

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current 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**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

assisting with preparation of briefing materials, records management, tracking activities and other activities related to the businesses of the OCHSC and the SPU. This position demands strong interpersonal skills and the ability to exercise judgement and personal initiative to meet the complex work environment, with frequent tight deadlines.

Out of Country Health Services Committee:

- Provides direct support to the OCHSC Chair to maintain effective and efficient operation of the Committee. Manages the Chair's calendar and schedules OCHSC meetings,
- Prepares and acquires background information relevant to the applications for the Chair's review, compiles application files and ensures basic application requirements have been fulfilled.
- Manages the central intake line and OCHSC email box; drafts initial correspondence and provides documentation at the request of the applying Alberta physician/dentist and completes file preparation for OCHSC meetings, takes minutes, records outcomes and manages the information flow post-meeting to ensure confidentiality is maintained.

Special Programs Unit:

- Provides direct support to both the Manager and staff of the Special Programs Unit and is required to maintain the effective operation of the Unit.
- Tracks and prepares all files for the SPU. This includes the Final Stage Gender Reassignment Program, Out-of-Country Proton Beam Preferred Provider Program, Out-of-Province Travel Funding Program and all other special programs developed by Alberta Health.

This position is also required to work independently and must communicate verbally or through written means as required and/or directed by the Chair/Manager. This position ensures the OCHSC Chair and/or SPU Manager is informed of any issues that may require follow-up or have extenuating circumstances.

This position must recognize the arm's-length nature of the work with the OCHSC while being conversant of Alberta Health policy and procedure to provide the same level of assistance to the Special Programs Unit activities.

Responsibilities

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

1. **Effective coordination of administrative activities for the Office of the Out-of-Country Health Services Committee (OCHSC) and the Special Programs Unit (SPU)**

- Liaises with applying Alberta physicians/dentists, patients and other stakeholders involved in the application processes for the OCHSC and SPU. This includes acting as the initial telephone/email contact with potential applicants to the OCHSC by explaining legislative guidelines, the application process and requirements; preparation and distribution of information packages; and the creation of the patient files.
- Reviews incoming/outgoing correspondence for the OCHSC and the SPU (prioritizing, assessment to determine completeness, assigning, delegating, follow-up and review) and determination of appropriate action based on established unit processes or with the assistance of the Chair or Manager.
- Provides for the administrative needs of the OCHSC Chair/SPU Manager, including application intake, pre-meeting preparation and post meeting maintenance/disposition of records.
- Prepares information and gathers material in response to Action Requests as required.
- Takes minutes at OCHSC meetings and is responsible for ensuring accurate recording of all meeting decisions.
- Coordinates administrative procedures for the OCHSC Office and the SPU by recommending administrative policies/processes and, upon approval, implements these changes in an effective manner.
- Ensures other staff members are apprised of changes to administrative policies and

processes.

2. Effective administrative assistance to the OCHSC Chair and SPU Manager

- Creates and maintains patient files, databases and documents, assorted information binders, other records as required.
- Develops agendas, prepares and distributes meeting materials and records. Transcribes the minutes of meetings.
- Responsible for timely distribution of the application materials for OCHSC meetings to the Chair, OCHSC members and other staff.
- Responsible for providing administrative support to ensure that OCHSC decision letters are distributed in accordance with legislated timelines.
- Liaises on an ongoing basis with the OCHSC Chair/SPU Manager regarding incoming applications, application requirements, outgoing correspondence and other business matters as they arise in the normal course of the application process.
- Manages the confidential process of recording the Vote Sheets for all OCHSC decisions and ensuring appropriate retention or and destruction these records.
- Assists the SPU Manager in resolution of all Special Programs Unit applications. Ensures all Special Programs have current Ministerial Orders in place and ensures supporting documentation to support the program is current.
- In conjunction with OCHSC staff, ensures that OCHSC decision letters are sent out in the time frame required by legislation.
- Primary contact for the OCHSC members; ensures all OCHSC members are prepared for, and compensated for meeting attendance.

3. Effective communication with other stakeholders such as Alberta Health's third party insurance broker case management team, Claims Management Unit (CMU), Ministerial Correspondence Unit (MCU), mail room, print shop to support the functions of the OCHSC and the SPU

- Responsible for answering the central intake line/email box and providing general information to callers or ensuring they are directed to the appropriate resource to resolve their concerns.
- Liaises with stakeholders to ensure appropriate information is shared in accordance with set processes, facilitating efficient transfer of patient data that allows coordinated patient care for the Alberta patient travelling out-of-country for approved health services.
- Liaises with the CMU to ensure smooth coordination of travel plans for approved applicants.
- Liaises with Service Alberta (Mailroom, Print Shop) to make certain application documents are processed and distributed according to legislated timelines.

4. Effective management of statistical/financial records for the OCHSC and the SPU

- Develops and maintains databases that track OCHSC/SPU activity. Maintains OCHSC patient files.
- Coordinates, organizes and maintains effective tracking of OCHSC and SPU information, including preparation of monthly reports and ad hoc requests for statistical information. Ensures that government policies and directives are followed in the release of such information.
- Prepares OCHSC remuneration and expense claims invoices and ensures they are signed by OCHSC members. Submits to the OCHSC Chair/SPU Manager for approval. Trouble shoots problems that arise. Forwards invoices for payment.

5. Ensures safeguarding of the health information received and held

- Coordinates, organizes and maintains effective tracking of OCHSC and SPU information in an orderly and secure manner. Collects only what is needed from applying Alberta physicians/ dentists to fulfill application requirements.
- Informs the OCHSC Chair and/or SPU Manager of requests for disclosure of health information and coordinates a unit response to such requests. Provides anonymous information

wherever possible.

6. Effective cover-off in relation to OCHSC and SPU staff absences

- Reviews incoming funding requests that are the responsibility of absent staff members and works with the OCHSC Chair/SPU Manager to determine the appropriate course of action.
- Other related duties as requested by the OCHSC Chair or SPU Manager.

Problem Solving

Typical problems solved:

This position ensures the diverse and essential administrative and operational needs of the OCHSC and SPU are provided. The position requires a balance of diplomacy, discretion, understanding and courtesy to deal with sensitive issues.

Types of guidance available for problem solving:

Under the direction of the OCHSC Chair/SPU Manager, this position functions with considerable independence, within complex legislative parameters and guidelines of the OCHSC and SPU. The key challenge is being consistently astute and aware of the boundaries of the role and able to clearly and effectively differentiate the roles/mandates of both the OCHSC and SPU.

Direct or indirect impacts of decisions:

Failure to meet these administrative responsibilities, particularly as they relate to the medical urgency and political sensitivity of the applications received, could lead to serious medical consequences for the patient and/or adverse publicity for Alberta Health.

Key Relationships

Major stakeholders and purpose of interactions:

OOCHSC Chair and Committee Members
Claims Management Unit
Executive Director's Office
Other Departmental Staff
Applying Alberta physicians/dentists
Albertans
Appeal Panel Administrator
Global Medical Management (GMMI) - Alberta Health's third party out-of-country insurance broker and case management
Other Government Agencies

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:

Degree or Diploma in Health Care Administration

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

Equivalencies, such as progressively responsible positions in the Department or other health related positions and/or certificate/course work in health care administration.

Knowledge:

- A sound knowledge of legislation, policies, procedures and agreements that impact the SPU is required. Some of the applicable legislations and agreements include:
 - *Alberta Health Care Insurance Act* and Regulation, especially as they pertain to applicants' eligibility for coverage
 - Out-of Country Health Services Regulation
 - *Canada Health Act*,

- *Health Information Act (HIA)*,
- *Freedom of Information and Protection of Privacy Act (FOIP)*
- Hospital/Medical reciprocal agreements
- Knowledge of medical terminology, anatomy and physiology
- Knowledge of Alberta Health policies and procedures and the health care system to coordinate effective interaction internally, with physicians, other medical organizations, and other public or private bodies.
- Understanding of Department's Business Plan, Goals and Vision
- Knowledge of functions of other divisions and branches of Alberta Health, especially Client Management, Claims Processing, Service Alberta

Skills and Abilities

- In-depth proficiency with Microsoft Word, Excel, Access, Internet Explorer and Outlook
- Proficiency with departmental systems such as CLASS, EAP and AMIIS
- Ability to assist the SPU team members in conducting research relevant to the OCHSC applications and the SPU requests.
- Strong interpersonal skills to confidentially and appropriately deal with Albertans, health care providers, media and other departments
- The ability to diffuse volatile interactions stakeholders in a courteous, professional manner
- Excellent writing skills to draft clear, concise correspondence and meeting minutes
- Strong problem-solving and decision making skills to deal with a large variety of concerns which arise daily
- Exemplary organizational skills to prioritize duties and issues as they arise and take work to completion with in timelines allowed
- Self-directed and able to work independently with minimal supervision
- Adaptability to changes in procedures and new tasks

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		
	<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](#)