

Public (when completed)

Common Government

New

Ministry

Health

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Manager, CD Information Systems

Employee

Employee Name (or Vacant)

Vacant (new position)

Organizational Structure

Division, Branch/Unit

Public and Rural Health / CDC Branch

 Current organizational chart attached?**Design: Identify Job Duties and Value****Job Purpose and Organizational Context**

Why the job exists:

Reporting to the Director of Public Health Information Systems, the Manager of CD Information Systems is essential for the oversight and advancement of CD information systems within the Public Health Information Systems Unit. This position coordinates the development, maintenance, and evaluation of communicable diseases information systems, policies, surveillance reporting, and data compliance activities. The role is pivotal in the modernization and ongoing maintenance of CD information systems and manages interactions between the Office of the Chief Medical Officer of Health (CMOH), Alberta Health (AH) Immunization, AH CD, AH Emergency Management, Alberta Health Services (AHS), Alberta labs, AH Privacy and Security, and the Health Information Systems branch. Without this dedicated business resource, we risk delays in completing IT priorities, potentially causing lags in communicable disease reporting, which could negatively impact population health programming. The incumbent will be responsible for managing CD business operations, leading technical development, and overseeing system enhancements throughout the system life cycle. This role also includes human resources management and budget considerations to ensure the effective functioning and sustainability of our systems.

Responsibilities

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

1. System management and Support**Operational Oversight:** Manage day-to-day operations of communicable diseases information systems,

including troubleshooting, user support, system enhancements and issues resolution.

Data Quality Management: Ensure the quality, accuracy, and integrity of data collected within the communicable diseases systems.

System Maintenance: Coordinate routine maintenance, updates, and enhancements for systems under the communicable diseases portfolio.

Modernization: Lead modernization efforts for Communicable Diseases Information Systems, with support from leadership and staff.

2. Process Optimization and Efficiency

Workflow Coordination: Optimize operational processes within the communicable diseases information systems to ensure efficiency and alignment with established standards.

Documentation: Develop and maintain detailed documentation for system processes, standard operating procedures, and privacy and security documents as well as data management practices.

3. Stakeholder Engagement and Communication

Internal Liaison: Serve as the primary point of contact for the communicable diseases information systems team, ensuring their information system needs are met and providing updates on system status and issues.

User Training: Conduct training sessions when needed for system users to improve their proficiency and ensure effective utilization of the systems.

4. System Enhancements and Technical Support

Implementation Support: Assist and manage in the implementation of new features and system updates, ensuring minimal disruption to current operations.

Feedback Collection: Collect and analyze user feedback to identify areas for improvement and relay suggestions and recommendations to leadership.

5. Compliance and Data Coordination

Ensure compliance with relevant regulations and policies specific to communicable diseases information systems.

Manage the submission of data for internal and external stakeholders, ensuring accuracy and timeliness.

Ensures privacy requirements are met and policies and processes are documented and in place to mitigate privacy risks.

6. Strategic Influence and Project Management

Strategic Influence: Aligning the teams in terms of the long-term strategic direction of the business.

Project Support: Support the planning, coordination and execution of projects related to system upgrades or new system implementations within the communicable diseases scope.

Timeline Management: Monitor project timelines, milestones, and deliverables, providing regular updates to leadership.

7. Continuous Improvement & Innovation

Process Review: Regularly review system processes and workflows to identify opportunities for improvement.

Best Practices: Implement best practices in data management and system utilization to enhance operational efficiency.

8. Team Collaboration & Leadership

Team Support: Provide guidance and support to team members working with communicable diseases information systems.

Mentorship: Mentor junior staff and facilitate their professional development within the scope of communicable diseases information systems.

Problem Solving

Typical problems solved:

Operational Issues Management: Address and resolve day-to-day operational issues within communicable

diseases systems, such as data entry errors, system downtimes, or user access problems. Implement immediate adjustments or fixes to accommodate new regulatory requirements or data standards impacting the communicable diseases systems. Communicate with internal users and stakeholders to inform them of system updates or resolve issues affecting their workflows.

System maintenance and updates: Coordinate routine system maintenance and updates specific to communicable diseases, ensuring minimal disruption to users and maintaining system performance. Identify, document, and oversee the resolution of system bugs or issues reported by users, ensuring timely updates and patches are applied. Collect and analyze feedback from users to identify necessary system enhancements or modifications. Act as a liaison between users and IT support to ensure that technical issues are resolved and system performance is optimized.

Data Quality assurance and reporting: Implement procedures for regular data validation to ensure the accuracy and reliability of communicable diseases data. Prepare and review reports for communicable diseases, ensuring data is accurately represented and compliant with regulatory requirements.

Project coordination and implementation: Develop and manage detailed implementation plans for communicable diseases projects, including upgrading specific modules or introducing new data tracking features. Coordinate project timelines and ensure alignment with established objectives. Assess and allocate resources effectively for smaller-scale projects, ensuring team members are adequately supported and tasks are evenly distributed. Ensure successful execution of communicable diseases projects by closely monitoring progress, resolving operational issues, and conducting follow-up reviews to identify areas for improvement.

Types of guidance available for problem solving:

- Provide leadership in developing solutions to complex issues and collaborate with others to set direction and fulfill the department's mandate.
- Lead and coach a specialized team of business analysts focused on public health.
- Ensure the provision of strategic and accountable analysis and advice to the Director, Executive Director, and Assistant Deputy Minister.
- Assist in applying knowledge of information systems, laboratories, and communicable diseases to Public Health Information Systems strategies.

Direct or indirect impacts of decisions:

This position is responsible for keeping senior management (e.g., Director, Public Health Information Systems, ED, CDC, and OCMOH etc.) informed of operational issues, progress on key projects and accomplishments within the communicable diseases information systems. This position will engage with mid-level stakeholders, including internal team members, IT support, regional health authorities, and public health staff. Facilitate effective communication and collaboration to address operational concerns and system enhancements.

The decisions directly impact the performance, usability and reliability of the communicable diseases information systems run smoothly and efficiently affects how well public health staff can track and manage communicable diseases.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- Director: Daily - Provide recommendations and support strategic decisions. Share experiences and information to foster a broader knowledge base and a comprehensive approach across a range of project areas.
- Managers: Daily - Exchange insights and align strategies to support the immunization and communicable diseases teams, ensuring a coordinated approach in all operational areas.
- Chief Medical Officer of Health and Provincial Health Officers - Ad hoc - Collaborate on the integration of IT requirements with medical and public health practices to enhance project outcomes.
- Professional and administrative staff within and outside the Branch - Daily - Manage work functions

related to program areas including but not limited to the Immunization Unit, Communicable Diseases Unit, Health Information Systems Division, Privacy and Security Unit, Information Management Unit, Office of the Chief Medical Officer of Health, and Public Health Compliance.

External

- Alberta Health Services (AHS) - weekly - Consult on the development and implementation of strategies, ensuring alignment with healthcare delivery systems.
- Public Health Agency of Canada (PHAC) - bi-monthly - Inter-provincial coordination of reporting data.
- Alberta Precisions Laboratory - weekly - Consultation on data elements and requirements for submission.
- Vendors ; including IBM Collaborate on system development, integration, management, and modernization efforts.
- Other government departments - as necessary - Seek direction and guidance on strategies that impact cross-departmental initiatives.
- Expert consultation for the department, provincially and nationally - Provide specialized knowledge and insights for departmental projects at provincial and national levels.
- National working groups and advisory committees. As necessary. Participate in discussions to shape national policies and practices relevant to public health information systems.

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:

Public Health / Computer Science / Health Informatics / Epidemiology

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

Skills

Project Management

- Excellent project management skills and ability to step into the project manager role in various stages of the project management life cycle.
- Experience in managing and directing complex and concurrent projects or programs.
- Ability to manage resources, time, work, and stress under pressure and high demands.
- Ability to manage and respond to change and facilitate change management strategies for other staff.
- Ability to ensure that activities are completed within specified timelines and that deliverables are of high quality.
- Ability to manage resources and analyze issues within those resources with minimal guidance.
- Ability to analyze issues, identify gaps, and generate options/solutions.

Coordination and Consultation

- Excellent coordination, consultation, negotiation/mediation, and facilitation skills.
- Ability to provide leadership and guidance to internal staff and stakeholders, foster the development of new initiatives or coalitions, launch them and work to sustain them.
- Ability to collaborate with the business, procurement, privacy/security, and IM/IT resources to ensure all aspects of the Project are aligned and integrated.
- Considerable progressively responsible health-related experience, including demonstrated experience managing projects involving internal and external stakeholders.

Analytical and Strategic Thinking

- Excellent analytical, critical analysis, strategic thinking, and information synthesis skills.

- Demonstrated experience in strategic planning and systems thinking.
- Ability to be flexible to respond to ad hoc, emerging issues, and shifting priorities.
- Ability to respond to data audits, data cleansing, and conversion strategies.
- Demonstration of creative and innovative approaches.

Communication

- Excellent interpersonal skills - verbal communication, leadership, and teamwork.
- Excellent written communication and editorial skills.

Knowledge -Information System, IT and and Public Health

- Experience in the development, reviewing, streamlining, and updating of project documents, including:
 - Vendor integration documents and processes
 - Business/functional requirements
 - Technical requirements
 - Data standards
 - Data mapping to the Imm/ARI Project Data Dictionary
 - HL7 messaging standards
- Knowledge of Public Health concepts and guidelines.
- Extensive knowledge of project management approaches; project/program planning, development, administration, and operation.
- Good understanding of contract development and management including the development of Requests for Proposal.
- Knowledge of organizational leadership and management.
- Knowledge of political/government structures and decision-making processes.

Policies and Regulations

- Good knowledge of the Public Health Act and Health Information Act.
- Knowledge of political/government structures and decision-making processes.
- Knowledge of developing contract requirements and requests for proposals.

Stakeholder Relations

- Familiarity with the work of various stakeholders, including health and non-health sector groups, as well as government and non-government stakeholders.
- Experience with creating primary impact assessments.

Security and Privacy

- Support the development of security and privacy documents (external and internal).
- Experience with developing contract requirements and requests for proposals.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Understands the impacts of and anticipates pinch points and problem areas of operationalization of changes and works with stakeholders to plan for and mitigate problems.

Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	<p>Works collaboratively with others to quickly identify and understand problems and provide timely solutions to problems. Addresses issues with openness and willingness to find a solution to support the policy and data requirements.</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"> • 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 • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>Reviews a broad and variety of IT system approaches, understands risks of change and anticipates next steps, should problems arise. Ability to shift when faced with technical difficulties.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	<p>Develops relationships across Alberta Health, AHS and FNIHB, as well as other government ministries where applicable. Follows through on committed actions, listens with the intent of understanding.</p>
	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>		

Benchmarks

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

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