Update

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Business Analyst

Current Class

Program Services 4

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:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Senior Business Analyst (SBA) plays a crucial role in the Business Supports unit within the Licensing and Compliance Monitoring Branch (LCMB). The ongoing transformation of the Continuing Care system in Alberta and the expansion of regulatory compliance monitoring and enforcement prompts the need to change current practices. The SBA will be able to analyze the current compliance monitoring and

enforcement processes and suggest new innovative solutions or IT applications, maximizing the use of the government and AH resources, to improve the quality of reporting, documentation, and data collection.

The SBA supports the OPR in designing the branch's internal and external reporting framework and generating compliance and system performance reports and data sets.
The SBA oversees the development and administration of the public reporting web page (Continuing Care Inspection, Audit, and Visit Results), which publishes compliance information and data in real-time from ASTRAL.

This role manages new development and control activities related to new or changing program initiatives from a business perspective, ensuring business products and targets are achieved. Where a technology solution is envisioned, the Business Analyst ensures that the systems support business operates in a manner that meets both policy and user needs. This includes identifying requirements, designing alternative solutions, planning resource needs and implementing effective and efficient business processes to support business functions.

A critical responsibility of this position is to identify and manage the impacts to branch staff due to the introduction of new tools and processes. The SBA develops and implements change management strategies and procedures while maintaining effective working relationships across government departments, with other levels of government, and external business interest groups to design and deliver effective solutions. The SBA is responsible to maintain data flow and information management activities.

The SBA works in a complex environment where the program is governed by several legislated Acts and their subsequent regulations. This position is responsible for the sharing of knowledge and information management of the program's legislation, policies, data, reports, and alignment of business processes and IT solutions.

The SBA contributes to the development of the branch's programs, including but not limited to policies, procedures, data, analysis, reporting, form development, and technical supports to the Accommodation Standards Tracking and Licensing (ASTRAL) system and other systems integrated with ASTRAL such as an imaging platform and Facility Registry.

This position is not new; it is to replace the incumbent who had resigned.

Responsibilities

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

1. SYSTEM DESIGN, DEVELOPMENT, AND MAINTENANCE
· Provide guidance and direction on effective management and operationalization of branch application systems from development to implementation.
· Consult with other units to set priorities for branch IT development based on operational needs and budget allocations.
· Lead the development and implementation of an electronic business strategy for the branch with a focus of integrating technology with business processes to maximize business efficiencies moving to a paperless environment (including electronic forms, mobile equipment, and imaging records).
· Plan and manage enhancements and maintenance of an automated IT system for tracking and reporting of data in ASTRAL to ensure smooth operation of the production environment.
· Manage the design, development, testing, and implementation of the Public Reporting system to ensure the needs of internal and external users are met and the system is continuously improved based on objectives.
· Coordinate with business areas, technical experts, and external IT service providers in managing and delivering effective IT solutions.
· Authorize access privileges for users of the application systems and others in the department that require and will benefit from having access to the application systems and information.

· Ensure effective training materials are available and that ongoing training and support are provided to system users.
· Ensure information safety and security measures are implemented and monitored according to the Government of Alberta policies and procedures.
· Verify that all deployed data collection solutions are in compliance with provincial and federal acts and regulations and adhere to the Government of Alberta's internal policies and procedures.

2. STANDARD OPERATING PROCEDURES REVIEW, DESIGN AND AMENDMENTS
· Draft standard operating procedures (SOPs), guidebooks, user manuals and other documentation to support the implementation of deployed solutions and systems.
· Maintain system and process documentation and develop internal communications. Liaise with operational team members to amend existing processes and pilot them before implementation.
· Prepare briefing notes, speaking notes, or PowerPoint presentations for proposed operational policy changes.
· Conduct issue-related research and inter-provincial regulatory comparisons to determine appropriate options and solutions.
· Recommend the appropriate course of action to management for approval.

3. INFORMATION MANAGEMENT, DATA ANALYSIS, AND REPORTING
· Establish a consistent, effective, and unified system of information management and document storage processes for the branch and develop an updated map to easily find or store files and documents in a timely manner.
· Determine the technical requirements for data collection and reporting needs.
· Ensure accurate and timely information is collected and reports are accurate and useful in determining trends in licensing, caseloads, and standards for business planning and reporting.
· Generate regular and ad hoc analysis and summary reports to facilitate evidence-based decision-making for leadership and management staff.
· Automate regular reporting and data uploads from external stakeholders.
· Design, establish, and maintain SharePoint sites and other data sharing platforms for the branch.
· Ensure information is collected and stored according to policy and procedures and records retention schedule.

4. OPERATIONAL BUSINESS PLAN AND DEVELOPMENT PROJECTS
· Support the unit's manager to draft branch initiatives, business continuity plans and operational business plans.
· Identify the business requirements documents, key stakeholders, and implementation plans that define or recommend direction, and identify issues or risks to allow for successful implementation of new projects or initiatives.
· Lead project teams in the planning and implementation of assigned projects.
· Provide IT technical consultation to staff and management teams.
· Facilitate meetings and working groups with internal and external representatives to reach mutually agreeable objectives for example, data collection and reporting.
· Apprise/evaluate business requirements and analysis and propose a recommended course of action.

5. LEAD BUSINESS ANALYSIS PROJECTS
· Contribute and consult on special task groups and provide constructive feedback and direction to ensure project expectations and timelines are met.
· Propose and realize data and business analysis projects with branch staff and management.

Problem Solving

Typical problems solved:

The Licensing and Compliance Monitoring Branch is operational with limited business support to meet the growing needs of compliance reporting, information management, risk assessment and innovative solutions to increase unit efficiency and effectiveness. This position reports to the Manager, providing technical support to the entire branch operations.

The SBA will work closely with a team of operational policy consultants, other business analysts, health compliance officers, inspectors, complaints investigators, and licensing processors to identify emerging system issues or areas of improvement and propose new solutions, amendments to the current system, or training programs to maximize the efficient use of the government resources.

The majority of problems the SBA routinely faces will be related to the ASTRAL system in troubleshooting, reporting, queries, and adjustments of current applications to meet operational demands to document and monitor compliance with the Continuing Care and Accommodations standards and legislation.

Additionally, the SBA will lead development projects related to public reporting and address leadership reporting requests. The SBA will liaise with internal and external stakeholders to guarantee data quality and facilitate data sharing. The SBA will lead the branch's efforts to comply with FOIP requests in a timely manner.

Types of guidance available for problem solving:

The branch leadership team will guide the direction of LCMB programs and set the expectations; then, the SBA will work independently to analyze existing issues and challenges, forecast risks and problems, and propose practical solutions to leadership for approval.

The SBA will communicate with Service Alberta, developers, the Division of Health Information Systems, FOIP and Health Information unit to receive guidance on the best practical options that adhere to the Government of Alberta and Alberta Health policies and procedures.

The SBA will receive guidance from the operational policy consultants and other managers when needed.

Direct or indirect impacts of decisions:

Direct:
- The SBA decisions will directly impact all units/staff of the LCMB as all of them will be using the IT solutions the SBA is responsible for maintaining and troubleshooting.

Indirect:
- Continuing Care and Accommodation Facility Operators
- Continuing Care Branch
- Service Alberta contracted developers
- Alberta Health Services
- Other Alberta Health branches and leadership

Key Relationships

Major stakeholders and purpose of interactions:

INTERNAL:
Daily: Direct Team and Health Compliance Consultants
Regularly: Management and Senior Management Teams, Other Ministry Branches (Facility Planning, Continuing Care, Health Analytics)
Occasionally: Communication, FOIP, Legal, and Service Alberta

EXTERNAL:
Regularly: Alberta Health Services, Other Ministries
Occasionally: Vendors and Developers

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:

Related programs (e.g. Computer Sciences, Software Engineering, Health Information Systems, etc.)

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

The Senior Business Analyst role requires sound business knowledge combined with well developed skills and knowledge of the technical components, tools and processes.

The primary knowledge, skills and abilities required are:
- Strong analytical ability, data interpretation and problem-solving skills.
- Advanced Microsoft Excel training and skills.
- Strong data analysis skills and visualization using Excel, SAS, PowerBI, and SQL.
- Statistical analysis and working with large, complex databases.
- Experience in envisioning new Information Technology Systems Management applications, Software as a Service (SaaS) and Customer Relationship Management (CRM) solutions, Microsoft Power Platforms, and Microsoft Dynamics 365.
- Ability to research issues accurately to identify and solve problems.
- Strong knowledge and understanding of the Alberta Health business plan and objectives.
- Strong knowledge of change management, systems development and information management methodologies.
- Solid knowledge of the governing legislation, policies and related business applications that support the branch's activities.
- Strong interpersonal skills with a focus on customer service.
- Project planning, monitoring and management skills, with a focus on process design and transition management.
- High level of motivation, creativity and initiative.
- Ability to recognize and deal accordingly with potential political issues.
- Ability to interpret legislation and internal regulations.
- Strategic perspective - ability to identify outcomes and impacts.
- Comprehensive knowledge of the Continuing Care Act and regulations, Accommodation Standards and the Continuing Care Health Service Standards.
- Strong MS office software skills
- Excellent communication skills, both written and oral, including strong presentation skills.

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
Creative Problem Solving	○ ○ ○ ◉ ○	Works in open teams to share ideas and process issues: • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization	• Asks questions to get a deeper understanding of the present issue. • 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. • Explores different methods in how work is completed, with a goal to achieving more efficient and effective outcomes in line with priorities. • Introduce practical solutions within the alloted budget, time, and resources.
Systems Thinking	○ ○ ○ ◉ ○	Integrates broader context into planning:	• Able to integrate multiple priorities,

		• Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress	contexts and activities to understand and identify how they inter-relate and apply that thinking approach to all policy work. • Proactively continues to build that integration to respond as changes happen, adjusting plans to accommodate new information. • Considers how own work impacts the work of others and team success and how the various pieces of work can and must intersect with each other and ideally enable each other. Observes how the work of others impacts own work. • Identifies key factors in a complex problem, associating seemingly unrelated information in order to analyze a situation and simplify it for others.
Agility	○ ○ ○ ◉ ○	Proactively incorporates change into processes: • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices	• Uses common sense, technical knowledge and past experiences to approach ambiguous problems and make effective recommendations and/or decisions. • Asks questions, seeks clarification and assesses how things will be different when change is introduced or anticipated. • Sees the need and readily steps into co-workers tasks to help out when needed. • Is open to new or diverse ideas, and to doing things in a new way. • Proactively adjusts as new information arises and priorities shift, to respond to those rather

		than awaiting direction to do so.
Drive for Results	○ ○ ○ ◉ ○	Works to remove barriers to outcomes, sticking to principles: • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission	• Sets goals and prioritizes work to accomplish them. Follows through on duties and tasks and reports on progress. • Acknowledges areas where expectations about own service delivery, performance or interpersonal interactions are not met and takes corrective action. • Proactively provides suggestions and actions.
Build Collaborative Environments	○ ○ ○ ◉ ○	Involves a wide group of stakeholders when working on outcomes: • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes	• Contributes positively to the team and across stakeholders (as possible) by actively sharing information, listening, accepting and integrating others' points of view in an open, honest and non-defensive way. • Recognizes when there is 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.