

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Requested 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**Job Purpose and Organizational Context**

Why the job exists:

The Regulatory Officer role exists to protect Albertans affected by the deadly disease of addiction by engaging in timely compliance and monitoring through education and enforcement of governing legislation, including the Mental Health Services Act (MHSPA), the Mental Health Services Regulation (MHSPR) and associated standards.

Compliance with legislation is monitored and remedial action is encouraged through inspections, investigations, inspector orders, administrative penalties, and other measures using a firm, fair and flexible framework.

. A Regulatory Officer has delegated authority as Inspector under the MHSPA and operates within a policy framework that is legislative and regulated.

. This position is responsible to ensure that consistent interpretation, application and enforcement of legislation results in administratively fair practice.

. This position is multi-dimensional; having responsibility for consultation, co-ordination, monitoring, and

enforcement expectations outlined within the MHSPA, reporting to a Manager of the Compliance and Monitoring Unit within the Regulatory Compliance and Data Stewardship Branch.

.Represents the “front line” face of the Ministry to stakeholders and is critical to the ongoing development of the Ministry’s response to the deadly disease of addiction.

.The Regulatory Officer works with and coordinates the complex needs and capabilities of various service providers and stakeholders including intra-governmental and collateral authority collaboration, social agencies, and the general public.

.The Regulatory Officer is responsible for complaint intake, investigations, including the preparation of comprehensive reports outlining factual findings and analysis, and enforcement actions according to delegated authority.

Responsibilities

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

1. Responsible for administration of delegated authority under MHSPA
 - . Develop, manage, and maintain collaborative relationships with service providers.
 - . Monitor compliance of service providers providing residential addiction treatment services (RAT) under the Act.
 - . Assist in the monitoring of Supervised Consumption services (SCS), Narcotic transition services (NTS), and Psychedelic Drug Treatment services (PDTS) under the MHSPR.
 - . Lead inspections for new and existing facilities providing RAT Services.
 - . Assist in the inspection of facilities providing to SCS, NTS, and PDTS programs.
 - . Identify deficiencies with service providers, determine follow up action, and negotiate time frames for compliance.
 - . Issue Inspectors Orders.
 - . Make recommendations to the Director regarding issuing administrative penalties as appropriate.
 - . Lead investigations into allegations of service providers operating illegally without a licence and use enforcement actions if required.
 - . Provide information to prospective and existing service providers and the general public pertaining to the MHSPA, MHSPR, and associated standards.
 - . Receive licensing applications and determine licensing requirements of prospective service providers (RATS, NTS, SCS and PDTS). Once licensing is determined, conduct consultations on the licensing application process, requirements, and the initial inspection process.
 - . Liaise with other government departments to access collateral authority information and to co-ordinate inspections, reviews and monitoring activities, reducing red tape and administrative burden on providers.
 - . Where appropriate, develop shared methodologies, inspect jointly, and problem solve contentious cases with collateral authorities.
 - . Provide support for service providers to address deficiencies and recommend areas of improvement through observed best practices.
 - . Receive allegations from the general public where a service provider may be in contravention of the MHSPA, MHSPR, and four sets of standards including operating without a licence.
 - . Review and respond to any alleged contraventions of the MHSPA including leading investigations and providing written correspondence to the complainant.
 - . Complete documentation review, interview service provider facility representatives, and clients to collect evidence in order to make administratively fair decisions and take corresponding actions.
 - . Assist in preparing appeal packages, Information to Obtain (I.T.O), execute a warrant, represent the department at fatality inquiries and appeals, and other legal processes as required.
 - . Promote quality assurance/continuous improvement with service providers.
 - . Respond to Action Requests (AR) and initiate Briefing Notes (BN) by drafting, reviewing, and editing content for decision making and communications of ministry executive leadership.
 - . Protect the privacy of individuals by adhering to the Freedom of Information, Protection of Privacy Act, Health Information Act, and Protections for Persons in Care Act.
 - . Review Duty to Notify reports to determine safety risks, identify trends and message up same for ministry decision making.
2. Participate in continuous improvement activities designed to move the Compliance and Monitoring (CAM) Unit forward.

- . Identify challenges, trends, and resolutions facing service providers and provide provincial perspective.
 - . Participate on committees and working groups to provide expertise related to the Regulatory Officer's role, legislation, standards.
 - . Provide significant contribution towards updating of policies and processes as part of existing programs, as well as the creation of new programs CAM may develop to achieve the Ministry's strategic objectives.
 - . Responsible for knowledge transfer about innovative and creative solutions to standards compliance and enforcement.
 - . Act as a key support in the orientation and training of new staff
 - .Introduce safety protocols for new inspectors and their well-being when carrying out on-site inspection/investigation visits.
 - .Assist new staff in the use of standard operating procedures (SOP's); answer staff questions on applying SOPs to actual work.
 - .Provide ongoing peer support when needed.
 - . Seek out professional development, furthering CAM's capacity and ability to contribute to the Ministry's strategic, long term goals.
 - . Remain current and informed on developments and best practices when responding to the deadly disease of addiction.
 - . Continual application of analytical, research and problem solving skills to achieve productive successful outcomes.
 - . Plan and manage inspection and investigation schedule, travel budget, risks, and scope.
3. Provides analytical and pertinent information to management and others on merging and/or critical issues within the Regulatory Officer's purview.
- . Prepare concise and thorough inspection and investigation reports along with letters of deficiencies.
 - . Build rapport with collateral authorities, service providers, and the community.
 - . Policy interpretation and guidance to internal and external stakeholders and provide leadership with recommendations as part of program improvement.
 - . Alert management of legislative barriers, and current issues within a location or community.
 - . Share information collected and reported so it can be used in research and identification of current and future trends in this complex sector and can impact future policy direction at a system level.
 - . Act as a source of knowledge and resources to other collaborative authorities in regard to this emerging/changing area of service.
 - . Provide program management advice for improvement to the licensing process based on professional judgment and expertise.
4. Community/Stakeholder Development:
- . Develop and maintain positive stakeholder relationships.
 - . Participates with stakeholders, who have requested services, to ensure adequate levels of oversight/ accountability are embedded in outcomes.
 - . Promotes professional conduct, sensitivity and demonstrate leadership attributes when dealing with the public (i.e., GOA values of Respect, Integrity, Accountability and Excellence).
 - . Update stakeholders about new methods, presentations, initiatives of CAM through in person, on-line meetings or through communications from CAM.

Problem Solving

Typical problems solved:

The Regulatory Officer carries out four distinct but not necessarily complementary roles: consulting, education, monitoring, and enforcement. Typical problem solving for this position includes:

- . Determine submitted documents required for RATS, SCS, PDTs, and NTS licencing are appropriate based on the services offered, municipal location of facilities, provincial and federal law.
- . Determine service providers' adherence to the MHSPA, MHSPR, and standards; identify areas of deficiency and determine if submitted evidence meets the prescribed requirements and therefore is rectify the deficiency.

- Determine if concerns brought forward by service providers, stakeholders and general public fall within the MHSPA, MHSPR and standards scope of authority and jurisdiction, determining when an investigation is warranted.
- When complaints are not in scope, determine which collateral authority has jurisdiction and provide referral.
- When complex compliance issues arise, provide possible solutions to leadership while weighing possible implications, outcomes and unintended consequences.
- As situations arise, apply a high level of interpersonal skills to deescalate tense situations and educate service providers, stakeholders, and the public on licensing, regulatory, and enforcement requirements.

Types of guidance available for problem solving:

With guidance available from a CAM Manager, and relevant policies and procedures, the Regulatory Officer is supported in decision making, enforcement action, and licensing recommendations. Within the unit, Regulatory Officer's work together with their managers, AMHCOs and other CAM staff, to determine the best course of action in unique and complex situations.

Direct or indirect impacts of decisions:

1. The actions taken and recommendations made by the Regulatory Officer have the potential to directly impact outcomes for clients and the livelihood of service providers including:
 - Stopping a service provider from being able to offer services or accepting new clients, potentially resulting in significant financial loss for the provider.
 - Restricting the service providers ability to offer certain services may result in a population having limited or no immediate access to addictions treatment services.
 - Support the relocation of clients if a service provider is being told to cease offering services.
 - Making recommendations regarding the issuance of administrative penalties may have significant financial impacts for the service provider.
 - Licensing recommendations can result in service providers being unable to temporarily or long term provide some or all services which have a financial impact on service providers and the availability of services for Albertans.
2. Enforcement decisions taken or recommended by the Regulatory Officer may indirectly impact the health, financial security, and mental wellbeing of the employees working for a service provider as their employment may be paused or terminated.
3. Enforcement decisions or recommendations by the Regulatory Officer may indirectly impact the wellbeing of Albertans seeking addiction services.
4. This position must be sensitive to the complexity, the application of ethics and interdisciplinary nature of the issues. Failure to do so could result in the escalation of conflict, political repercussions and strained relations between stakeholders and the department.

Key Relationships

Major stakeholders and purpose of interactions:

1. Ministry - Regulatory Compliance and Data Stewardship Branch representatives - Working with Data team towards ensuring ministry has the data it needs to make informed, system level decisions.
2. First Nations Bands - Regarding facilities located on reserve land.
3. Alberta Health Services - information pertaining to monitoring/investigation visits and funding.
4. Collateral Authorities - clarification, consensus, referral, support related to specific authority legislation.
5. Professional Colleges - verification for requirements of service providers' staff.
6. Provincial Crown Prosecutor's Office / Alberta Justice and Solicitor General - law enforcement, court orders, and warrants when needed.
7. Service Providers providing RAT, SCS, PDTs, or NTS services without a license.
8. Service providers of RAT, SCS, PDTs, and NTS - completion of monitoring, investigation, and licensing activities.

9. Compliance and Monitoring Unit - support, interpretation, direction, staff meetings.
10. The public as it relates to complaints.
11. Legislation and Community Partnership Branch related to the continuous improvement of the MHSPA, MHSPR and associated standards

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Applied Degree	Other	Other	Other

If other, specify:

Public Safety, Justice, Law Enforcement, Addictions and Mental Health.

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

University graduation in a related field plus 4 years progressively responsible related experience; or equivalent as described below.

Equivalency:

Directly related education or experience considered on the basis of:

- .1 year of education for 1 year of experience; or
- .1 year of experience for 1 year of education.

. This position requires a high degree of problem-solving skills, must formulate solutions to issues in the field that involve competing interests/areas of responsibilities from various stakeholders.

. As “front line”, the Regulatory Officer can be caught in controversial situations requiring a quick response. The position requires consultation, investigative interviewing, negotiation, investigation, and advanced communication skills.

. Strong organization and time management skills are required.

. The position requires knowledge of the MHSPA, MHSPR, standards, governing philosophies, FOIP, established protocols and other legislation including, but not limited to the Mental Health Act, Protection for Persons in Care Act, and the Health Information Act.

. Understanding and knowledge of relevant legislation, standards and policy is required.

. Theoretical knowledge and experience pertaining to leadership, team building, goal setting and performance.

. Understanding of wellness initiatives to support work life balance and the need to identify duty distributions when assistance is required.

. Experience in a regulatory environment, including enforcement action.

. Ability to work independently within a large geographical area with minimal supervision, to identify, analyze and resolve issues while meeting strict timelines for monitoring/licensing.

. Ability to develop and maintain effective working relationships with a broad range of stakeholders.

. Effective liaison, facilitation, and negotiation skills to obtain cooperation from service providers in resolving matters that may arise from an inspection. e.g., addressing non-compliance of standards.

. Possess excellent English verbal and written communication skills.

. Strong critical thinking skills are required.

. Strong conflict resolution, problem solving, decision making skills are needed.

. Must possess a valid Alberta operator's licence and a reliable vehicle as travel is required.

. Must be able to manage and lead change to accomplish work plan and unit goals.

. Must be able to prioritize as well as respond to changing priorities and timelines while leading multiple tasks concurrently.

. Effective self-management skills needed to be able to manage performance, learning, challenges, and evolving quality assurance priorities.

. Ability to work in a fast-paced environment is essential.

. Experience with Microsoft Office programs such as Word, Excel, SharePoint, OneNote and Teams are required.

. Knowledge of community resources and Indigenous culture is preferred.

Must be able to meet the physical requirements of either standing or sitting for extended periods of time while on inspection or traveling to and from inspections. Must be able to bend, go up and down stairs and travel across the province and be out away from the office for up to a week at a time.

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"> • 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 	<p>Analyze long term outcomes / focus on goals and values.</p> <p>Considers unintended consequences of regulatory action.</p> <p>Ability to work with stakeholders, programs and understand how they are interconnected.</p> <p>System knowledge is critical to meet mandate, identify potential changes to address gaps.</p> <p>Works to resolve conflicts and behaviors from service providers that could challenge compliance to legislation.</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"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Identifies solutions and requirements that may be new to the Mental Health and Addictions industry and weighs the value of each to improve results.</p> <p>Provide referrals and alternate resources for Albertans seeking assistance with complaints and legislative compliance.</p> <p>Engages service providers to assist in addressing risks and improving process' for service delivery.</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"> • Encourages broad thinking on projects, and works to eliminate barriers to progress 	<p>Ensures communication is ongoing by setting up processes or structures that facilitate communication and collaboration.</p> <p>Facilitates</p>

		<ul style="list-style-type: none"> • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>communication with service providers during site visits, email, and phone.</p> <p>Collaborates with other stakeholders to better serve Albertans.</p> <p>Proactively addresses conflict by tailoring communication when applying enforcement measures.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • 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 	<p>Proactively address project challenges by developing inspection tools, process', and forecast service provider challenges.</p> <p>Filter inquiries from stakeholders and provide clarification by providing education on compliance, legislation, and other 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"> • 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>Ability to shift quickly in a fast-paced environment.</p> <p>Remain objective when completing regulatory visits, receiving complaints from Albertans.</p> <p>Identifies emerging issues and trends at the front line level and provides feedback to leadership so that the ministry can develop a proactive response.</p> <p>Understands various implementation practices to provide solid direction to service providers.</p>

Benchmarks

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

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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.