

New

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details**Position**

Position ID

50085640

Position Name (200 character maximum)

Program Analyst

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

CA04

Cost Centre

626413

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Housing / Continuing Care Capital / CCCP Unit

 Current organizational chart attached?

Supervisor's Position ID

50011123

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

Under the direction of the Manager, Continuing Care Capital Programs & Facility Services, the Program Analyst is responsible for supporting the planning, development, delivery, evaluation and coordination of continuing care capital grant programs (CCCPs), facilitating the development of new continuing care capacity and the renovation and/or replacement of existing continuing care capacity in Alberta. This position will be responsible to review and/or update program criteria, develop and administer the Request for Grant (RFG) process, liaise with prospective applicants regarding program criteria, prepare funding agreements/amendments/assignments, process grant funds, conduct project analysis and manage project accountabilities. This position will also be responsible for supporting continuing care facility registration, tracking and reporting. This position may leverage facility based information to support facility capital planning activities and decisions, and use bed audit information to respond to internal/external stakeholders who seek facility or bed capacity information for continuing care facilities throughout the province.

Responsibilities

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

1. Support the development and delivery of CCCPs in all phases of the grant life cycle.
 - Review and update program criteria in consultation with the Manager and other relevant parties.
 - Prepare and implement Requests For Grants (RFGs) and track status of submissions.
 - Liaise with prospective applicants and provide them with program information and application criteria.
 - Organize and participate in the evaluation of proposals and project recommendations. Contact unsuccessful applicants to indicate status and debriefing if requested.
 - Prepare grant funding agreements, amending agreements and assignment/assumption agreements.
 - Liaise with Communications regarding project announcements, grant funding announcements and project openings.
 - Provide the Manager with analysis of the program and prepare program reports.
2. Use and update CCCP information systems that support continuing care capital grant funding administration including SharePoint, electronic organization, information storage and retrieval. Coordinate SharePoint site management to support each RFG process. Provide follow-up support on RFG, proponent or applicant documentation.
3. Provide design advisory assistance for current and future CCCP initiatives. Research programs and policies within government legislation, conduct jurisdictional scans and consult with stakeholders to ensure capital grant programs remain consistent with current codes, standards and practices. Communicate with continuing care operators, stakeholders, capital grant recipients and senior management regarding capital grant programs being launched or administered, and obtain feedback on the program processes and issues regarding the development of these projects.
4. Provide support for the administration of continuing care facility registration, and any other delivery site types that may be managed by the Branch. Support the Unit with information sourced from bed audit information and answer continuing care capacity questions about specific facilities, local geographic areas or across the province.
5. Draft briefings and response documents for issues and information requests related to provincial CCCP delivery, including construction progress or operational status of specific continuing care capital projects in planning/design, under construction, in operation, or other topics that may arise with any continuing care facility in Alberta. Manage the Action Request Tracking System coordination and content routing with Executive Director's staff to ensure timely/effective response to requests.
6. Represent the Continuing Care Capital Branch in forums, committees or initiatives that support other areas in the division. Participate and provide expertise in regulation development working groups. Develop and maintain broad understanding of legislation related to continuing care and interpret regulations in the design of grant programs.

Problem Solving

Typical problems solved:

Innovation and Creativity/Continuous Improvement:

Recommend new approaches and responsibilities to fund and coordinate continuing care facility development. Investigate emerging design issues to assist in the development and refining of existing design standards and requirements. This may affect existing government programs in other departments.

Thinking Environment:

A wide range of possible partnership arrangements can be involved in providing continuing care services to ensure that continuing care services are provided with appropriate facilities and amenities. The exact combination of funding and operational collaboration is largely unique. Individual solutions and recommendations for new policies and programs must be developed to accommodate this flexibility. Existing legislation may limit the scope of new program development, but within those limits, innovation solutions must be explored.

Thinking Challenge:

Adaptive policy and program options will need to be applied to unique situations and proposals, as well as an awareness of when new policies may be required for long-term effective solutions. Recommended alternatives must adapt with evolving delivery standards and best practices to ensure future capital development projects are equipped for high quality care, sustainability and longevity.

Types of guidance available for problem solving:

This position must be able to achieve consensus in a team environment. To provide solutions to possible problems, this position must have a clear understanding of the planning process and success factors for advancing continuing care capital grant projects through various stages of development, from application phase to completion of construction. Further, they must also maintain and facilitate relationships on behalf of the Unit and Branch, Department and government, with other ministry colleagues, government ministries, agencies and other affiliated stakeholders in the continuing care sector. Guidance will be provided through the direction of executive and management, and through Unit collaboration as issues arise. Environmental scanning will be critical to maintaining the level of knowledge and expertise required to provide current, relevant and informed advice.

Direct or indirect impacts of decisions:

Impact:

- Consultations with continuing care operators, policy staff and/or approved facility developers may be required to interpret and apply policy intent, or to scope future policy alternatives.
- When representing the department at intergovernmental, multi-sector meetings or to other external stakeholders, policies and legislation will need to be considered and the position may need to consult the Manager to commit Unit resources to facilitate completion of projects.

Magnitude:

- Policy and program recommendations may affect other programs within the department and other departments, including Alberta Seniors Benefit, persons with developmental disabilities, Assured Income for the Severely Handicapped program, ministry housing initiatives and continuing care programs supporting Indigenous communities/organizations.
- Development of continuing care capacity has a housing, health care and economic impact that supports communities and their surrounding regions.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- Other branches in the division/department: collaborate efforts on initiatives, effective communications, understanding of issues and programs.
- Manager / Director: understanding of priorities, issues, and effective communication. Implementation of advice or direction provided.
- Executive Director / Assistant Deputy Minister: implementation of advice or direction provided.

External:

- Continuing care service providers: open lines of communication, understanding of issues, transfer of information, collaborative relationships.
- Housing, continuing care and health services agencies: open lines of communication, understanding of issues, transfer of information, collaborative relationships.
- Industry and stakeholder associations: open lines of communication, understanding of issues, transfer of information, collaborative relationships.
- Other government departments: open lines of communication, consistent strategic directions, coordinated policies and programs, understanding of issues, transfer of information, collaborative relationships.
- Other orders of government: open lines of communication, coordinated policies and programs, understanding of issues, transfer of information, collaborative relationships.

Required Education, Experience and Technical Competencies

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

If other, specify:

Planning, business, urban planning, health administration or related field.

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

Knowledge of relevant legislation, computer skills, effective communication. Knowledge of the operating dynamics of administrative bodies such as housing management bodies, non-profit organizations, private companies and municipalities. Effective coordination of Action Requests and routing of deliverables among required stages of development, review (financial/legal) and approval levels.

Specific knowledge in the following areas is an asset:

- legislation/policy overseeing continuing care and health service delivery in Alberta, including:
 - the Continuing Care Act;
 - Alberta Building Code; and
 - Design Standards and Best Practices for Continuing Care Facilities in Alberta.
- Protection of Privacy Act and Access to Information Act (Alberta).
- Health Grants Regulation under the Government Organization Act (Alberta).
- Computer systems and programs.
- Basic accounting and understanding of department financial processes, payment systems, forecasting and budgeting.
- Understanding government department and divisional directions, including business goals, strategies, priorities and processes.
- Understanding the involvement and interaction of other departments and key stakeholders, including but not limited to Assisted Living Alberta (ALA), the Alberta Senior Citizens Housing Association (ASCHA), the Alberta Continuing Care Association (ACCA), the Alberta Association on Gerontology (AAG), and the Alberta Council on Aging.
- Awareness of support programs and services administered by the department as well as other agencies.

Specific skills required include:

- Strong analytical and conceptual skills.
- A mastery of Microsoft Office products including Microsoft Word, Excel, PowerPoint.
- An excellent understanding of SharePoint functionality, and an ability to adapt to learning other information systems that may be used to store, manage, report or manipulate Unit information necessary to accomplish communication or decision.
- Good written and verbal communication skills.
- Demonstrated presentation skills in the development and provision of information on programs and application processes to community groups.
- Willingness to travel to project sites through out the Province to assess and ensure compliance with design requirements and construction progress claims.
- Willingness to seek out learning opportunities in the area of housing, gerontology and aging research for application to existing programs and in program development.
- Ability to conduct research employing a variety of sources and methods.
- Ability to synthesize, analyze and clarify complex ideas and material, to formulate them into clear, plain language and format for a variety of audiences.
- Excellent organizational and time management skills needed to prioritize and manage issues promptly and simultaneously.
- Excellent communication and customer service skills to address inquiries courteously and diplomatically.

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 | | |
| Build Collaborative Environments | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others | The position requires daily interaction with internal and external stakeholders to exchange information, understand issues, and develop solutions to address them. Relationships and collaboration are a key means of success for this position. |
| Creative Problem Solving | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices | The position will encounter questions and situations without precedence in previous projects. The ability to analyze and adapt to questions, processes and policy changes is required. |
| Systems Thinking | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences | The position requires a broad understanding of the health system, health service trends, population trends, continuing care delivery, grant funding processes, and the interrelationships between ministries, AHS and other key sector stakeholders. |

Benchmarks

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

Emergency Medical Services Specialist (Medical and Health 4), Health Facilities Specialist at Alberta Infrastructure (Engineering & Related Level 4)