

New

Ministry

Hospital and Surgical Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

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

Acute Care, CSSB, SPS

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Within the Acute Care Division, the Surgical Policy & Services Unit is dedicated to advancing policies, programs, and operational frameworks that support effective, accessible, and sustainable delivery of surgical services across Alberta. Working closely with major health-system partners (including Alberta Health Services, Covenant Health, contract surgical facilities, clinical leadership, and other provincial partners), the unit ensures alignment between provincial surgical policy, operational planning, and government health priorities. The Manager, Surgical Services provides leadership to the Surgical Services team, which includes Senior Policy Advisors responsible for developing and implementing key surgical policy and program initiatives. Reporting to the Director of Surgical Policy & Services, the Manager ensures delivery of integrated policy development, planning activities, and service coordination functions that support improvement in surgical access, performance, and quality of care across the province. The Manager plays a critical role in translating strategic direction into operational action by leading people, managing work priorities, coordinating stakeholder engagement activities, and ensuring that initiatives are appropriately resourced, tracked, and reported. This role provides expert advice to senior leadership, identifies system risks and emerging issues,

and supports governance processes related to surgical services policy and service delivery.

Responsibilities

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

1. Leads Team Performance and Operations

Provides direct leadership to the Surgical Services team, including supervision, coaching, performance management, workforce planning, and succession development. Sets clear expectations, assigns work based on unit priorities, and monitors progress to ensure timely delivery of high-quality policy and program outputs. Builds team capacity and fosters a collaborative, accountable, and inclusive work environment aligned with APS leadership competencies.

2. Oversees Policy and Program Delivery

Oversees planning, development, coordination, implementation, and evaluation of major surgical policy initiatives and programs. Ensures initiatives support government priorities for improved access, reduced wait times, enhanced performance accountability, and system sustainability. Reviews and approves policy products prepared by Senior Policy Advisors to ensure quality, consistency, clarity, and alignment with ministry objectives.

3. Guides Stakeholder Engagement and Issue Resolution

Leads strategic engagement with internal ministry partners and health system stakeholders to ensure coordinated and integrated development of surgical initiatives. Provides leadership in resolving complex issues involving differing stakeholder priorities or system constraints. Represents the unit at intergovernmental, inter-divisional, and external tables as required.

4. Provides Strategic Advice and Risk Management

Provides expert advice to the Director and senior executive leadership regarding system trends, emerging risks, capacity and workforce pressures, and policy gaps related to surgical services. Identifies system risks and implements mitigation strategies to support effective policy implementation and service delivery. Supports preparation of executive briefings, ministerial materials, submissions, and public communications.

5. Supports Governance, Reporting, and Accountability

Oversees development and coordination of performance monitoring, evaluation, and reporting related to surgical policy initiatives. Ensures consistent project tracking, records management, and reporting processes across the team. Supports governance activities related to surgical services planning and accountability reporting.

Problem Solving

Typical problems solved:

Problem solving occurs within broad objectives defined by Ministry priorities and strategic directions for the provincial health system. The Ministry's objectives are achieved through consultation with cross-government groups, clinicians, managers and patients; together with credible experts in acute care. A challenge in this position is the integration of new issues (for example, a pandemic) impacting existing initiatives and operations. The health system operates in a dynamic environment and remaining abreast with the changes and its implications is challenging.

The types of problems the position routinely solves, includes:

- Identifying issues related to effective collaboration with health system partners and generates ideas to create a path for how to support specific projects and coordinate them within a broad framework.
- Identifying who to engage across a large spectrum of stakeholders. There is a high requirement for creative and broad thinking/visioning, balanced with identifying related impacts to acute care policy that may need to evolve to enable the future directions.
- Appropriate framing of issues which tend to be complex and diverse, politically and publicly sensitive, spanning

not only several program areas but also the entire health system, affecting significant stakeholder groups with competing needs/interests.

Types of guidance available for problem solving:

Seeks the guidance of the Director on a regular basis to support problem solving. Additionally, the incumbent should seek the experience and advice of other Managers within the department where appropriate. The Manager is encouraged to work with colleagues within the Branch to problem solve where possible, and ask the Director or Executive Director for further guidance.

Direct or indirect impacts of decisions:

The work of this position has direct and indirect impacts on the delivery of health care across the entire health system, including provincial strategies and policies that govern acute care in Alberta. The position is responsible for:

Key Relationships

Major stakeholders and purpose of interactions:

Director/Executive Director:

- Provide advice on or respond to issues, as appropriate; provide updates/receive direction on actions; raise awareness to strategic opportunities and threats of significance to engage executive ministry attention.

Division leadership

- Collaboration, integration, advice, recommendations regarding directions, planning, and performance.

Unit Staff

- Share information, influence consideration for and adoption for surgical policy partnerships on cross-ministry research and knowledge management initiatives.

Branch Staff

- Provide branch vision and priorities; information sharing, collaboration, knowledge exchange.

Office of the Deputy Minister and Office of the Minister

- Respond to queries for advice including updates on matters for the Deputy Minister or provide briefings to Deputy Minister /Executive Committee.

Senior Leaders at Acute Care Alberta

- Share information, obtain information, collaborate, problem solve on issues related to the health system.

Other Jurisdictions (external)

- Obtain input, feedback on proposals, strategic directions, issues, priorities; Partnerships on provincial/national health services.

Required Education, Experience and Technical Competencies

Education Level

Master's Degree

Focus/Major

Public Administration

2nd Major/Minor if applicable

Other

Designation

If other, specify:

Health or business administration, or equivalent mix of related experience and education

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

Education and Experience:

- A university degree is required (at a graduate level is preferred), with exposure to health policy, health care administration, research, and/or policy analysis.
- A minimum of five years' experience in policy management and/or project management.

Knowledge:

- Considerable experience in the health care system to understand complexity of health system issues and for achieving and maintaining credibility with counterparts in the health care delivery system and related organizations.
- Thorough knowledge of the health system in Alberta, including health care delivery, health reform and health issues; government directions.
- Demonstrated research and analytical skills with experiences in administration and/or clinical health care services.
- Considerable experience in policy analysis, development, and stakeholder consultation in government and health settings in a fast-paced, demanding environment, including in leading broad policy/legislative projects.

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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • 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 	The incumbent must understand how changes in health policy impact surgical planning and care delivery in acute care facilities. Because the incumbent is responsible for the development and implementation the provincial surgical strategy within the framework for the acute care action plan, changes can have a very large impact on key stakeholders across the health system. As such, a high degree of strategic thinking is required.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Creates the environment for innovative problem solving: <ul style="list-style-type: none"> • Generates new ways of thinking; ensures right questions are being asked about a problem • Eliminates barriers to creativity and innovation • Encourages a culture of innovation 	It is critical that the incumbent understands various perspectives and is able to pull together the right people to solve complex system problems and find creative solutions. At the same time, the incumbent must balance a variety of needs, assess the implications of various alternatives and provide meaningful, well thought out solutions for consideration by department leadership.

Drive for Results	○ ○ ● ○ ○	<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 	The incumbent will be provided broad overarching recommendations and must take accountability to determine the most effective way to achieve desired results.
Build Collaborative Environments	○ ○ ○ ● ○	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	The incumbent is expected to bring people together in the new Surgical Services team and facilitate meaningful dialogue and motivate others to achieve results. They would also need to make sure the new team integrates and collaborates with the existing Surgical Policy team, as well as other departmental teams and external stakeholders.
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	The incumbent will build effective networks by connecting and building trust in relationships with different stakeholders.

Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Creates an adaptable environment:</p> <ul style="list-style-type: none"> • Fosters agility, proactive and flexible practices • Leads and creates momentum for change • Champions plan of action and overcomes barriers through proactive anticipation • Quickly understands and reacts to environment, establishing flexible culture 	<p>The incumbent must take a proactive leadership role to anticipate, assess and readily adapt to changing priorities and effectively respond to and resolve program issues and concerns. While maintaining an awareness of changing priorities, the incumbent must proactively shift strategic focus and activities as appropriate.</p>
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Benchmarks

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

FI3 304 E4 43% 132 E2C 115 551(P1)
MJEP Manager M410-26