

Update

Ministry

**Describe: Basic Job Details**

**Position**

Position ID  Position Name (30 characters)   
 Current 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**

**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:  
 Due to an internal reorganization, the Business Operations Coordinator (BOC) now reports to the Director of Licensing and Investigations. The newly formed unit is comprised of two areas, the Licensing Office and a newly formed complex investigations unit.  
 Assisting the Director to ensure procedural fairness is consistently applied, and all case files are court ready and meet the legal requirements and provide assistance and coordination in criminal cases and court level enforcement documentation. The investigators' work is governed by the principles of administrative fairness and the authorities and duties established in the Continuing Care Act. Investigations are complex, often politically sensitive, and may involve collateral authorities such as the police or Protection for Persons in Care. The BOC is also responsible for coordinating and assisting the Director in the submissions and defense of appeals (with the Court of King's Bench and Citizen Appeal Panels). Including liaising with internal and external legal departments.  
 It is expected that all licensing and enforcement approaches include a focus on improving quality of life for Albertans, assess corporate and sector risks, and adhere to the Alberta Ombudsman's principles of

administrative fairness.

Checking news daily to flag to management any emerging issues related to continuing care that may pertain to our branch or the CCA.

Managing logistics of fleet vehicles assigned to the branch including filing of reports and paper work as well as coordinating receiving of new fleet vehicles and return of fleet vehicles whose lease is coming to an end.

This role is a combination of issues manager and project coordinator. Also includes some writing a excellent editing skills.

Responsibilities Removed:

Cover off duties for the Executive Directors Assistant removed, as our branch has acquired an Administrative Assistant position which can now provide cover off.

Cover off duties of preparing branch budget and year end activities, as these will be completed by the Assistant to Executive Director.

### **Job Purpose and Organizational Context**

Why the job exists:

The Business Operations Coordinator is responsible for coordinating activities of the Licensing and Inspections Unit, in the Licensing and Compliance Monitoring Branch (LCMB). This position supports the unit director (or leadership), and a team of licensing processors and investigators.

The Business Operations Coordinator reports to the Director of the Licensing and Inspections Unit.

The Licensing and Inspections Unit directly overseas the licensing of over 1000 accommodations, reviews incoming complaints and follows up with investigations into complaints where appropriate. To ensure compliance is meet with applicable legislation, i.e., Continuing Care Act, Continuing Care Health Service Standards and Long Term Care/Supportive Living Accommodation Standards. Many of these accommodations have unique problems that require a flexible approach to ensure they are in compliance with requirements.

The position will develop and provide an effective and efficient monitoring process for the Licensing and Inspections Unit, ensuring that all processes are progressive in nature and all accommodations are treated equally, following administrative fairness principles.

The Business Operations Coordinator will review accommodation files and follow LCMB policy and procedures to monitor the complaints management processes. Administrative steps are followed to assist with the review of investigations and any identification of high-risk deficiencies, status updates for sites, enforcement actions, timely resolution of non-compliance etc. are brought to the attention of management/senior leadership.

The Business Operations Coordinator works independently, makes sound decisions, processes daily work, manages information requests, and develops communication for outgoing responses.

Review incoming correspondence for Director, prioritizing issues and taking appropriate action (tracking tasks, ensuring deadlines are met).

The incumbent is required to be service oriented and assist with unit activities, i.e., maintaining unit procedures, managing/storing information, and other administrative duties as required.

### **Responsibilities**

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

1. Ensure that compliance monitoring processes are progressive in nature and that all accommodations are treated equally.

- Ensure that confidentiality is maintained on all issues including politically sensitive materials.

- Reviews and assesses information to determine which accommodation files meet specified high-risk non-compliance criteria, develop/prepare briefing materials for senior leadership, and assess the need for continued monitoring.
  - Reviews inspector/auditor files to ensure that all administrative steps are followed.
  - Reviews accommodation file history to determine what information is relevant to legislated standard concerns.
  - Documents process/timeline events for accommodations and prepares reports for leadership.
  - Develop/create/prepare packages related to accommodation compliance monitoring and appeals.
  - Ensures packages of applicable information are accurate and prepared in a manner that is easily reviewed.
  - Monitors compliance management history with imposed standards/performance measures and initiates action to ensure non-compliances are identified.
  - Identifies administrative problems and issues related to compliance management/consistent application of standards/policies and works with managers to resolve them.
  - Develop, review and revise unit policy and procedures to ensure they reflect relevant and current information within the overall branch goals and objectives.
2. Provides accurate/timely information, including forecasting, regarding compliance monitoring activities, and acts as a resource/liaison for internal or external stakeholders.
- Monitors daily operations and addresses potential issues when they arise.
  - Build processes that meet business objectives and ensure compliance.
  - Ensure that compliance monitoring processes are progressive in nature and that all accommodations are treated equally.
  - Liaises with stakeholders on compliance matters, where further clarification may be required.
  - Manage operational plans and guide work teams.
  - Provide guidance for scheduling inspections, regional priorities and variations to ensure equitable monitoring according to risk profiles and efficient resource utilization.
  - Ensures that information provided is current where required and makes recommendations/changes to processes.
  - Provides relevant facts and prepares information/presentations on compliance management activities.
  - Develops/prepares/sends correspondence for action/FOIP requests, complaints, or legislated related responses.
  - Prepares and sends non-compliance/compliance reports, letters, or responses to accommodation operators/stakeholders etc.
  - Responsible for facilitating the flow of communication from the Licensing and Investigations Unit to ensure consistency.
  - Books meetings and prepares minutes in a timely manner and conducts any follow-up necessary.
  - Attend appeal hearings in coordination with branch staff, i.e., Manager, Director, Health Compliance Officer etc..
3. Maintaining unit policies and procedures, communicating updates, and managing/storing information.
- Work independently to determine how to achieve objectives and efficiently prioritize tasks.
  - Support business process with developing, managing and maintaining unit policies/procedure, including records management to ensure files are up-to-date, and stored in accordance with records management agreements.
  - Responsibilities for ensuring procedural guidelines are met and in alignment with Ministry protocols.
  - Develop, record, and support information sessions regarding unit policy/ procedure updates.
4. Review incoming correspondence for Director, prioritizing issues and taking appropriate action, including tracking tasks, and ensuring deadlines are met.
- Coordinate and plan the schedule of the Director by booking appointments, scheduling meetings,

drafting meeting minutes, making travel arrangements and assembling all materials for the meetings and presentations.

- Prioritizing incoming/outgoing tasks and taking appropriate action (assigning tasks, composing responses, bringing significant items to Director's attention). Follow-up and ensure that urgent requests are responded to in a timely manner.
- Coordinating work with senior leadership, Assistant Deputy Minister's Office, and a variety of internal/external stakeholders.
- Tracking tasks and ensuring deadlines are met.
- Deals with most telephone inquiries directly but refers complex issues to the correct person for response.

#### 5. Other administrative duties.

- Develop and implement procedures, including staffing IT needs, procurement, and organizational operations to ensure an effective and cost-efficient operation.
- Develop, manage and maintain records in accordance with records management agreements and to support business requirement.
  - Responsible for managing logistics of all fleet vehicles assigned to the branch including filing of records and reports submitted for each fleet vehicle, monthly expenditures and scheduling maintenance.

### **Problem Solving**

Typical problems solved:

- Works with colleagues on projects to effectively resolve areas of concern and provide comment on policy direction.
- Contacts clients, partners and stakeholders across Alberta to discuss specific issues, exchange information and promote specific initiatives or to follow-up a previous action to ensure that concerns are dealt with according to branch standards and policies.
- Liaises closely with Investigators located in multiple geographical locations in Alberta to ensure they obtain all the information needed to effectively deal with the review and accommodation issues.
- Provides a wide range of complex issues management to the Director and other Senior Management in the branch.
- This positions works independently in answering correspondence, assigning tasks and follow-ups.
- Pre planning is essential and time lines are crucial for the day-to-day administrative decisions concerning the operation of the branch/unit.
- Decisions on the action required on all incoming correspondence, scheduling of meetings and appointments and prioritizing the workload is essential.
- Originality is required to know how and when to adjust procedures to accommodate urgent projects such as action requests, research requests, etc.
- Ability to work with a high degree of independence and serve as a coordinator/expeditor/facilitator on various administrative functions common to the branch.
- Incumbent must possess a significant degree of initiative and an ability to perform duties under tight time lines. As part of the team, the incumbent must demonstrate the initiative and ability to carry through on initiatives and make appropriate recommendations.
- Tact and diplomacy as well as solid judgment skills are required to troubleshoot problems.
- High degree of independence complemented with strong administrative and organizational skills.
- The ability to deal effectively with a wide variety of individuals and organizations, together with sound decision making skills.
- Strict confidentiality is required and incumbent must be able and willing to complete the task at hand.

Types of guidance available for problem solving:

- The branch leadership team and Director of the Licensing and Inspections Unit will guide the direction of LCMB programs and set the expectations, then the Business Operations Coordinator will work independently to analyze existing issues and challenges, forecast risks and problems and propose practical solutions to leadership for approval.

- The Business Operations Coordinator will communicate with other business areas including Alberta Health communications staff, other government ministries and Alberta Health Services to receive guidance on the best practical options that adhere to the Government of Alberta and Alberta Health policies and procedures.
- The Branch Operations Coordinator will receive guidance from their supervisor and other LCMB managers and will consult with operational policy consultants when needed.

Direct or indirect impacts of decisions:

The Business Operations Coordinator decisions will directly impact all staff in the Licensing & Investigations Unit as all of them will be relying on the accurate and timely gathering of key operational business information, assessment of risks and mitigation strategies when dealing with complex compliance monitoring and enforcement issues.

Indirect:

- Continuing Care and Accommodation Facility Operators
- Continuing Care Branch
- Alberta Health Services
- Other government ministries that fund continuing care accommodations
- Continuing Care sector and residents/public

**Key Relationships**

Major stakeholders and purpose of interactions:

- Branch staff, Directors and Managers - administrative support and assistance
- Assistant Deputy Minister's Office - liaison for Comms information requests, and resolving issues.
- FOIP - decisions about collecting or releasing information
- Internal and external Legal offices - to coordinate legal correspondence and documentation for court cases
- Appeals Secretariat - to coordinate appeal administration and documentation
- Other ministries and Alberta Health Services

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Public Administration		

If other, specify:

Post-secondary diploma in business , quality and process management or regulatory enforcement

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

**Equivalency:**  
 Directly related experience or education considered on the basis of: one year of experience for one year of education or one year of education for one year of experience

**Skills:**

- Strong knowledge of operations management and organizational behaviour
  - Experience with forecasting models
  - Quality and process management
  - Regulatory licensing and compliance monitoring
- Extensive knowledge of databases, computer programs, including use of word processing and spreadsheet software.
  - Good knowledge of regulatory requirements and interpretation to provide advice to branch leadership and stakeholders.
  - Knowledge of inspection/audit procedures and requirements used to measure accommodation compliance.
  - Sound knowledge of the objectives, functions and policies pertaining to the Inspections and Compliance monitoring program.
  - Knowledge of inspection program criteria and associated Acts, Regulations, and Standards.
  - A strong ability to communicate verbally as well as in writing to help convince accommodations/ stakeholders of compliance to legislation and to imposed operating conditions.

- Well developed organizational and time management skills to ensure stakeholders are dealt with in a timely and accurate manner, and that events are documented to ensure that due process is followed in accordance with the legislation or branch policies.
- Strong ability to work in a team environment to ensure goals and objectives are met.
- Sound knowledge of the branch financial policies and Treasury guidelines.

### 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"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	<p>-Asks questions to get a deeper understanding of the present issue</p> <p>-Proactively looks for ways to improve activities and results by doing something that may be new and different and for options that provide different paths to desired outcomes.</p> <p>-Introduce practical solutions within the allotted budget, time and resources.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>-Uses common sense, technical knowledge and past experiences to approach ambiguous problems and make effective recommendations and/or decisions</p> <p>-Asks questions, seeks clarification and assesses how things will be different when change is introduced or anticipated.</p> <p>-Sees the need and readily steps in to co-worker tasks to help out when needed</p> <p>-is open to new or diverse ideas and to doing things in a new way</p>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates</li> </ul>	<p>-Contributes positively to the team and across stakeholders by actively sharing information and listening and accepting others' points of view in an open, honest and non-defensive way</p> <p>-Recognizes when there is</p>

		<p>communication and collaboration</p> <ul style="list-style-type: none"> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>a conflict and respects the other person's point of view. Identifies common purpose as well as differing perspectives and raises them for discussion. Respectfully expresses opinions during decision-making process.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>-Sets goals and prioritizes work to accomplish them. Follows through on duties and tasks and reports on progress.</p> <p>-Acknowledges areas where expectations about own service delivery or interpersonal interactions are not met and takes corrective action.</p> <p>-Proactively provides suggested actions and asks for guidance to determine the best course of action when lacking information or where there are multiple priorities.</p> <p>-Conducts a cost-benefit/ risk analysis to make decisions and set priorities or recommend options for action.</p>

**Benchmarks**

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

Administration 2, 022AN