

Update

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Business Specialist

Current Class

Administrative Support 6

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

PSB, HIP/Project Supports Unit

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Project Supports

Supervisor's Current Class

Manager (Zone 2)

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 Health Insurance Programs (HIP) Branch is accountable for governance and oversight in administering the Alberta Health Care Insurance Plan (AHCIP) and the government-sponsored Alberta Blue Cross Plans. Within the Branch, the Registration Services Unit provides policy direction, business rules, and operational support. It also monitors quality assurance and audits, evaluates business processes to improve workflows, performs registration and enrollment administrative functions, and investigates tips regarding alleged misuse of the AHCIP by registrants

who do not meet eligibility requirements. Additionally, the Unit is responsible for managing business relationships and providing expertise to registry offices in Alberta that offer direct customer services to Albertans on behalf of Alberta Health.

Reporting to the Manager, Project Supports, the Senior Business Specialist provides critical support for several high-priority initiatives led by the HIP Branch. These include:

- Wind-down of the Ukrainian Evacuee Temporary Health Benefits Program
- Development of a new Memorandum of Understanding between Health and Service Alberta and Red Tape Reduction outlining the service conditions and terms related to AHCIP services provided by registries
- Revision of existing service agreements and administrative manuals related to registry services
- Review of current fees charged by registries for providing front-counter AHCIP services and respond to the RAPAP report.
- Implementation of modernized personal health care cards
- Other priority projects identified by the HIP Branch

As an integral and critical member of the Project Supports Team, the Senior Business Specialist supports the wind-down of the Ukrainian Evacuee Temporary Health Benefits Program (UETHBP) by addressing Ukrainian evacuees' concerns and questions related to their health insurance applications and accounts, as well as providing ongoing advisory support to registries.

The Senior Business Specialist will also lead or participate in project teams with internal and external stakeholders to gather and coordinate input for the initiatives above. As a subject matter expert on AHCIP services provided by registries, the Senior Business Specialist provides training and coaching to registry staff on new business processes and procedures and is directly involved in drafting of key documents, including but not limited to: briefing notes, program manuals, service agreements, training materials for registry staff, reports, PowerPoint presentations, operational policies and guidelines.

Responsibilities

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

1. Support the wind-down of the Ukrainian Evacuee Temporary Health Benefits Program (UETHBP).

-Address inquiries from Ukrainian evacuees, registries, and the Contact Centre regarding the UETHBP and Ukrainian health insurance applications and accounts.

-Advise Ukrainian evacuees on how to transition to or enroll in the regular Alberta Health Care Insurance Plan (AHCIP).

-Provide training and advisory support to registries on the best approach for processing Ukrainian evacuees' health insurance applications and account update requests.

-Ensure that registries process Ukrainian evacuees' health insurance applications and account update requests in compliance with AHCIP policies, acts, and regulations.

-Ensure that vendors operate in accordance with the governing terms of the Memorandum of Understanding and vendor schedules, Service Alberta and Red Tape Reduction policies and the related Vendor Code of Conduct and service level agreements.

-Deliver coaching to registry agents to ensure they correctly apply policy in each case and take corrective action when policy is not properly applied.

-Provide subject matter expertise on registration and enrollment in the AHCIP, handling the most complex and complicated cases.

2. Support the implementation of modernized health care cards

-Identify process changes required for registries to implement modernized health care cards.

- Collaborate closely with the Health Card project team to identify new registry transaction types, rules and processes associated with the modernized health care cards.
- Support the drafting of training materials related to modernized health care cards, including key messages, program manuals, PowerPoint presentations, operational policies, and guidelines.
- Engage with registry agents across the province to provide the necessary training for implementing modernized health cards.
- Empower all registries across the province to provide AHCIP services through training and coaching.
- Respond to inquiries from registries and the public regarding modernized health care cards.
- Collaborate with other program areas within Alberta Health and Service Alberta and Red Tape Reduction to gather input on the process changes required for registries.
- Address action requests related to modernized health care cards.
- Conduct quality assurance audits and reviews in accordance with established metrics to ensure registries' compliance with policies, procedures and guidelines.
- Perform an analysis of the geographical scope of AHCIP services provided by registries and develop recommendations to improve service accessibility, particularly in rural and remote areas.
- Prepare thorough and well-structured responses to public inquiries based on the existing AHCIP acts, regulations, and policies.
- Provide other necessary technical and advisory support to ensure the successful implementation of modernized health care cards within targeted time lines.

3. Support the review and revision of the Alberta Health-Service Alberta and Red Tape Reduction (SARTR) Memorandum of Understanding (MOU) related to AHCIP services conducted by registries

- Identify outdated elements in the MOU that require updates.
- Develop discussion materials for Alberta Health -SARTR working group meetings.
- Collaborate with the manager to develop a project charter outlining the roles and responsibilities of Alberta Health -SARTR working group members, as well as key milestones and time lines.
- Collect and analyze input from the working group and incorporate necessary revisions into the MOU.
- Distribute revised drafts of the MOU to the working group for review and feedback.
- Take minutes at Alberta Health -SARTR working group meetings and perform other administrative tasks, including: developing meeting agendas, following up on action items and ensuring accountability to the project charter.
- Lead the revision of supporting documents, including service agreements and administrative manuals, to ensure alignment with the updated MOU. This will require collaboration not only with staff within the HIP Branch but also with those in SARTR.

4. Support the review of current AHCIP registry transaction types and fees.

- Conduct an investigation into registries' ongoing concerns regarding AHCIP registry transaction fees.
- Assess the impacts of registries' proposed changes to current AHCIP registry transaction fees and assist the team in developing an appropriate response to these proposed changes.
- Identify new transaction types required due to the implementation of modernized health care cards, and support the team's engagement with registries and Alberta Health staff to determine reasonable fees for these transactions.
- Support the ministry's engagement with representatives from SARTR and registries on AHCIP transaction fees by organizing and coordinating meetings, gathering and analyzing input, and developing Alberta Health's proposed transaction fees.

5. Other priority projects identified by the HIP Branch

-Provide support for other HIP-led or supported projects as needed.

Problem Solving

Typical problems solved:

The Senior Business Specialist will work independently on assigned tasks, ensuring their timely completion while considering the impact of their work on other Senior Business Specialists and how it integrates into broader project plans. This role requires a proactive, forward-thinking mindset, with the ability to anticipate potential obstacles and effectively communicate challenges to leadership.

The incumbent must demonstrate exceptional interpersonal skills when collaborating with stakeholders across Alberta Health, other Government of Alberta ministries, and external service providers, such as Health Agents at registries. As a change management practitioner, the incumbent will be responsible for translating complex technical concepts into clear, accessible language for external stakeholders. When coaching and training registry staff, the Senior Business Specialist must approach each interaction with patience, tact, and professionalism, ensuring all questions and concerns are addressed thoughtfully and thoroughly. Above all, they will serve as a catalyst in empowering registries, equipping them with the knowledge and skills necessary to deliver outstanding AHCIP services.

Additionally, the Senior Business Specialist must possess strong critical thinking skills and a keen eye for detail. They will be required to analyze complex issues from various perspectives and develop balanced solutions. As advisors to registry staff on AHCIP matters, they will interpret and clearly explain, both verbally and in writing, the Alberta Health Care Insurance Act and its associated regulations, policies and guidelines. A comprehensive understanding of the AHCIP, including its administration by Alberta Health and registries, is crucial for effectively engaging with a diverse range of stakeholders, including Ukrainian evacuees who have recently arrived in Alberta and applied for provincial health insurance coverage.

Types of guidance available for problem solving:

Senior Business Specialists are expected to use critical thinking skills to problem solve within the boundaries of legislation and policy. They may seek advice from other colleagues and subject matter experts and seek the guidance of the Manager to work through problems beyond their scope.

Direct or indirect impacts of decisions:

The Senior Business Specialist is an expert in AHCIP policies, operational procedures, and guidelines administered by registries. With a deep understanding of registry operations and the unique challenges they face, they are well-positioned to provide valuable input on the viability and feasibility of any technological, policy, or legislative changes impacting registry operations. Their expertise is crucial in guiding strategic decisions for various initiatives led by the HIP branch. Given their role in translating the branch's strategic direction into practical solutions—acting as the interface between the ministry and registries—any inaccurate advice from the Senior Business Specialist could significantly impact the course of the branch's initiatives, potentially leading to undesirable outcomes for the ministry and registries. As such, it is essential that the incumbent possesses strong critical thinking skills, as well as excellent organizational, planning, and project management abilities.

Key Relationships

Major stakeholders and purpose of interactions:

Ukrainian Evacuees - Respond to inquiries, resolve issues and assist with the AHCIP enrollment process.

Registries and Service Alberta Contact Center - Provide training, advice, and guidance. Respond to inquiries and seek input on key initiatives led by the HIP branch.

Health and other government departments - Seek information, provide clarification on policy, provide advice and seek feedback, resolve issues, respond to inquiries, provide policy interpretation as a subject matter expert.

HIP staff - Collaborate to ensure alignment on key activities, provide regular status updates on tasks, report on outcomes, and share key deliverables.

Required Education, Experience and Technical Competencies

Education Level High School Diploma	Focus/Major	2nd Major/Minor if applicable	Designation
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If other, specify:

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

Four years of progressive work experience. Comprehensive knowledge of the regulations, policies and procedures related to the administration of the Alberta Health Care Insurance Program. Thorough knowledge of registration and enrollment processes and rules and regulations governing the program. Completed training on Health's applications, excellent computer navigation skills as well as strong ability to use Microsoft Office suite of programs. Advanced verbal and written communication skills as well as diplomacy and customer service skills. Strong investigative skills are required to identify, analyze and resolve complex problems.

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		
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	In a fast-paced environment, the Senior Business Specialist must be flexible and able to adapt to shifting priorities and directions from leadership. They regularly navigate unexpected changes and are expected to remain composed and focused to ensure the timely completion of their assigned tasks. Furthermore, they maintain a calm and supportive demeanor while coaching Health Agents through complex situations, providing clear guidance even in challenging circumstances.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	The Senior Business Specialist must skillfully prioritize their work to meet established goals and track progress on tasks. They should demonstrate initiative, meticulous attention to detail, and a strong sense of ownership in their work, ensuring

			<p>their contributions align with the team's objectives and outcomes. Additionally, they must ensure that external Health Agents have a clear understanding of their responsibilities and consistently monitor the quality of their work to maintain high standards.</p>
Develop Self and Others	○ ● ○ ○ ○	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	<p>The Senior Business Specialist must be proactive in contributing to process improvements and the development of guidelines, policies, manuals, and training materials, ensuring that practical experience is incorporated into these efforts. Sharing knowledge and expertise with colleagues is essential, as they are also expected to train new staff and coach external Health Agents on proper procedures.</p>
Creative Problem Solving	○ ● ○ ○ ○	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>As a Senior Business Specialist, skills obtained from experience and maturity are used to address a wide range of problems. High intelligence revolving around regulations, policies, and administration of AHCIP are used along side the skills of investigation, policy analysis, and issue management. The incumbent surveys a wide range of data sources and conducts a thorough investigation and analysis, before developing and presenting</p>

			recommendations and solutions to branch leadership.
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Benchmarks

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

016AS10 Claims Adjudicator

	Date yyyy-mm-dd	Employee Signature
	Date yyyy-mm-dd	Supervisor / Manager Signature
	Date yyyy-mm-dd	Director / Executive Director Signature
	Date yyyy-mm-dd	ADM Signature