New

Ministry

H ealth

Describe: Basic Job Details

Position

Position ID	Position Name (30 characters)
50019314	Program Advisor

Requested Class

Program Services 3

Job Focus	Supervisory Level
Operations/Program	00 - No Supervision

Agency (ministry) code	Cost Centre	Program Code: (enter if required)
CA11	601941	

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

PSB/Pharmaceutical & Health Benefits Branch

[✓] Current organizational chart attached?

Supervisor's Position ID	Supervisor's Position Name (30 characters)	Supervisor's Current Class
50019276	Manager Health Benefits	Manager (Zone 1)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Program Advisor provides knowledge and a supportive role in projects pertaining to different dental and optical programs. This includes creating advanced strategic and program policy, establishing the program procedures and requirements, system upgrades and testing, and providing communications and training. The Program Advisor acts collaboratively with the Manager where the program operations of interrelated Ministry programs are potentially impacted. This involves working closely with various other branches within Alberta H ealthhand at Alberta Seniors, Community and Social Services.

Responsibilities

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

1. Administer Program Operations
• Responsible for ongoing assessment and improvement of current policy and practices. Consolidate and analyze relevant data (e.g., dental and/or optical information) to provide advice, and an understanding of the current state, key policy issues, emerging trends, leading practices, potential impacts and considerations related to policy options which results in developing recommendations for consideration by senior ministry representatives and officials.
• Assist in the development, implementation and monitoring of assigned ministry policies and/or strategies.
• Compile and provide recommendations in regards to dental and optical exception requests that require

going out of scope of program criteria in addressing a client's unique needs. The decisions are communicated to the benefit administrators with direction on how to proceed with dental and/or optical claims.

• Undertake various long and short-term research assignments, including research and preparation of responses to action/information requests and inquiries received through Alberta Connects.

• Prepare policy and legislative documents to support approval processes (e.g., Briefing Notes, Ministerial Reports).

• Participate in ministry committees, teams and working groups, representing and providing branch perspectives and expertise to ensure thoroughness and consistency in policy and program development.

2. Provide Project Collaboration
• Assist in the production and maintenance of project plans.
• Production of reports, spreadsheets, and/or presentation software.
• Engage the participation of other ministry units and/or key stakeholders.
• Completion of environmental scanning, research, and related analytical functions.
• Assist in the development of effective communication/key messaging.
• Research and analyze options in relation to business cases and project deliverables to guide optimal decision making.
• Evaluate projects and apply lessons learned to future projects or process improvements.

3. Develop Technical Solutions to Business Problems
• Review current program policies and procedures to identify areas that require improvement, and provide program expertise in the development, enhancement and maintenance of the data and systems applications.
• Plan and coordinate the development of the project deliverables and documentation of program requirements by analyzing the programs and documenting its business, processes or systems, assessing the business model or its integration with technology.
• Assess the impact of our programs system enhancements and upgrades on the interrelated nature of the programs applications with other ministry and benefit administrator applications.
• Review and approve system or coding changes to support approved program changes.
• Build test plans and test scripts to ensure new system upgrades are successfully integrated with existing procedures.
• Address impromptu system issues and work with information technology staff to enact solutions.
• Complete daily eligibility reports submitted by the benefit administrators regarding data issues that require analysis and rectification.
• Assist in the coordination of data sharing and data matching between the Dental and Optical Assistance for Seniors programs and the benefit administrators to ensure data integrity. Complete data match reports by analyzing the system applications and providing updates and solutions.

Problem Solving

Typical problems solved:

The Program Advisor identifies and proposes solutions to address program concerns. The Program Advisor will have the ability to extract key information, examine the repercussions and make recommendations based on findings.

Types of guidance available for problem solving:

The Program Advisor leverages existing program and policy documentation, and collaborates within branch and with staff at other ministries and stakeholders to identify information required, clarify goals and outcomes, and develop input and recommendations for consideration.

Direct or indirect impacts of decisions:

This position provides management and officials of the ministry with relevant and accurate information on which to base policy, planning, and program design.

Key Relationships

Major stakeholders and purpose of interactions:

• Branch staff - provide program and policy advice; collaborate on branch initiatives and projects.
• Other branches in the department - share information; provide information about programs and operational policies.
Other ministries - collaborate on programs and projects; respond to program inquires; provide information about programs and operational policies.
• Alberta Blue Cross staff - collaborative approach to the review and implementation of initiatives to improve program operations; communication on program queries.
• Key Dental and Optical Industry Stakeholders - represent the position and policies of the ministry; consult on policy issues.
• Dental and Optical Professionals - respond to strategic issues raised by dental and optical professionals; ensure perspectives these professionals are considered. Articulate the strategic direction of dental and optical policy and programs in Alberta.
• General Public - provide information on programs and policies, respond to inquiries

Required Education, Experience and Technical Competencies

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

If other, specify:

In related field (health, public policy, economics) or related diploma plus experience

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

• Experience in dental field would be an asset.
• Strong research and analysis skills and experience.
• Strong skills in synthesis and evaluation through a program and/or policy perspective.
• Sound communication skills to work with multiple internal and external stakeholders.
• Well-developed organizational, prioritization, and time management skills.
• Strong computer and technical skills.
• Customer service orientation.

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
	○ ○ ○ ○ ○		

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