

New

Ministry

Hospital and Surgical Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Emergency Health Services (EHS) Specialist

Requested Class

Medical and Health 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Acute Care, EHS Branch, Legislative Compliance Unit

Current organizational chart attached?

Supervisor's Position ID

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:

In keeping with the framework of the Ministry's business plan, the primary role of this position is to provide Emergency Health Services (EHS) expertise to the Ministry to ensure that Albertans are provided with safe, effective and efficient air and ground ambulance services.

The primary contribution of the EHS Specialist is to provide the licensing and compliance monitoring functions enshrined in the Emergency Health Services Act (EHS Act), The Ground Ambulance Regulation (GAR), the Ground Ambulance Vehicle Standards Code (the Code) and other pertinent legislation or regulation that comes into force. Additionally, EHS Specialists play a key role in the development of new legislation, regulation, policy and standards that promote safe and effective delivery of emergency health services in Alberta.

The EHS Specialist contributes as a key team member within the Emergency Health Services Branch achieving these objectives by implementing policies, enforcing current standards and researching innovative solutions to meet the future demands (ex. aging population new and evolving roles for EHS

practitioners, ambulance and equipment development and innovations).

The EHS Specialist also provides subject matter expertise to a wide variety of internal and external stakeholders such as Ministry, Division and various Branch departments, licensed ambulance operators, EHS practitioners, service partners such as mechanics / journeypersons, ambulance manufacturers, students/ educational institutions, committees and working groups etc.

Responsibilities

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

1. Ensure patient, practitioner and public safety through licensing and legislative compliance monitoring, ensuring that minimum safety standards are met or exceeded.

Activities:

- Schedule operator/applicant licensing inspections inclusive of ambulance vehicles, stations, equipment and supplies, organizational policies etc. and compliance monitoring, spot inspections and other stakeholder engagements across Alberta, make recommendations to the Registrar regarding licensing status and compliance to the Emergency Health Services Act (Act), the Ground Ambulance Regulation (GAR) and the Ground Ambulance Vehicle Standards Code (Code).
- Routinely engage with licensed ambulance operators/applicants and other stakeholders to assist in promoting emergency health services, enhancing knowledge of operator and practitioner responsibilities and resolving concerns or issues.
- In matters of public safety, act as a designate of the Registrar to identify and eliminate any immediate risk.
- Work collaboratively with EHS licensed ambulance operators to recommend and implement best practices.

2. Provide knowledge and technical advice to the Minister, MLA's, EHS licensed ambulance operators, professional colleges, unions, EHS practitioners, educational institutions, municipalities, boards, Ministerial appointed boards/committees, other Federal/Provincial departments/agencies.

Activities:

- Conduct literature reviews and jurisdictional scans and provide recommendations/observations via written reports, and audio/visual presentations including but not limited to researching and recommending the latest automotive technologies and emergency vehicle safety standards.
- Consult on proposed and existing legislation, policies and standards.
- Provide interpretation and explanation of current legislation to stakeholders.
- Identify, evaluate and support innovative EHS/EMS strategies, programs and initiatives.
- Meet/consult with internal and external stakeholders to assist in program development from a Ministry perspective.
- Provide representation and input to special emergency management projects in various Ministries, Divisions, Branches and Units as required ex) the Health Protection Branch or Office of the Chief Medical Officer.
- Draft briefing notes, letters, memos and other forms of communication that require the subject matter expertise of an EHS Specialist.

3. Business Contract Management/Maintenance.

Activities:

- Maintain and update operator files / records (licenses, ambulance vehicle listings, ambulance safety inspections, insurance, vehicle testing certificates etc.) in the EHS licensing database.
- Review and advise on matters such as contractual service agreements, service delivery, fleet management and procurement, staffing, clinical care issues brought forward to the Ministry.
- Review strategic, operational and/or business plans related to ambulance services and provide

recommendations related to governance and oversight.

- Provide recommendations to leadership on issues relating to ambulance service delivery, vehicles and equipment, standards, mechanical and technological innovations, billing etc.
- Research, review and approve ambulance manufacturers, end-stage manufacturers and equipment/ devices utilized in providing emergency health services.

4. Policy and standards development to support the delivery of quality EHS.

Activities:

- Collaborate with policy analysts and provide knowledge on current and future roles of paramedics to inform strategic policy direction.
- Consult internal and external stakeholders, conduct needs assessments and provide recommendations based on evidence and best practice.
- Remain competent in professional practice.
- Provide support and/or lead the development and implementation of related EHS projects.
- Conduct literature searches and jurisdictional scans to support clinical and governance policies.
- Support the development of legislation, regulation, standards and codes including the development of technical and mechanical manuals.

5. Internal Initiatives.

Activities:

- Provide representation and input to special initiatives, committees, working groups ex) Program Improvement and Integrations Networks (PINs), Ground Ambulance Regulation Working Group, Ambulance Vehicle Standards Working Group etc.
- Support and lead initiatives contained within Unit, Branch, Division, and Ministry operational plans.
- Review and recommend current and future information technology systems (reporting/data collection), mechanical & automotive innovations and service delivery solutions, medical equipment technologies etc.
- Review, update, and develop licensing and compliance policies, processes, administrative forms / templates and supporting collateral materials ex) Ambulance Safety Inspection Manual, Ground Ambulance Vehicle Standards Code.

6. Public Relations/Stakeholder Engagement.

Activities:

- Respond to public inquiries/complaints via telephone and written format.
- Act as a representative of the Ministry to the public, external agencies/organizations, operators/ applicants, practitioners, manufacturers/vendors etc.
- Prepare and present lectures, seminars, workshops as required.

Provincial Scope:

- Identify performance measures and indicators - development and audit of EHS service delivery.
- Provide analysis of EHS system reviews
- Develop and review EHS service delivery models
- Conduct ambulance vehicle inspections, review mechanical work orders and repairs for compliance, review ambulance manufacturer designs, construction, mechanical and technical specifications ensuring compliance to the legislations, regulation and standards code ensuring vehicle and patient

safety.

- Develop, research, review and maintain technical specifications for ambulance manufacturing.
- Create and maintain relationships with ambulance operators, ambulance vehicle manufacturers and EHS authorized journey person mechanics.
- Develop and review provincial legislation, regulation, standards and policies related to EHS.
- Liaise with ambulance and equipment manufacturers to ensure standards are understood and complied with.

Scope / Role Complexities:

- Varied stakeholder population and interest groups (Elected Officials, EHS PHC, AHS/allied healthcare providers, Municipalities, First Nations / Indigenous, Metis communities, Ambulance operators / Applicants, Integrated Services, Industrial EMS and the general public).
- EHS is affected by up to twenty different pieces of legislation, regulation and numerous policies. EHS Specialists must be familiar with all those varied parts and how they are inter-related.
- Time management demands during varied and changing workflow environment.
- Frequently required to act as a first point of contact for EHS / Government of Alberta and politically sensitive issues and/or concerns.
- The diversity of the position is such that the EHS Specialist must be able to answer, or take action on multiple questions based on several different pieces of legislation. Responses have direct impact on the operations and practices of EHS and the communities that they serve.

Problem Solving

Typical problems solved:

- Licensing and compliance recommendations and decisions
- Safety sensitive considerations
- Mechanical and Technical audits and issues management
- Stakeholder issue management
- Business / Operational administration and process related challenges

Types of guidance available for problem solving:

- The Emergency Health Services Act, Ground Ambulance Regulation, Ground Ambulance Vehicle Standards Code provide the framework and basis of our mandate and function.
- EHS Legislative Compliance policies support day-to-day operational and administrative functions.
- The EHS Manager of Legislative Compliance guides and supports EHS Specialists in the performance of the duties and functions.

Direct or indirect impacts of decisions:

EHS Specialists have significant direct and indirect impacts related to decision making as their recommendations for the foundation of decisions rendered by the EHS Branch and Register on all current and prospective ambulance operators via the licensing and compliance framework.

Key Relationships

Major stakeholders and purpose of interactions:

- Licensed Ambulance Operators/Applicants
- EHS practitioners (Paramedics: EMR's, PCP's, ACP's)
- Ambulance manufacturers, Authorized Journey persons / mechanics
- Allied healthcare organizations, unions, associations, departments, educational institutions, professional colleges etc.
- General Public

Required Education, Experience and Technical Competencies

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

If other, specify:

EMS, Public Safety, Healthcare Professional, Mechanical/Journey person, Equivalent Ed. & exp. considered.

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

Knowledge:

- Knowledge of paramedic practice locally, nationally and internationally
- Diverse clinical experience as a regulated healthcare provider
- Strong working knowledge of computers and information technology systems
- A strong working knowledge of Alberta's integrated healthcare system
- Working knowledge of Alberta's legislation and policy related to health systems and EHS
- A working knowledge of ambulance manufacturing, construction and management
- Mechanical understanding of engines, repairs, work orders etc.
- Strong working knowledge of clinical EHS/EMS operations

Skills:

- Strong computer and writing skills
- Experience in leadership
- Experience working with governments (municipal, provincial and federal)
- Experience conducting research and critical appraisals of evidence
- Excellent interpersonal and communication skills, both written and oral
- Strong critical analysis skills
- Conflict resolution skills
- Project and time management skills

Abilities:

- Able to work independently in an unsupervised and unstructured environment (field work)
- Able to work effectively as a team member
- Ability to lead projects and provide clear, concise updates to leadership
- Establish positive working relationships with varied stakeholders

Additional:

- Registered Healthcare provider (paramedic preferred), plus 3-5 years of progressively more complex management and leadership responsibilities.
- Valid AB driver's license (provincial travel is required).
- Minimum of Bachelor's degree is preferred.
- Certified Journey person / mechanic training and experience is considered an asset.
- Equivalent education and experience may be considered.

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		
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks: <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals 	<ul style="list-style-type: none"> - The work and priorities of the EHS Branch are dynamic and subject to frequent change. - The Legislative Compliance Unit is a small team with provincial obligations requiring EHS Specialists to be flexible and adaptable.

		<ul style="list-style-type: none"> • Makes decisions and takes action in uncertain situations and creates a backup plan 	
Develop Networks	○ ● ○ ○ ○	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<ul style="list-style-type: none"> - EHS Specialists work closely with licensed ambulance operators ensuring compliance to the Act, GAR and Code. - EHS Specialists often interact with EMS crews in the process of completing unit inspections. - EHS Specialists work with a diverse and varied stakeholder group ranging from the EHS PHC, to certified tradespersons / mechanics, manufacturers and the general public, requiring the ability to consider need, priorities and impacts.
Creative Problem Solving	○ ● ○ ○ ○	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <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 	<ul style="list-style-type: none"> - EMS is an integrated partner in Alberta's healthcare system. As such, the EHS Branch is required to routinely re-evaluate its approach to complex problems and potential solutions.
Systems Thinking	○ ● ○ ○ ○	<p>Considers inter-relationships and emerging trends to attain goals:</p> <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 	<p>The EHS Specialist team works closely with the other units within the EHS Branch. Systems thinking is a critical competency that allows translation of Specialists licensing and compliance and stakeholder engagement efforts to be applied to a broader policy and standards framework.</p>