

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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:

The Ministry of Mental Health and Addiction (MHA) is responsible for the *Compassionate Intervention Act* and its associated regulations. The Ministry of MHA is responsible for implementing the Compassionate Intervention (CI) program, including the establishment of the Office of the Statutory Director (OSD), which will serve as a neutral administrative body responsible for managing the applicant and client journey.

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 Director, Navigation and Intake, the Associate Director, Navigation and Intake plays a

critical leadership role in managing public-facing operations and intake processes under the CI program. This position ensures individuals, families, and referring parties receive timely, compassionate, and informed support throughout the pre-application and application phases, oversees the coordination of community navigation services, and guarantees that those seeking help—whether eligible for CI or not—are connected to appropriate supports. The Associate Director also facilitates communication between the OSD, the Commission, law enforcement, medical professionals, and community-based providers, while leading the development and implementation operational procedures, training, and quality assurance mechanisms. Given the time sensitive nature of the CI process, as a front-line program manager, hours of work for this position will be flexible and can include evenings and weekends.

Additionally, the role directs intake staff, manages sensitive client records, and ensures compliance with privacy legislation such as Access to Information Act (ATIA) and the Protection of Privacy Act (POPA), maintaining the integrity, efficiency, and legal compliance of the CI program. By fostering a recovery-oriented, trauma-informed approach, the Associate Director ensures that vulnerable Albertans receive appropriate intervention through a legislated, coordinated, and accountable system.

Responsibilities

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

Lead Public-Facing Navigation Services:

Direct and oversee the delivery of compassionate, trauma-informed navigation support to individuals, families, and referring parties engaging with the Compassionate Intervention (CI) program.

Ensure applicants receive timely assistance in understanding the CI process and accessing alternative services when not eligible.

Operational Coordination with the Commission and Stakeholders:

Establish and maintain effective operational relationships with the Compassionate Intervention Commission, Recovery Alberta, law enforcement, medical professionals, and community service providers to support timely hearings, information exchange, and coordinated service delivery.

Liaise with the Commission to confirm receipt and readiness for hearings.

Collaborate with Recovery Alberta to ensure timely assessments and continuity of care for individuals entering the CI program.

Develop and Implement Navigation and Intake Procedures:

Design and refine operational processes, policies, and guidelines that support intake and referral of CI applications, including protocols for managing sensitive client records and coordinating multi-source data collection.

Oversee review of all CI applications for completeness and compliance with the CI Act and associated regulations.

Ensure compliance with privacy legislation (ATIA, POPA) and other applicable statutes.

Monitor timelines and ensure applications are submitted in accordance with legislated deadlines.

Ensure Compliance with Legislation and Policy in Application Review:

Oversee the review of all CI applications to ensure completeness and compliance with the CI Act

and associated regulations.

Provide guidance to staff on legislative interpretation and operational policy. Ensure all processes align with privacy legislation and other applicable statutes.

Lead Record Collection and Information Coordination:

Coordinate with law enforcement, health professionals, and other service providers to collect required records as ordered by the Commission.

Ensure secure handling and storage of sensitive client information.

Manage intake workflows to support efficient data gathering from multiple sources.

Support Client Assessment and Recovery Planning with Recovery Alberta:

Coordinate with law enforcement to ensure timely apprehension and conveyance of individuals as ordered by the Commission.

Collaborate with Recovery Alberta to ensure timely assessments are conducted for individuals entering the CI program.

Facilitate information sharing between intake and recovery teams to support continuity of care.

Monitor assessment timelines and escalate delays as needed.

Support Non-CI Applicants Through Warm Hand-Offs:

Ensure individuals who do not qualify for CI receive appropriate navigation support to addiction and mental health services.

Maintain up-to-date knowledge of available programs and facilitate warm hand-offs to community-based supports.

Staff Development and Cross-Unit Coordination:

Provide leadership and coaching to navigation and intake staff, ensuring cross-training between units to support operational agility.

Develop and deliver training materials focused on CI legislation, privacy, and recovery-oriented practices.

Create and update intake procedures to reflect legislative changes and operational needs.

Reporting, Briefings, and Strategic Contributions:

Prepare and present briefings, reports, and background materials for the Statutory Director, executive leadership, and the Minister.

Monitor performance metrics and contribute to continuous improvement initiatives within the Office of the Statutory Director.

Support budget planning and variance reporting related to intake operations.

Continuous Quality Improvement:

Develop and implement quality assurance mechanisms to monitor compliance, efficiency, and client experience across navigation and intake processes.

Analyze performance data to identify trends, gaps, and opportunities for improvement.

Lead initiatives to enhance recovery-oriented, trauma-informed practices and ensure alignment

with legislative and policy changes.

Foster a culture of accountability and continuous learning within the team to maintain high standards of service delivery.

Problem Solving

Typical problems solved:

This position operates within the framework of the Compassionate Intervention (CI) program as prescribed by legislation and regulation, and in alignment with the financial and administrative policies of the Government of Alberta. The Associate Director, Navigation and Intake is responsible for interpreting and operationalizing policies that guide both public-facing navigation services and intake processes within the Office of the Statutory Director (OSD). The role requires resolving complex operational issues arising from CI applications, including incomplete submissions, delays in record collection, eligibility concerns, and barriers faced by vulnerable applicants. Problem-solving often involves consultation and coordination with a wide range of stakeholders—such as the Compassionate Intervention Commission, Recovery Alberta, law enforcement, health professionals, and community service providers—to ensure procedural integrity, compliance with the CI Act and privacy legislation, and timely implementation of process improvements. Given the evolving nature of the CI program and the sensitive needs of its clients, the Associate Director must demonstrate agility in adapting operational procedures, guiding staff through change, and responding to legal, political, and fiscal shifts, while maintaining a strong commitment to recovery-oriented, trauma-informed service delivery. The position has significant latitude to participate on Federal, Provincial, and Territorial working groups and to identify other programs that may offer best-practices and guidance to address problems.

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 Associate 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 Associate 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 Associate Director, Navigation and Intake has significant influence over the development and implementation of operational policies and procedures that govern the navigation and intake functions of the Office of the Statutory Director (OSD). Decisions made in this role directly affect how applicants and their families engage with the Compassionate Intervention (CI) program during critical phases of the client journey. Changes to processes—such as referral pathways, intake protocols, or communication standards—can have substantial direct and indirect impacts on the Compassionate Intervention Commission, Recovery Alberta, law enforcement, health professionals, and other community stakeholders. As such, any operational modifications must be preceded by thorough consultation with affected partners to ensure alignment and minimize disruption. Effective management of staff resources is essential, as the OSD serves as a neutral administrative body supporting the CI program's integrity and client outcomes. Resourcing decisions, including staff deployment and cross-training, influence the Commission's ability to conduct timely hearings and Recovery Alberta's capacity to deliver assessments and recovery services. Given the sensitive nature of the CI program and its vulnerable clientele, operational issues may escalate to the Director, requiring the Associate Director to demonstrate advanced verbal and written communication

skills, conflict resolution capabilities, and sound judgment in high-pressure situations to maintain service continuity and uphold legislative obligations.

Key Relationships

Major stakeholders and purpose of interactions:

Compassionate Intervention Commission (Daily, ongoing) Coordinate the intake and application process, ensure timely submission of required documentation, and support Commission hearings by providing accurate and complete information. Share Commission Orders with relevant service providers and ensure alignment with operational procedures.

Recovery Alberta, Community-Based Service Providers (e.g., addiction and mental health services, housing supports, Indigenous organizations) (Daily, ongoing) Facilitate warm hand-offs for individuals not eligible for CI, maintain updated service directories, and coordinate client referrals to appropriate supports. Promote collaborative approaches to care and ensure responsiveness to client needs.

Law Enforcement and Medical Professionals (As needed) Coordinate the collection of records and assessments as ordered by the Commission. Ensure timely and secure exchange of sensitive information to support client evaluations and decision-making processes.

Applicants, Families, and Referring Parties (Weekly, ongoing). Provide public-facing navigation support, assist with understanding and completing CI applications, and offer guidance on alternative services when CI eligibility is not met. Ensure interactions are trauma-informed, respectful, and responsive to individual needs.

Internal OSD Staff and Recovery Pathways Unit (Daily, ongoing). Provide leadership, guidance, and operational direction to ensure coordinated service delivery. Support cross-training, workload balancing, and continuous improvement across units.

Mental Health and Addiction Department - Executive Leadership and Policy Division(As required)

Prepare briefings, reports, and updates on operational performance, emerging trends, and stakeholder feedback. Contribute to strategic planning and policy development aligned with legislative requirements.

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 (ie. Social work, Psychology) or Health Sciences (ie. Kinesiology, Occupational Therapy)

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

A related degree in Social Work, Psychology, Nursing, Public Health, or a human services field.

Minimum of 5 years of progressive experience in human services, with a focus on addiction, mental health, or complex case management.

Experience in coordinating multi-disciplinary teams and navigating high-risk, complex client situations.

Demonstrated experience in strategic planning, program implementation, and policy interpretation within a government or community-based setting.

Proven ability to work with vulnerable populations, including individuals with severe substance use disorders, and their families.

Experience in inter-ministerial collaboration, particularly with health, justice, and social services sectors.

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	<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"> 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>The Associate Director must engage partners and stakeholders to address issues. While some guidance is provided in legislation and regulation, as a new program, the Associate Director will also recommend solutions to problems that are new or unknown drawing upon prior experience and feedback from partners/ stakeholders.</p> <p>Seeking opportunities for for continuous improvement to achieve operational efficiencies is also expected of the role.</p>
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 Associate 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	<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"> Uses variety of resources to monitor own performance standards Acknowledges even indirect responsibility Commits to what is good for Albertans even if 	<p>The Associate 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>

