

## New

Ministry

Health

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Health Compliance Officer

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

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:

The Health Compliance Officer (HCO) is a critical role within the Licensing and Compliance Monitoring Branch (LCMB), reporting directly to the Home and Community Care Compliance Manager. This position is essential for ensuring that continuing care (CC) services provided to Albertans comply with the *Continuing Care Act*, its regulations, and the associated standards. Business priorities require the position to conduct work independently to function within an audit team and/or lead a project management role. The HCO is specifically focused on the quality and safety of care provided to clients in home and community settings, where the risk of non-compliance can directly impact the health and well-being of some of the most vulnerable populations.

As a designated inspector under Section 18(1) of *the Continuing Care Act*, the HCO has the legislative authority to conduct inspections, audits, and investigations to enforce compliance with the Act. The primary objective of this role is to ensure that all care provided under the LCMB meets the highest standards of practice as mandated by law, protecting clients' rights and ensuring their safety.

The HCO's responsibilities include monitoring the delivery of care services, assessing compliance with legal and regulatory requirements, and providing expert guidance to service providers on how to meet these standards. This role is vital for maintaining public trust in the care provided to CC residents and clients, ensuring that the services they receive are not only compliant but also of high quality, safe, and effective.

The HCO contributes to the overall mission of the Alberta Health and the Licensing and Compliance Monitoring Branch by upholding the principles of accountability, transparency, and continuous improvement in Alberta's home and community care sector.

By reporting to the Health Compliance Manager, the HCO plays a key role in executing the strategic goals of the LCMB ensuring that the program's objectives are met through rigorous enforcement of the Continuing Care Act and through proactive engagement with stakeholders. The HCO's work ensures that all aspects of care delivery are scrutinized and that any deficiencies are promptly addressed, thus safeguarding the well-being of CC residents and clients across Alberta.

## Responsibilities

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

### 1- COMPLIANCE MONITORING AND INSPECTION

- **Enforce Compliance with *the Continuing Care Act*:** As a designated inspector under Section 18(1) of the *Continuing Care Act*, the HCO is empowered to monitor and enforce compliance with the Act, its regulations, and the associated standards. This includes conducting thorough inspections of home and community care service providers to ensure adherence to legal requirements.
- **Conduct On-Site Inspections:** The HCO performs detailed on-site inspections of home and community care offices, continuing care homes, and consented clients' homes, focusing on compliance with the Continuing Care Healthcare Services Standards (CCHSS) and Infection Prevention and Control (IPC) standards, and other relevant regulations. These inspections involve assessing care environments, reviewing care plans, and evaluating staff practices to ensure compliance.
- **Perform Risk-Based Audits:** The HCO conducts audits designed to identify areas of non-compliance and potential risks within service providers' operations. This involves analyzing clinical practices, reviewing documentation, and assessing the effectiveness of care delivery processes. The HCO's findings inform decisions on whether corrective actions are needed to bring providers into compliance with the Act.
- **Investigate Complaints:** The HCO is responsible for investigating complaints reported by clients, families, or other stakeholders. This involves determining whether violations of *the Continuing Care Act* or its regulations have occurred, documenting findings, and recommending necessary enforcement or corrective actions.
- **Duty to Notify Compliance:** The HCO plays a crucial role in ensuring compliance with the "duty to notify" requirements outlined in *the Continuing Care Act* and its regulations. Continuing care service providers and operators are legally required to report any serious event or incident that has occurred or has the potential to occur. The HCO is responsible for reviewing and investigating these Duty to Notify reports, which include incidents such as serious harm to clients, extensive damage to facilities, unplanned activation of contingency plans, and other significant events. The HCO must assess the severity of the reported events, determine whether the provider's response was appropriate, and ensure that any necessary follow-up actions are implemented.
- **Prepare Comprehensive Reports:** After completing inspections, audits, or investigations, the HCO prepares detailed reports that outline findings, identify non-compliance issues, and provide evidence-based recommendations for corrective actions. These reports are essential for maintaining accountability and ensuring that service providers meet their legal obligations under the Act.

### 2- CLINICAL EXPERTISE AND TECHNICAL GUIDANCE

- The HCO uses their clinical expertise to assess whether the care provided in home and community settings meets the standards set forth in *the Continuing Care Act* and associated regulations. This includes, among other things, evaluating the adequacy of infection prevention measures, care plans, and overall service quality.
- The HCO, serve as a Subject Matter Expert or acts as a technical advisor within the LCMB providing

guidance on interpreting and applying *the Continuing Care Act*, its regulations, and associated standards. This expertise ensures that both compliance officers and service providers understand their legal obligations and the standards they must meet. The HCO exercises tact and diplomacy when communicating with staff, clients, families, and operators when participating on and or leading committees.

- The HCO performs research related to Continuing Care and Infection Prevention and Control (IPC) compliance standards. This research is crucial for identifying best practices, emerging trends, and areas where current standards may need to be updated or revised. The HCO contributes to the development of policy and program guidelines that align with the latest research findings and regulatory requirements, ensuring that the LCMB remains at the forefront of compliance and care quality.
- Based on their research and expertise, the HCO prepares comprehensive reports that inform the development of new policies, revisions to existing standards, and strategies for improving compliance. The HCO also develops educational materials and resources for service providers, helping them understand and implement the standards effectively.
- The HCO plays an active role in committees and working groups focused on the implementation and review of Continuing Care and IPC standards. By participating in these committees, the HCO ensures that the standards are practical, evidence-based, and responsive to the needs of both service providers and clients. Their involvement in these groups helps shape the direction of policy and standard development, contributing to the continuous improvement of care services across Alberta.
- The HCO may also be responsible for training and mentoring service providers' staff, ensuring they have a thorough understanding of *the Continuing Care Act*, as well as the skills needed to effectively monitor and enforce compliance. This includes leading training sessions and offering ongoing support to enhance the service providers' capabilities.

### 3- STAKEHOLDER ENGAGEMENT AND SUPPORT

- The HCO works closely with home and community care service providers to help them understand and comply with the Continuing Care Act and its regulations. This collaboration often involves developing and overseeing corrective action plans to address identified non-compliance issues.
- The HCO addresses concerns raised by clients and their families, ensuring that their rights under the *Continuing Care Act* are protected. This involves explaining the findings of inspections or investigations and ensuring that any necessary corrective actions are implemented to safeguard client safety.
- The HCO may engage with a variety of stakeholders, including other government agencies and healthcare organizations, to ensure that compliance efforts are aligned with broader provincial health policies. This collaboration is essential for promoting consistent enforcement of *the Continuing Care Act* across Alberta.

### 4- DOCUMENTATION AND REPORTING

- The HCO ensures that all inspections, audits, and investigations are thoroughly documented in compliance with the LCMB operational policies and program manual. This includes maintaining detailed records of findings, enforcement actions, and communications with stakeholders.
- The HCO contributes to the development and refinement of compliance monitoring tools and protocols that are consistent with *the Continuing Care Act*. These tools are designed to enhance the effectiveness of the inspection process and ensure that compliance officers have the resources they need to enforce the law.
- The HCO regularly reports to the Home and Community Care Compliance Manager/Director, providing updates on compliance activities, emerging risks, and enforcement outcomes. These

updates are crucial for informing strategic decisions and ensuring that the program remains aligned with the requirements of the *Continuing Care Act*.

## 5- CONTINUOUS IMPROVEMENT AND PROFESSIONAL DEVELOPMENT

- The HCO is committed to ongoing professional development, staying current with changes to *the Continuing Care Act*, its regulations, and best practices in compliance monitoring. This ensures that the HCO remains fully informed and capable of enforcing the latest standards.
- The HCO proactively identifies opportunities to improve the LCMB's compliance monitoring processes, ensuring that they remain effective and responsive to changes in legislation or industry practices. This includes reviewing the effectiveness of enforcement actions and suggesting improvements.
- The HCO supports the training and development of other compliance officers and service providers, sharing their expertise in *the Continuing Care Act* and best practices for compliance. This includes leading training sessions and contributing to the development of educational materials.

### Problem Solving

Typical problems solved:

- The HCO regularly identifies and addresses non-compliance issues within home and community care settings. This involves determining whether service providers meet the requirements of the *Continuing Care Act*, its regulations, and standards. The HCO must assess situations where care delivery may fall short, decide on corrective actions, and enforce compliance to ensure the safety and well-being of clients.
- The HCO is tasked with investigating complaints from clients, families, and other stakeholders, as well as reviewing incidents reported under the Duty to Notify provisions. These investigations require the HCO to evaluate the seriousness of the situation, identify any violations, and recommend or enforce actions to resolve the issues and prevent future occurrences.
- The HCO frequently encounters complex and sometimes ambiguous situations and the application of regulations within *the Continuing Care Act*. The HCO must seek and interpretation of these regulations/standards and apply them in diverse care settings, ensuring that all actions taken are compliant with the law and uphold the standards expected of service providers.

Types of guidance available for problem solving:

- The HCO relies on *the Continuing Care Act*, its regulations, and the associated standards as the primary sources of guidance when addressing compliance issues. These documents provide a legal framework that the HCO must follow when conducting inspections, audits, and investigations.
- The HCO also uses the Licensing and Compliance Monitoring Branch (LCMB) operational policies and program manuals as practical guides for carrying out day-to-day responsibilities. These resources offer detailed procedures and protocols for enforcing compliance and managing reports.
- The HCO receives direction and support from the Health Compliance Manager/Director, who provides additional guidance on complex or unprecedented situations. The HCO may also consult with legal advisors or senior management for advice on interpreting regulations or handling particularly challenging cases.
- The HCO has access to a network of subject matter experts within the branch and division, including teams in the Investigations Unit, Licensing Office, Operational Policy and Reporting Units, and Home and Community Care Policy Unit. These experts provide specialized knowledge and support, helping the HCO navigate complex issues, interpret regulations accurately, and apply best practices in compliance monitoring and enforcement.

Direct or indirect impacts of decisions:

**Direct Impact:**

The decisions made by the HCO have a direct impact on the quality of care provided to clients in home and community settings. By ensuring compliance with *the Continuing Care Act*, the HCO plays a crucial role in safeguarding client health, safety, and rights. Immediate outcomes of the HCO's decisions include the enforcement of corrective actions, improvement of care practices, and the prevention of harm to clients.

**Indirect Impact:**

The HCO's work also has broader implications for the credibility and accountability of Alberta's home and community care system. Effective compliance monitoring and enforcement contribute to public trust in the care provided across the province. Additionally, the HCO's contributions to policy development and standard-setting influence long-term improvements in the quality and consistency of care services, benefiting the entire sector.

**Key Relationships**

Major stakeholders and purpose of interactions:

**Internal:**

Health Compliance Manager, Directors of CC Inspection Programs, Policy and Clinical Advisors of the Continuing Care Branch, Other Health Compliance Officers, Managers and Staff of the Licensing and Compliance Monitoring Branch, and Admin Teams.

**External:**

Home and Community Care Providers; Alberta Health Services; Alberta Blue Cross; CC Residents and Clients and their Families; Seniors, Community, and Social Services; Industry Association and Advocacy Groups; Other Government Entities.

**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:

A University Degree in Nursing, Social Work, Gerontology, or related field

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

**Required:**

- Minimum of 4 years of relevant experience in continuing care, or case management, or a minimum of 6 years of related experience with a diploma in nursing, social work, gerontology or a related field.
- Must be regulated member of the appropriate college, if required by the Health Professions Act.
- Strong knowledge of continuing care standards, relevant legislation, and regulatory frameworks in Alberta.
- A valid driver's license with the ability to travel across Alberta as required

**Preferences:**

- Minimum of 6 years of clinical work experience in healthcare.
- Minimum of 3 years compliance monitoring, regulatory enforcement, quality assurance, or a related field, preferably within the healthcare or home and community care services.
- Strong knowledge of other relevant legislation, such as the *Health Information Act*, *Protection for Persons in Care Act*, and IPC standards, is also essential
- Experience in developing and delivering training programs or workshops.
- Strong written and verbal communication skills, with the ability to engage with a wide range of stakeholders, including service providers, clients, and government entities.

**Assets:**

- Advanced degree or certification in Gerontology, Social Work, Public Health, Health Administration or a related field.
- Completion of the Foundations of Administrative Justice courses.
- National Certified Investigator and Inspector or completion of an equivalent program
- In-depth knowledge of Alberta's healthcare delivery system, particularly in the context of home and community care.

- Certification in Infection Prevention and Control (IPC)
- Experience working in environments where complaint resolution, administrative fairness, and natural justice principles are applied.

### 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"/>	<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>	<p>The HCO evaluates how compliance with the CCA and associated standards not only impacts immediate service delivery but also contributes to the long-term goals of improving care quality for Albertans.</p> <p>The HCO anticipates outcomes of enforcement actions and considers stakeholder perspectives, such as service providers, clients, and families, when making decisions that align with Alberta Public Service (APS) values and goals.</p>
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>The HCO regularly encounters complex compliance issues and must engage with multiple perspectives to understand the root causes of non-compliance.</p> <p>By employing resources from various areas and engaging others in brainstorming and idea generation, the HCO finds innovative solutions to improve the compliance process while addressing potential risks.</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</li> </ul>	<p>The HCO proactively identifies when changes in standard operating procedures or care standards are needed and supports service providers through these transitions.</p>

		<p>impact of changes</p> <ul style="list-style-type: none"> <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>The HCO anticipates potential resistance or emotional responses from service providers and clients, mitigating these by explaining the impact of changes, providing clear communication, and staying focused on the goal of improving care quality</p> <p>When unforeseen obstacles arise, the HCO quickly adapts, makes decisions in uncertain situations, and creates contingency plans to ensure continuity in care monitoring and compliance enforcement.</p>
<p>Build Collaborative Environments</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<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 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>	<p>The HCO works closely with various stakeholders, including service providers, other government agencies, and health care organizations. They anticipate and address conflicts by facilitating open communication and encouraging collaboration. For example, the HCO might lead discussions between service providers and regulatory bodies to eliminate barriers to compliance and foster a shared commitment to care quality.</p>
<p>Drive for Results</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<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</li> </ul>	<p>The HCO takes ownership of ensuring that compliance inspections and audits meet the required standards and are completed within timelines.</p> <p>The HCO is committed to achieving outcomes that are in the best interest of Albertans, even if it requires overcoming</p>

		direction	<p>initial resistance or complex challenges.</p> <p>The HCO ensures alignment with Alberta Health direction by maintaining focus on long-term care improvement goals while addressing immediate compliance concerns.</p>
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**Benchmarks**

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

**Assign**

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

\_\_\_\_\_

Employee Name

\_\_\_\_\_

Date yyyy-mm-dd

\_\_\_\_\_

Employee Signature

\_\_\_\_\_

Supervisor / Manager Name

\_\_\_\_\_

Date yyyy-mm-dd

\_\_\_\_\_

Supervisor / Manager Signature