collaboration and commitment	
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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