

Public (when completed)

Common Government

## New

Ministry

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Director, ALA Srvc Dlvry Tran

Requested Class

Senior Manager (Zone 2)

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

Strategic Services, ALA Tran/ALA Srvc Dlvry Tran

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Director of ALA Service Delivery Transformation is a key leadership position within the Assisted Living Alberta (ALA) Transformation team. Reporting directly to the Executive Director of ALA Transformation, this role will spearhead the transformation of service delivery models across the province.

The primary goal is to ensure a smooth transition to a client-centered, community-based approach that ultimately improves the quality of life for Albertans requiring daily supports. This will involve leading the operational implementation of the new agency, overseeing the transition from existing models, and fostering strong collaborative relationships with diverse stakeholders in the healthcare sector.

This position demands strong leadership skills, political acumen, and creative problem-solving abilities to navigate a complex and evolving environment.

#### Responsibilities

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

Service Delivery Transformation

- Lead Service Delivery Redesign: Oversee the development and implementation of new service delivery models that align with the province's vision and client-centered principles. This includes identifying opportunities for innovation and ensuring alignment with healthcare trends and the organization's overall strategy.

- **Transition Management:** Manage the transition from existing service delivery models to the new, innovative approaches, ensuring minimal disruption to client care. This involves streamlining service roadmaps, setting goals, managing budgets, and developing strategies to optimize operations.
- **Stakeholder Engagement:** Build and maintain strong relationships with key stakeholders, including healthcare providers, municipalities, and community organizations, to facilitate collaboration and support for the transformation. Represent the ministries' externally and engage in partnerships with external stakeholders, such as patients, families, health and social service providers, and government agencies, to support transformation efforts.
- **Performance Measurement and Improvement:** Develop and implement robust performance measurement systems to monitor the effectiveness of new service delivery models and identify areas for improvement. Use data analysis to identify and drive process improvement opportunities, conduct KPI and root cause analysis, and develop standard work procedures.

#### Operational Implementation

- **Agency Operations:** Lead the operational implementation of the new agency, including the development of policies, procedures, and guidelines. Oversee the allocation of resources, lead cross-functional teams, and ensure timely and successful completion of projects.
- **Workforce Planning and Development:** Oversee the development of a skilled and motivated workforce to support the new service delivery models. This includes mentoring and empowering staff to excel and take ownership of their work.
- **Financial Management:** Influence the agency's budget and ensure the efficient allocation of resources to achieve operational goals.
- **Quality Assurance:** Implement quality assurance measures to ensure the delivery of high-quality services and compliance with regulatory standards. Develop risk management strategies and internal control procedures to minimize potential risks associated with transformation initiatives.

### Problem Solving

#### Typical problems solved:

The Director of ALA Service Delivery Transformation will encounter a variety of complex challenges requiring innovative solutions and strategic decision-making. These include:

- **Lack of clear direction or established processes for operationalizing a new agency.** This requires developing and implementing new frameworks, policies, and procedures to guide the agency's operations and ensure alignment with its strategic goals.
- **Shifting priorities and emerging needs in the healthcare sector.** The Director must be adaptable and responsive to changes in the healthcare landscape, adjusting service delivery models and strategies as needed.
- **Tight timelines and pressure to deliver results quickly.** This requires effective project management skills and the ability to prioritize tasks and manage resources efficiently.
- **Balancing the needs of diverse stakeholders with sometimes conflicting interests.** The Director must be skilled in negotiation, communication, and building consensus to ensure that transformation initiatives are supported by all stakeholders.
- **Managing resistance to change and fostering buy-in for the new service delivery model.** This requires strong leadership skills, effective communication, and the ability to address concerns and build trust among stakeholders.
- **Addressing workforce shortages and recruitment challenges.** The Director must develop strategies to attract and retain a skilled workforce, including competitive compensation and benefits packages, professional development opportunities, and a positive work environment.
- **Managing financial constraints and resource limitations.** The Director must be fiscally responsible and ensure that resources are allocated efficiently to achieve operational goals.
- **Responding to unexpected events and crises that may impact service delivery.** The Director must be able to develop and implement contingency plans to ensure continuity of care in the face of unforeseen challenges.

#### Types of guidance available for problem solving:

- **Consultation with Executive Leadership:** Seek guidance from the Executive Director and other senior leaders on strategic direction and decision-making.
- **Collaboration with Internal Teams:** Work closely with colleagues in other departments, such as finance, HR, and IT, to ensure alignment and support for service delivery initiatives.

- **Engagement with External Stakeholders:** Consult with external stakeholders, such as healthcare providers, municipalities, and community organizations, to gather input and build consensus.
- **Leveraging Expertise:** Utilize the expertise of subject matter experts and consultants to address complex challenges and inform decision-making.

Direct or indirect impacts of decisions:

The Director of ALA Service Delivery Transformation's decisions will have a significant impact on various aspects of the agency and the broader healthcare system. These include:

- The quality of care provided to Albertans requiring daily supports. Decisions regarding service delivery models, workforce development, and resource allocation will directly influence the quality of care provided to clients.
- Client satisfaction and overall experience with ALA services. The Director's focus on client-centered care and continuous improvement will directly impact client satisfaction and their experience with ALA services.
- Workforce morale and retention within the agency. Creating a positive and supportive work environment, providing professional development opportunities, and fostering a culture of innovation will influence workforce morale and retention.
- The financial performance and sustainability of ALA. Decisions regarding budget management, resource allocation, and operational efficiency will directly impact the financial performance and long-term sustainability of the agency.
- Public perception and trust in the agency. Transparent communication, effective stakeholder engagement, and a commitment to quality care will influence public perception and trust in the agency.

## Key Relationships

Major stakeholders and purpose of interactions:

- **Executive Director of ALA Transformation:** Reporting to the Executive Director and collaborating on strategic direction and decision-making.
- **Director of Communications (SCSS):** Collaborating on communication, public engagement, and stakeholder relations.
- **Director of ALA Policy and Legislation:** Collaborating on policy development and regulatory compliance.
- **Healthcare Providers:** Building strong relationships with healthcare providers to ensure seamless collaboration and coordination of care.
- **Municipalities and Community Organizations:** Engaging with local stakeholders to identify community needs and develop responsive service delivery models.
- **Government Officials:** Interacting with government officials at various levels to advocate for the agency's priorities and secure necessary resources.

## 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:

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

## 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> </ul>	

		<ul style="list-style-type: none"> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	
Systems Thinking	○ ○ ● ○ ○	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	

### Benchmarks

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