

Medical and Health – Subsidiary 6

APS Benchmark Listings

Sub. No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Medical and Health 4 (Point Range 439 - 518)												
006	066MH03	Health	Health Compliance Officer	F	I	2	264	38	100	B	100	464
006	066HM02	Health	Nurse Consultant	F	I	2	264	38	100	B	100	464
Medical and Health 3 (Point Range 371 - 438)												
006	065MH03	Justice	Team Lead, Investigations	E+	I	2	230	38	87	R2	115	432
006	065MH04	Seniors, Community and Social Services	Nurse Team Lead	E	1+	2	230	38	87	R1	100	417
Medical and Health 2 (Point Range 314 - 370)												
006	064MH06	Justice	Investigator	E	I	2	200	33	66	R2	87	353
006	064MH09	Seniors, Community and Social Services	Registered Nurse	E	I	2	200	33	66	R1	76	342
006	064MH10	Seniors, Community and Social Services	Medical Services Lead	E	I	2	200	33	66	R1	76	342
Medical and Health 1 (Point Range 269 - 313)												
006	063MH11	Seniors, Community and Social Services	Nurse	E-	I	2	175	29	50	R1	57	282

Last Reviewed December 2021

Subsidiary 6

Benchmark Evaluation – 066MH03

Identification Section

Working Title:	Health Compliance Officer
Department:	Health
Division, Branch/Unit:	Public Health and Compliance Division ;Compliance and Monitoring Branch, Continuing Care Health Standards
Reports To:	Manager
Levels to D.M.:	3
Job Description:	066MH03
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Medical and Health
Pay Grade:	066MH – Medical and Health 4

Comments on Role

The Health Compliance Officer's role is to provide the clinical and professional expertise required in the auditing of Infection Prevention & Control (IPC) Standards and Continuing Care Service Standards. Monitoring and auditing processes are performed to ensure Alberta Health Services (AHS) compliance with Ministry legislation/regulations and standards and with departmental policies. The Health Compliance Officer actively participates in the on-site audit reviews and facility investigations of varying complexity under the direction of the Director/Manager. The primary objective of these audit reviews is to strengthen accountability to the public by providing assurance that the health care system and internal operational controls are working effectively, that the IPC standards are enforced and that the quality of care and delivery of the health service standards in continuing care programs in Alberta are maintained.

The Health Compliance Officer contributes professional clinical expertise to a variety of clinical environments and teams made up of individuals with different skills and knowledge (internal and external). An internal team could consist of policy advisors, data analysts and business analysts who must apply their particular expertise to work collaboratively in order to accomplish the audit objectives of the compliance process. The Health Compliance Officer performs a variety of roles ranging from front line onsite compliance audits, to consulting with multiple interdepartmental bodies. Business priorities require the position to conduct work independently to function within an audit team and/or lead in a project management role. The Health Compliance Officer performs research related to Continuing Care, and IPC Compliance standards and assists with the development of policy and program guidelines, prepares reports, provides education and materials and participates on committees working on the implementation of Standards.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
F 2 264	38% 100	B 100	464

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

As the clinical expert on the audit team, the position applies diverse range of expertise gained through a health related degree (nursing, physiotherapy, social work) and extensive experience, to conduct in-depth examinations of client healthcare records; conduct visual inspections of equipment; observe staff in practice of infection control, and to conduct interviews with staff residents and visitors to determine compliance with Standards. The PUR applies significant clinical knowledge and experience in infection control practices, medication administration best practices, occupational health, resident care-plans and interRAI, to conduct Continuing Care Health Service Standards (CCHSS) and Infection, Prevention and Control (IPC) audits through on-site audit reviews and facility investigations of varying complexities. Position requires thorough knowledge of the Standards and a strong knowledge of Alberta Health business including legislation, policies, practices, operations and systems. As part of the role, the position converts data collected into useable information and analysis, requiring additional knowledge of statistical tools.

- **Complexity and Diversity:**

Position performs audits across a wide variety of facilities across the province encountering concerns/issues of differing complexities and requires a significant understanding of the Alberta healthcare system in order to conduct assigned audits and investigations.

- **Human Relations Skills:**

Position provides professional advice to continuing care facility operators and must translate findings into plain language to assist the service provider/operator in understanding its findings so that the quality accommodations, client safety and care outcomes are achieved. When presenting findings to the audited body, the position utilizes skills in persuasion and influence to make appropriate recommendations for changes to meet compliance. The position exercises tact and diplomacy when communicating with staff, clients and visitors and when participating on and or leading committees.

- **Creativity/Problem Solving:**

Position is the clinical expert and, as part of the auditing team and at times individually, conducts audits/investigations of varying degrees of complexity. Each facility is different as are the audits/investigations and the position must apply its expertise to determine potential issues/concerns and formulating appropriate solutions for diverse facilities. The position has the latitude to work within a broadly defined environment with policies, practices and standards to provide guidance. Position develops new procedures, conducts research and analysis, and formulates new approaches and procedures, and corrective recommendations.

- **Responsibility:**

Position is consultative, providing advice and recommendations into policy development, and making recommendations for improvements.

Last Reviewed: December 2021

Subsidiary 6 Benchmark Job Description - 066MH03

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Health Compliance Unit, Compliance and Monitoring Branch responsibilities include monitoring compliance to the Continuing Care Health Services Standards (CCHSS), through oversight of Alberta Health Services' (AHS) processes for achieving compliance to the CCHSS in all publicly funded continuing care health services sites, and Infection Prevention and Control (IPC) Medical Device Reprocessing (MDR) in acute care and non-hospital surgical facility (NHSF) settings.

The Unit applies risk-based methodology to assess and validate AHS results, receiving and review of annual reports from AHS as to the zones' assessment of compliance and describing and/or interpreting program or policy information to the general public and key stakeholders. The Health Compliance Officer's role is to provide the clinical and professional expertise required in the auditing of Infection Prevention & Control (IPC) Standards and Continuing Care Health Service Standards. Monitoring and auditing processes are performed to ensure Alberta Health Services (AHS) compliance with Ministry legislation/regulations and standards and with departmental policies. The Health Compliance Officer actively participates in the on-site audit reviews and facility investigations of varying complexity under the direction of the Director/Manager. The primary objective of these audit reviews is to strengthen accountability to the public by providing assurance that the health care system and internal operational controls are working effectively, that the IPC standards are enforced, and that the quality of care and delivery of the health service standards in continuing care programs in Alberta are maintained.

The Health Compliance Officer contributes professional clinical expertise in a variety of clinical environments and teams made up of individuals with different skills and knowledge (internal and external). An internal team could consist of policy advisors, data analysts and business analysts who must apply their particular expertise to work collaboratively in order to accomplish the audit objectives of the compliance process. The Health Compliance Officer will perform a variety roles ranging from performing front line on-site compliance audits, to consulting with multiple interdepartmental bodies. Business priorities will require the compliance officer to conduct work independently, to function within an audit team and/or lead in a project management role. The Compliance Officer performs research related to Continuing Care and IPC compliance standards, assists with the development of policy and program guidelines, prepares reports, provides education and materials, and participates on committees working on the development, implementation, and clarification of Standards.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

- Monitors compliance to the basic Alberta Health standards (Continuing Care and IPC) as per legislation.
- Apply clinical knowledge/expertise towards the review of the continuing care health service standards compliance and activities that may range from a high-level look at data, to a detailed interpretation, to multiple reports and reviews. The objective of these reviews is to identify risks for further investigations and educate the AHS auditors and facilities on compliance to the standards. Results may include recommended changes to the standards or legislative changes.
- Monitors and follows-up on continuing care reportable incidents reported to AH. Escalates

incidents requiring immediate action due to concerns to resident/patient safety or care.

- Conducts research and analysis to prepare risk assessments to identify specific issues or concerns that health zones need to monitor.
- Proactively monitors reports and reviews conducted by other monitoring agencies.
- Provides significant input in the development of consistent methodologies and tools to guide appropriate and timely oversight to AHS to ensure the compliance program for the province will be delivered in a manner that is fair, timely and consistent, and balances education, prevention and enforcement efforts in the areas of Continuing Care and IPC.
- Performs on-site reviews/audits of compliance to the Continuing Care and IPC Standards. This involves an in-depth examination of client health care records, visual inspection of equipment, observations of staff with best practice in infection control, interviews with staff, residents and visitors to determine compliance.
- Reports on reviews and investigations of compliance, and provides recommendations to resolve issues.
- Reports will be delivered as formal documents (reports or briefings) or presented verbally in face-to-face meetings.
- As a Health Compliance Officer, it is vital to share and transfer knowledge appropriately within the team, department and AHS as applicable.
- Maintains confidentiality of all health information.
- Business requirement may require the Health Compliance Officer to carry a cell, in order to be informed of continuing care patient incident on a timely basis and start Ministry response protocols upon the report of an incident.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Health Compliance Officer's advice in auditing of the compliance to the Continuing Care Health Service and IPC Standards, may improve:

- Quality assurance and quality of care to Albertans receiving continuing care health services.
- Accountability of the government.
- Departmental policies, recommendations to amend the standards or change the legislation.
- Initiatives such as systems/application development, program changes or new programs.
- Other areas within the ministry who may request clinical expertise/audit type service or are directly or indirectly affected by implemented recommendations resulting from the investigations.

In the course of establishing this area within the Compliance and Monitoring Branch, the scope of the original assignment may need to be altered as the uncovering of issues arises. The Health Compliance Officer must apply professional health knowledge/ judgment in order to take and /or recommend the proper course of action that ensures that outstanding issues are addressed and followed-up.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- Strong knowledge of Alberta Health business including: legislation, Health Information Act, Hospitals Act, Nursing Home Act, Protection of Persons in Care Act policies, practices, organization, operations and systems.
- Knowledge and application of the Continuing Care and IPC Standards.
- Experience with, but not limited to, infection control practices, best practices of medication administration, occupational health, care-plans, interRAI.
- Investigative and well developed critical thinking skills.
- Data entry and analysis of multi-faceted data.
- Extensive knowledge and experience with audit concepts, principles and processes. Contributes to the audit process and business plan of the Unit and Branch.
- General knowledge of information technology and management information systems including internal control considerations, database concepts, the use of data extracts and software tools that would assist audits.
- Computer literate with working knowledge of Microsoft office software including spreadsheets (Excel), word processing (Word), project management (MS Project) and PowerPoint.
- Strong problem solving and analytical thinking.

Qualifications and Knowledge:

- Baccalaureate degree in a health related discipline (diploma may be considered dependent upon work experience).
- 6 years minimum clinical work experience.
- Current practice permit with applicable College.
- Valid driver's license required as travel throughout the Province of Alberta is mandatory.

Skills and Abilities:

- Strong interpersonal, facilitating and negotiation skills.
- Leadership: ability to positively influence colleagues and members of project teams to achieve outcomes.
- Project management: ability to plan, coordinate activities of the project team resulting in timely and effective project outcomes.
- Teamwork: ability to work cooperatively and productively with others to achieve positive results, displaying strong consultative and collaborative skills; negotiation and conflict resolution skills; and willingness to participate actively in team projects.
- Strategic thinking: ability to take a broad scale, long-term view and assess options and implications of findings.
- Analysis: ability to interpret data and information, define issues, develop and assess options and to make appropriate recommendations.
- Problem solving: ability to resolve problems and suggest strategies for the resolution of issues.
- Flexibility: ability to manage effectively in rapidly changing environments and respond effectively.
- Computer skills: proficiency with word processing, spreadsheets, databases, graphics, internet, statistical programs and project management.
- Time management: to organize, review, prioritize and effectively manage workload.
- Presentation skills: clear written and verbal communication with the ability to write audit reports and executive level briefings; strong presentation and interview skills.

- Communication: Strong interpersonal skills with an emphasis on communication and teamwork.
- Creativity, tenacity, confidence, maturity, analytical ability, people orientation and facilitation skills are expected.
- To lead and provide project management and case management.
- To facilitate presentations, including conducting and facilitating meetings effectively is required. Will attend interdepartmental meetings: steering and implementation committee, quality assurance as applicable to the continuing care and compliance of the health service standards. May also include external meetings and conferences as deemed appropriate.
- To work in a multi-disciplinary team environment.
- Ability to work independently, initiating ad hoc assignments as deemed required.
- To be adaptable and flexible in order to handle a broad variety of complex issues with time restraints and in an environment of competing priorities.
- To assign work and delegate appropriately.
- To research, analyze data and critically interpret external and internal research.
- To apply forecasting methodologies and understanding of the budget approval process used in government.
- To provide accurate analysis of compliance audit reports and reviews.
- To travel within Alberta.

This individual must be a fully competent professional capable of independently handling difficult and complex assignments. The Health Compliance Officer may be asked to cover-off the manager in times of absence. Significant interpretation of client health care records and hospital documentation is required to produce useable coherent data for assessment of compliance. A statistical education or background will provide the tools necessary to convert researched data into useable information and perform the required analysis for review. Education in health care contributes to the understanding of issues and trends identifying potential solutions and implications. Experience with infection control practices, safety, medication administration and risk management is needed. This experience provides understanding and contributes to the alignment of best practice procedures of the health service standards that are expected from the health care workers. Travel throughout the Province of Alberta, for on-site audits to compliance of the standards, is mandatory. Professional ethics including appropriate business appearance and assertiveness in role is highly desirable.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Internal:

The primary contacts are within the Compliance and Monitoring Branch. The Health Compliance Officer reports to the Manager on a day-to-day basis, but may have to directly report to higher management levels (up to the ADM) for specific assignments.

In the course of specific audit assignments, the Health Compliance Officer will often engage with individuals within the Public Health and Compliance Division and the Health Service Delivery Division.

External:

The Health Compliance Officer engages with Alberta Health Services on a daily basis in performing audits, compliance monitoring activities and committee work. The Health Compliance Officer may be required to provide information to the Office of the Auditor General (OAG) or the Ombudsman, regarding specific issues and findings. In the course of conducting audit work, the Health Compliance Officer liaises with Albertans, who receive continuing care services, their families, and departments within Alberta Health, other Ministries and government agencies, Alberta Health Services and outsource vendors supporting Alberta Health.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

The HCO may be lead auditor when conducting an audit. This may require delegating tasks to other members of the audit team. The HCO may also be assigned the responsibility to mentor new staff or practicum students or similar semi-formal leadership relationships.

Subsidiary 6

Benchmark Evaluation – 066MH02

Identification Section

Working Title:	Nurse Consultant
Department:	Health
Division, Branch/Unit:	Public Health and Compliance, Health and Wellness Promotion/Immunization
Reports To:	Manager
Levels to D.M.:	5
Job Description:	066MH02
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Medical and Health
Pay Grade:	066MH – Medical and Health 4

Comments on Role

The Consultant is responsible for providing leadership in the development of provincial immunization policy to guide the delivery of Alberta's Immunization Program province wide. Guided by Immunization Regulations, the scope of work is to develop and provide provincial immunization policy, clinical expertise and performance measures.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
F 1 2 264	38% 100	B 100	464

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

Position is considered an expert at the provincial level in the area of immunization and requires advanced level clinical training (typically associated with a Nursing degree), considerable depth of knowledge and experience in Public Health immunization, and broad knowledge of the Alberta Health Care System. Knowledge of emergent public health issues, and experience in research, policy development and analysis is also required.

Complexity and Diversity:

Position must have a significant understanding of the Alberta Health Care system and intricacies and interrelations relevant to area of expertise.

Human Relations Skills:

Position provides consultative advice to Senior Management, and Alberta Health Services, leads/participates on internal and external working groups and committees and must be able to influence and persuade stakeholders. The position translates technical medical related language into plain language for understanding by the audience.

▪ Creativity/Problem Solving:

Position applies clinical expertise when conducting research and participates in the development of immunization policy for the province. The significant complexity of immunization programs requires position to determine requirements for developing policies for new or enhanced programs where the solutions/recommendation are not always known. Position applies clinical expertise to formulate recommendations, ensure performance measures are established and issues have been investigated with mitigating strategies proposed. Position has latitude to determine approach, research and analysis, conduct risk assessment, and develop course of actions.

▪ Responsibility:

Position has a consultative focus with balanced requirements for program/policy development.

Last Reviewed: December 2021

Subsidiary 6 Benchmark

Job Description - 066MH02

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position requires a high degree of independence and specialized clinical expertise. The Nurse consultant is responsible for providing leadership in the development of provincial immunization policy to guide the delivery of a high quality immunization program and ensuring Alberta's Immunization Program is delivered province wide. The scope of the immunization program in the Health and Wellness Promotion Branch, guided by the Immunization Regulation, is to develop and provide provincial immunization program policy, clinical expertise, and performance measures for program evaluation.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Alberta Immunization Policy Development:

- Provides leadership in Alberta Immunization Policy development including: reviewing data, completing research and literature reviews, completing environmental scans, writing and editing documents and developing work plans.
- Leads both internal and external stakeholder engagement related to policy and facilitates stakeholder consultation through working groups to address provincial recommendations for advancement of the immunization program.
- Participates in development, implementation, and evaluation of comprehensive complex, strategic programs such as the childhood immunization program.
- Leads and assist with developing policies and guidelines for new or enhanced vaccine programs and other projects that enhance Alberta's Immunization program.
- Provides clinical expertise, accurately interpret policies, and provide information to immunization stakeholders to assist in decision making and recommendations for program advancement.
- Leads the development and maintenance of immunization biological pages. This includes researching and drafting core clinical documents that describe the indications, dosage, administration, contraindications, precautions, adverse reactions and conditions of use for provincially funded vaccines.

Alberta Advisory Committee on Immunization (AACI):

- Leads strategic policy development for new or enhanced immunization programs through data collection, research, document drafting, and literature reviews.
- Co-leads the development of resources, including working with researchers, to support Alberta's Advisory Committee on Immunization. This includes cost effectiveness, epidemiological data, serological effectiveness and vaccine safety and efficacy considerations.
- Provides leadership and assistance in project coordination for the AACI: assisting in agenda developed for meetings, updating work-plan as required, develops frameworks and presentations for meetings, and facilitates other activities as required.
- Public speaking / leading presentations related to immunization program policy options to the Alberta Advisory Committee on Immunization.

Immunization Regulation:

- Provides clinical expertise for policy, regulation and legislation development.
- Identifies the legislative/regulatory requirements that would best facilitate implementation of policy and outlines next steps to advance the legislation development process.
- Leads stakeholder engagement. The key stakeholders include immunizers and health care providers (e.g., pharmacists, physicians, registered nurses, licensed practical nurses, occupational health and safety, post-secondary institutions, corrections and non-profit agencies).
- Provides consultative advice and guidance on requirements of the Immunization Regulation.

Provincial-wide surveillance of adverse events following immunization:

- Leads investigation into potential public safety risks associated with immunization.
- Provides leadership and direction in the development and implementation of policies and strategies related to adverse events following immunization (AEFI).
- Acts in an advisory capacity to the Chief Medical Officer of Health related to adverse events following immunization.
- Leads the recall of any publicly funded immunization products use by the regional health authorities or any accredited immunization professionals related to safety concerns.
- Proactively demonstrates innovation by implementing improved ways of automating and streamlining the surveillance of adverse events following immunization in Alberta.
- Works with a statistical analysis system (SAS Enterprise Guide Works with SAS Enterprise Guide) to access health records within the provincial immunization repository (Imm/ARI) to provide immunization analytics and support immunization program policy development.
- Works at the national level, in partnership with the Public Health Agency of Canada, to ensure vaccine safety.
- Provides advice and recommendations in the area of immunization and adverse events following immunization, based on principles and best practice, to public health staff in Alberta Health Services (AHS), First Nations and Inuit Health Branch (FNIHB) and other stakeholders so that they can incorporate the policies and guidelines of the provincial immunization and AEFI surveillance program by:
 - Working with other members of the Immunization Team to set up meetings with key staff in AHS/FN IHB and with accredited immunization professionals for new vaccine programs as they are introduced or when program guideline manuals are developed.
 - Reviews AEFI reports submitted to Alberta Health to ensure they meet policy requirements and contribute to the overall surveillance of AEFIs.

Immunization related grants to stakeholders: (as required)

- Acts as a grant manager for immunization related grants, and
- Leads new grants using best practices for grant approval, monitoring, evaluation and closure.

Vaccine Storage and Handling:

- Participates in development and implementation of Alberta's Vaccine Storage and Handling Policy.
- Provides consultative advice and guidance of vaccine storage, handling, and transportation requirements, best practice and policy/regulation interpretation.

Universal Influenza Immunization Program: (as required)

- Participate as a member of the Immunization Team.

Participates as required in the provincial pandemic plan:

- Provides direction in ensuring accuracy of the immunization portion.

- Attends internal meetings.
- Collaborates with AHS on vaccine management and administration strategies as required.
- Co-leads the development of immunization programs and plans for all pandemic preparedness requirements.
- Participates in the implementation of immunization plans in the event of any vaccine preventable disease outbreaks, pandemics or public health emergencies.
- Leads projects as assigned and when required, e.g. information management: print material, web information, review of expansion of scope of practice requests related to immunization services in Alberta.
- Responds to Ministerial requests such as briefing notes, action request, and public inquiries as required.
- Represents the department at F/P/T forums or meetings related to the Alberta Immunization Program as required.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, end creativity of the job.)

- Works in partnership with other stakeholders and teams on projects whose results have an impact on a provincial and national level immunization programs.
- Activities have significant impact on the day-to-day operations of stakeholders. For example, the development of policies, standards, strategies and guidelines for Alberta's Immunization Program has a direct impact on the services carried out by all immunizers in the province.

Additional Information:

- Corporate support: responding to a variety of Ministry requests such as calls for updates, Business Plan, Annual Reports, Achievement Plans, Achievement Reports and Action Request.
- Responding to a variety of unanticipated situations and requests, such as outbreak management and urgent media requests.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications:

- University Degree in nursing, with a minimum of four (4) years progressively responsible experience in research, policy development and analysis is required. Experience in project management is an asset. Equivalencies will be considered.
- An appropriate mix of education, training and experience may be considered.
- A member in good standing with a regulated college such as the College and Association of Registered Nurses of Alberta is required.

Knowledge:

- An advanced level of clinical expertise in public health immunization programs, and a broad knowledge of Alberta's healthcare system. Clinical expertise in communicable disease control is an asset.
- Current knowledge of emerging public health issues (e.g. communicable diseases, marketing, strategies, theories related to health protection).
- Must understand how multiple strategies and initiatives fit into complex programs and services at the provincial, site and zone levels and across governmental ministries.
- Extensive knowledge of policy development and project management.

- Demonstrated knowledge and understanding of strategy development related to vaccine preventable diseases.
- Sound knowledge of the current state of immunization programs, policies and regulations/legislation, particularly as it relates to the potential participation of a broad range of immunizers.

Skills and Abilities:

- Front line experience in an immunization clinic setting, understanding immunization schedules, and appropriate operations of all schedules.
- Strong communication skills with an ability to communicate with the public in easy to understand language.
- Ability to manage complex concurrent initiatives/programs involving collaboration with multiple stakeholders.
- Excellent coordination, communication (oral, written and computer literacy), interpersonal, negotiation/mediation, facilitation, creative problem solving, analytical, critical analysis, strategic thinking and information synthesis skills.
- Ability to manage resources and analyze issues within those resources with minimal guidance.
- Ability to integrate individual components of programs or projects to create consistent, unified and comprehensive responses to specific issues.
- Ability to work independently and as part of a team, as well as with diverse stakeholders, (e.g. federal, provincial and territorial (F/P/T) colleagues) and across sectors.
- Ability to ensure that activities are completed within specified timelines and that deliverables are of high quality.
- Ability to identify strategic opportunities and plan actions that align with business plan goals to address issues and priorities.
- Ability to analyze issues, identify gaps and generate options/solutions.
- Ability to engage in public speaking in front of groups of experts and other stakeholders on immunization related topics from both an evidenced informed and policy perspective.
- University Degree in nursing, with a minimum of four (4) years progressively responsible experience in research, policy development and analysis is required. Experience in project management is an asset. Equivalencies will be considered.
- An appropriate mix of education, training and experience may be considered.
- A member in good standing with a regulated college such as the College and Association of Registered Nurses of Alberta is required.
- At least five years working in vaccine preventable diseases (e.g. immunization programs).
- Demonstrated experience in project/program planning, development, administration and operation.
- Demonstrated experience requiring strong interpersonal skills and managing relationships.
- Experience in managing and directing complex projects or programs.
- Demonstrated experience in strategic planning and critical thinking.
- Experience in public health policy and legislation.

Leadership and Business Know-How:

- Position provides leadership in developing solutions to complex issues, as well as collaborating with stakeholders in setting direction related to Alberta's Immunization Program.
- A clear understanding of the Public Health Act, the Immunization Regulation and the Communicable Disease Regulation is critical with the ability to apply these regulations within the immunization program.
- Position leads and facilitates relationships on behalf of the branch, department and government with other government sectors, provincial and regional health authorities and other affiliated stakeholders both inside and outside of the health sector.

Problem Solving:

- When working with diverse stakeholders from inside and outside the health sector who come with varying approaches, cultures and objectives, it is particularly important to present information in a way that minimizes conflict and controversy and is clear, concise and understandable to clients. Facilitation and negotiation skills are required when divergent opinions, attitudes and approaches exist. This work involves various stakeholders, AHS, pharmacy, and regulatory bodies.
- Articulating the benefits of addressing the complex interplay of multiple factors influencing health and identifying common ground or commonalities for stakeholders is challenging. For example, addressing immunization issues requires the participation of a variety of sectors not traditionally involved in public health issues (e.g. education, pharmacists, Primary Care Networks).
- Motivating stakeholders to become involved or continue involvement despite funding issues is challenging. For example, health regions are reluctant to make commitment to changes or enhancements to public health programs unless there is a guarantee of additional funds to support the work.
- Understanding stakeholders' situations and working within the system to remove barriers and develop the most effective approaches when clear guidelines and historical precedents do not exist is challenging.
- In an environment with varying knowledge of best practices and broad objectives, solutions must be innovative, creative, fiscally responsible and acceptable to service providers.
- Experience with non-government, community-based organizations, consultative approaches, and well-honed communication skills provide the foundation to develop creative approaches to problems and challenges.
- Support the Directors and Executive Director as required to provide guidance.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Contact	Frequency	Purpose
Internal: Directors	Daily	Provide recommendations for appropriate strategies. Sharing experiences and information to foster a broader knowledge base and comprehensive approach across a range of project areas.
Other Project and Program Managers, Nurse Consultants, Epidemiologists	Daily	Sharing experiences and information to foster a broader knowledge base and comprehensive approach in all project areas.
Executive Directors	Bi-Weekly	Provide recommendations for appropriate strategies as required.
Office of the Chief Medical Officer of Health	As Required	Provide recommended immunization policies and strategies. Respond to clinical questions as required.
Administrative Support Staff within the Branch	As Required	Provides and receives assistance with work functions pertaining to the immunization and vaccine preventable disease

		programs.
External: AHS Public Health Staff	As Required	Consultation about evidence based practices within the region.
Public Health Agency of Canada - regional and national staff	As Required	Pooling of expertise and financial resources. Production of strategies, products and resources. Fostering productive relationships.
Committee Working Groups	As Required	Achieving tangible results to meet the goals of projects and programs.
External: Stakeholder (Professional Associations; OHS, Post-Secondary etc.)	As Required	Providing accurate information in a timely fashion.
Pharmacy/Pharmacists	As Required	Provide consultative advice regarding immunization and provincially funded immunization programs.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No Supervision.

Subsidiary 6

Benchmark Evaluation – 065MH03

Identification Section

Working Title:	Team Lead, Investigations
Department:	Justice
Division, Branch/Unit:	Justice Division; Office of the Chief Medical Examiner
Reports To:	Deputy Chief Medical Examiner
Levels to D.M.:	5
Job Description:	065MH03
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Medical and Health
Pay Grade:	065MH – Medical and Health 3

Comments on Role

As a working supervisor, the Team Lead, Investigations performs death investigations by directing and coordinating a unit of Medical Examiner's Investigators who investigate all unexplained natural deaths, unnatural deaths and other deaths in Alberta as outlines in the *Fatality Inquires Act*. The position performs investigative duties and conducts special investigations at the direction of the Chief or Deputy Medical Examiner. The position is a resource on investigative matters and provides advice to investigative staff, police agencies, physicians and Medical Examiners. Public relations responsibilities include providing information and making presentations to other agencies and the public.

One of two team leads located in Calgary or Edmonton, position is responsible for an investigative unit and handles its daily functioning including case management, establishing investigative methods, procedures and scheduling.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E+ I 2 230	38% 87	R2 115	432

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

Position requires specialized medical knowledge, typically obtained through related degree such as nursing, science, biology, anthropology and/or paramedical background and considerable related experience in order to conduct and lead others in investigations of sudden/unexplained deaths. Strong knowledge of types of medications and their effects, medical conditions and treatments, including

knowledge of illicit drugs is required when assessing scenes and conducting investigations. Strong knowledge of investigative methods and approaches in order to provide training, guidance and direction to staff. Working knowledge of acceptable disease terminology and medical abbreviations applied when e.g. reviewing death reports and case files. Working knowledge of Fatality Inquires Act (FIA), Vital Statistics Act, privacy and information protection legislation governing work and related procedures and policies. Knowledgeable of OH&S principles relevant to working alone situations and in possible hazardous environments. As the Team Lead, the additional requirement for knowledge of operational/administrative policies and procedures in order to run the unit, establish SOP, identify gaps, evaluate and improve business processes, and provide recommendations regarding workforce management, support the push on the E.

Complexity and Diversity:

Position plans, coordinate and monitor the daily functioning on the Edmonton or Calgary based investigative unit, including assignment of work, case management, investigative methods and procedures and scheduling. As Team Lead, requires a good understanding of the mandate of the Office of the Chief Medical Examiner (OCMO), and the Investigator role and associated accountabilities and interrelationships with stakeholders, in order to provide direction and guidance to staff and agencies in rural areas. The position guides staff in planning the approach/key investigative information/evidence required and the synthesizing and analysis necessary for the Medical Examiner (ME) to draw inference and conclusion.

Human Relations Skills:

Supervises a small unit of investigators including training, coaching, monitoring and influencing performance. Communicates with a wide range of external contacts e.g. public, next-of-kin, medical personnel, RCMP, police, contractors (transportation of bodies) and requires adapting communication style appropriate to the situation often requiring position to translate medical information and findings into plain language so the receiving party can understand. Sensitivity and tact is required when dealing with grieving family members in acute crisis situations; and when interacting with external parties such as witnesses at a scene in order to solicit statements..

- **Creativity/Problem Solving:**

Reporting to the DCME, the position operates with considerable independence within the scope of responsibilities of the Office of the Chief Medical Examiner (OCME) and guided by related legislation and operational policies. Position has the latitude to take corrective action relevant to death investigation methods. The team lead assigns cases, provides senior level guidance and ensure quality of the investigations including reviewing of investigator's case files, and provides coaching and direction when they encounter barriers and/or unusual situations. The team lead identifies cases that are or have potential to be higher profile, under media's attention and public scrutiny, identifies the potential issues/risks and develop options, solutions, and recommendations. Position identifies and develops recommendations for changes in operating policies and procedures and is accountable for implementation of new/amended policies and procedures. In the course of carrying out investigations, encounters a variety of situations of differing complexity requiring application of knowledge and expertise in assessing the situation to determine the appropriate investigative approach, the evidence collection, information to be gathered, synthesis of findings, presentation to ME and next-of-kin, and follow up required.

- **Responsibility:**

The position has an investigative role with the authority and responsibilities to take charge of the scene and make the related decisions with respect to investigations. The focus of the position is on conducting investigations within legislative parameters that govern the OCME, which is consistent with the R2 rating.

Last Reviewed: December 2021

Subsidiary 6 Benchmark

Job Description - 065MH03

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

As a working supervisor, the Senior Medical Examiner's Investigator performs death investigations and directs and coordinates a unit of Medical Examiner's Investigators who investigate all unexplained natural deaths, unnatural deaths and other deaths in Alberta as outlined in the *Fatality Inquires Act*. The position performs investigative duties and conducts special investigations at the direction of the Chief or Deputy Chief Medical Examiner. The position is a resource on investigative matters and provides advice to investigative staff, police agencies, physicians and Medical Examiners. Public relations responsibilities include providing information and making presentations to other agencies and the public.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Direct and co-ordinate a group of Medical Examiner's Investigators:

- Position assigns cases, provides guidance and spot checks to ensure investigation quality is maintained.
- Assesses conduct, technique and methods used by Investigators by reviewing case files and through discussions.
- Performs administrative duties such as recruiting and training of staff, preparing shift schedules and ensuring personal physical safety and health safety precautions are adhered to and updated as required.
- Team Lead is apprised of illicit drugs that can impact death rates. This requires a deeper knowledge of the types of medications found on scene and/or used by the deceased. Team Lead will educate the Investigators on new illicit drugs being found, / medication types, and what medical conditions the medications treat. The medical aspects are important to ensure these details are noted prior to the file transfer to the Medical Examiner. Team Leads receive updates from the OCME toxicology lab if there are new drugs being detected, and may follow medical journals and/or updates from medical associations for updates on new and ground breaking drugs (illicit or prescribed) . This knowledge is transferred down to the Investigators to ensure that handling/seizing drug paraphernalia are done safely with the proper personal protective equipment (PPE)
- The Team Lead or designate, will present case information during morning case conference with the Medical Examiner Team and the Forensic Pathology Technicians. The files are prepared in advance, debriefed at this table, and the work is shifted over to the Medical Examiner and Morgue teams.
- Consultation with the Medical Examiners on medical matters relating to the deceased such as (medications, narcotic drugs, etc. occur on a regular basis. This transfer of knowledge is then communicated down from the Team Lead to the Investigators.
- Team Leads will source learning/training opportunities for the team members for continuous professional growth and obtain Expenditure Officer Approval if there is a cost for the training.
- Maintain morale of the team and of the organization; adhere to and model the Alberta Public Service values.

Occupational Health and Safety

- Team Leads are involved with conducting Hazard Assessments and completing and filing WCB reporting when staff are injured.
- The Team Lead provides Mental Health supports/resources to the team/individual when highly sensitive scenes potentially impact the mental well-being of staff i.e. death of an infant/child. Team Leads will debrief with Investigators, do regular check-ins and provide various external supports for staff to ensure the health and well-being of the Investigators.

Perform the duties of a Medical Examiner's Investigator.

- Conduct death investigations as per the Job Description for Medical Examiner's Investigator, including documentation of death scenes; review and documentation of medical/social history of decedent; arranging transportation of bodies; communication with next-of-kin, police, Medical Examiners and other agencies; review of death certificates; issuing of Form 4 certificates and facilitating organ and tissue harvesting for transplantation.
- Team Leads will take escalated calls from Albertans if investigators are unable to assist the Albertan and/or if the Albertan is seeking to speak to a supervisor or requesting a call back.

Conduct special investigations into cases previously investigated.

- Investigations are required when situations are sensitive or unusual, or when it is felt that the original investigation requires specialized follow-up work. Occasionally next-of-kin or the public express concern that someone was responsible for a death deemed to be non-suspicious. There are infrequent complaints that hospital care, health care or a health care provider contributed to a death.
- Advise person making the allegations to put concerns in writing to the appropriate agency, including the Medical Examiner's Office.
- Conduct further interviews and discuss the matter with the responsible Medical Examiner.
- If the next-of-kin disputes the manner of death, provide details to them that will assist in acceptance of the conclusions.
- When a body remains unidentified, provide details to agencies that may assist with positive identification.
- Initiate corrective action relevant to death investigation methods when required.
- When next-of-kin are not readily known by routine means, initiate inquiries that will assist in notification including contacting the Office of the Public Guardian and Trustee.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is responsible for an investigative unit and has authority to handle all matters relating to its daily functioning including case management, investigative methods, procedures, and scheduling. The position is regularly required to conduct special investigations in a variety of instances, often when interested parties, including relatives of the deceased, dispute a Medical Examiner's decision. When unique circumstances exist, for example if an Albertan dies in a different jurisdiction, and next of kin disputes the cause and manner of death, the Team Lead will raise the case with the DCME and/or Chief Medical Examiner (CME) for consultation and decision and direction.

Position is responsible for guiding, coaching and directing a small staff of investigators, in addition to conducting case investigations. The Team Lead is expected to have a higher level of knowledge of medications, and investigative methods. The Team Lead also makes decisions on case file note standards and is responsible for the integrity of the case files. This ensures that unbiased comments/reviews/assessments are noted accurately, and personal biases (comments) are omitted on casefiles that could be seen as influencing others over cause of death decisions. Position has regular contact with witnesses, family members, the

RCMP and municipal police, medical professionals, hospital staff and funeral directors, often in a highly emotional setting.

The Team Lead is expected to advocate for needs of the team (manpower, supplies, and fleet vehicles) and monitor overtime of the staff. This is to ensure staff are not "burned out", and that the team has the tools they need to do their job. The Team Lead will also arrange for fleet vehicle service/maintenance and ensure it is in good running order.

Team Lead will plan and arrange the work rotation accordingly, and handle the schedule when there are planned absence (vacation) and unexpected absences (staff calling in sick, family illness, etc.). Team Leads are part of Workforce Management decisions i.e. change in full/part time hours for staff, identifying gaps in staffing levels, and are required to put forward staffing recommendations for example: wage staff to be hired for cover-offs (vacation/leaves etc.).

As the work of the OCME can be high profile, and receive negative media attention and public scrutiny, the Team Lead is expected to identify clearly what potential issues are, any solutions and risks, and escalate this to their supervisor which is the Deputy Chief Medical Examiner (DCME).

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications:

- Degree in a related field such as nursing, biology, anthropology, science, or an investigative or paramedical background is required.

Knowledge:

- High degree of medical knowledge and the ability to carry out an investigation.
- Knowledgeable in accepted disease terminology and medical abbreviations and ability to communicate well with medical professionals, as well as use simple language to explain things
- Knowledge of *Fatality Inquiries Act, Vital Statistics Act, Freedom of Information and Protection of Privacy Act*, and office procedures and policies.

Skills and Abilities:

- Supervisory and leadership abilities.
- Highly developed communication and problem solving skills including ability to deal with grieving family members in acute crisis situations.
- High level of tact and professionalism (human relations skills) especially when interacting with external stakeholders during acute crisis situations.
- Keyboarding skills (preferably in excess of 40 words/minute) and demonstrated ability to use Microsoft Office programs or equivalent software.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Medical Examiner's Investigators:

- This position requires daily contact with Medical Examiner's Investigators in order to understand the current status of cases.

Medical Examiners:

- This position requires daily contact with the Medical Examiners to discuss the current status of cases.

Other Contacts:

- This position requires contact with Police, Fire, Physicians, Hospital Personnel, EMS, Transporters, Next-of-Kin, OH&S, Child/Family Services and Public Trustees on an as necessary basis.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Position has full supervisory responsibility for both full and part-time Medical Investigators.

Subsidiary 6

Benchmark Evaluation – 065MH04

Identification Section

Working Title:	Nurse Team Lead
Department:	Seniors, Community and Social Services
Division, Branch/Unit:	Disability Services, Residential Support Services
Reports To:	Manager
Levels to D.M.:	6
Job Description:	065MH04
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Medical and Health
Pay Grade:	065MH – Medical and Health 3

Comments on Role

Position, under general managerial direction, is responsible for the ongoing day-to-day operations and the staff within Rosecrest Home, a 24-hour care home providing residential and respite care for medically fragile/dependent children with complex and diverse health and care needs.

There is no on-site manager; position supervises professional nursing staff and facility supervisor, as well as oversees all other staff within the home. Position is responsible for the operations of a 24/7 residential facility and the care, health and safety of resident medically dependent children and for the staff within the operation.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E I+ 2 230	38% 87	R1 100	417

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

Rosecrest is a 'step down' facility with no resident physician. As such, the position requires the highest nursing level designation with the College and Association of Registered Nurses of Alberta (CARNA). The designation requires a combination of a baccalaureate degree in nursing combined with considerable nursing experience. In addition to the clinical knowledge required, the position also requires knowledge of administrative policies processes to handle matters in the day-to-day operations of the care facility e.g. requirement for equipment, beds, etc.

Complexity and Diversity:

Position is responsible for overseeing the operations of a 24/7 home for medically fragile children (with no on-site manager). Responsible for the planning, coordinating and supervising all services ensuring high level of care, health and safety of the resident medically dependent children. The I+ recognizes the diversity of the functions the position oversees and must integrate to ensure ongoing operations from all medical and clinical aspects e.g. usage of beds, needs of children to management of employees and contractors who work in the facility, including scheduling and time management.

Human Relations Skills:

As the senior supervisor of the Home requires well developed communication skills to lead and motivate the large and somewhat diverse staff complement to achieve results, as well as interacting with patients, guardians, clinicians, contractors and other stakeholders.

- **Creativity/Problem Solving:**

The home is termed a “stepdown facility” where there is no resident physician; the position is the highest level of authority on-site in terms of medically-related issues. The position requires a high degree of clinical, assessment and analytical skills and expertise in conducting professional assessments of the presenting needs of the child, corresponding with the off-site doctor, implementing the physician’s directions.

The position applies its professional clinical nursing expertise when making recommendations for changes, modification and/or new health and care procedures and internal policies ensuring risks and impact to the overall day-to-day ongoing operations of the home have been considered e.g. in case of outbreaks. As the lead for assessment of program intake, position applies a breadth of professional and operational knowledge to determine the care needed based on criteria profile and the resources available.

The diversity and complexity of the components of the day to day operations of the home and level of decision making – medical care, support care services, facility and equipment, contracted staff and the resulting issues/matter presenting, support the rating of 38%.

- **Responsibility:**

The position is accountable for the 24-hour care at Rosecrest home, including operational program delivery and respite care, which supports the R1 rating.

Last Reviewed: December 2021

Subsidiary 6 Benchmark

Job Description - 065MH04

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the RSS Manager in Disability Services, the incumbent is responsible for planning, coordinating and supervising all services in a 24 hour care home. The primary responsibility of this position is to ensure a high level of care for up to 27 medically fragile dependent disabled children.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Quality Health care for Full Time and respite children:

- Make decisions, take action, provides guidance to nursing staff with regard to ongoing health issues, medical crisis and emergencies.
- Act as liaison with Stollery Hospital and all other medical professionals. Part of the Rosecrest Home Liaison team meetings.
- Monitor and instruct staff in procedures, reviews documentation, personally observes and assess actions of staff to ensure physical, mental and emotional wellbeing of children. Sets up in-services to ensure ongoing knowledge of staff.
- Writes new policies for new procedures to be approved by Manager.
- Does assessments of children for both long term relief and respite care.
- Site contact for Medical Officer of Health during outbreaks.
- Available on call for emergencies and death of children.

Ensures adequate staffing to ensure quality care and safety of both children and staff:

- Prepares staff rotations for all nursing staff and IS1's and IS2's.
- Coordinates staff vacation to ensure proper staffing levels and utilization throughout the year.
- Requests new positions as required. Participates in staff recruitment as requested by Human Resources.
- Fills shifts that are short due to illness. Submits General Illness paper work.
- Adjusts staffing levels based on current level of need.

Human Resource Management:

- Provides supervision for nursing staff, IS1's and IS2's.
- Prepares employee evaluations on all Nurses, and ensures these are completed for IS1's and IS2's by their nurse supervisor. Reviews evaluations prepared by nurses on individual support workers.
- Provides staff with timely factual evaluation of their performance.
- Takes action in the event of concerns arising from employee performance. Develops work plans. Attends Union grievances.
- Prepares WCB paper work as required.

Financial responsibilities:

- Approves employee time.
- Completed month bill back information for out of region and Home Care funded children.
- Records balances of Vacation and Banked Paid Holidays to ensure hour numbers are correct

on My Agent.

- Insures proper utilization of staff.
- Makes requests for equipment purchase and repair.
- Acts as expenditure officer.
- Participates in discussions for contract services.

Leadership responsibilities:

- Attends RSS Leadership and training meetings.
- Attends EMAC Meetings.
- Attends Disability Services meetings.
- Sets up and chairs Rosecrest Home Nurses meetings and general meetings.
- Part of Rosecrest Home Liaison meetings.
- Sets up and attends on site clinics, Dental and Phys Med
- Works with Infrastructure, site management teams and contractors.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Takes the lead position on day to day management of Rosecrest Home. Requires a strong nursing background to safely manage the care of special needs children. Flexibility is required to meet needs as they arise, and to alter working schedule to meet evolving needs. Provides supervision for up to 50 staff members. Liaison for Stollery, EPSB, physio therapist, dietician, doctors, contractors, and infrastructure. Must be able to replace RN/ RPN on the unit as need arises.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications and knowledge:

- Registration with CARNA.
- Current CPR certification
- Background with pediatric populations.
- Strong understanding of working within Collective Agreement.
- CARNA Code of Conduct.

Skills and Abilities:

- Strong Communication Skills.
- Ability to liaise with outside agencies, such as Alberta Health Services, School Board. Etc.
- Strong Supervision Skills.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- Care staff.
- Parents and guardians of children utilizing Rosecrest.
- Professionals in the community such as physicians, pediatricians, physiotherapists, dieticians, dentists, pharmacists, laboratory services, social workers and school administrators.
- Building management and maintenance.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

- Nursing staff - MH2.
- Admin Support – AS5.
- Oversight of contracted services (physician, physiotherapist, dietician, and maintenance).

Subsidiary 6

Benchmark Evaluation – 064MH06

Identification Section

Working Title:	Investigator
Department:	Justice
Division, Branch/Unit:	Justice Services Division; Office of the Chief Medical Examiner
Reports To:	Team Lead , Investigators
Levels to D.M.:	6
Job Description:	064MH06
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Medical and Health
Pay Grade:	064MH – Medical and Health 2

Comments on Role

Reporting to the Team Lead, Investigators in Edmonton or Calgary, the position performs death investigations of all unexplained natural deaths, unnatural deaths and other deaths in Alberta as outlined in the *Fatality Inquires Act*. The position performs investigative duties and conducts investigations at the direction of the Chief or Deputy Medical Examiner.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E I 2 200	33% 66	R2 87	353

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- The position requires medical knowledge typically acquired through post secondary education such as nursing, biology, anthropology, science or paramedical background supplemented with related experience to conduct investigation of sudden/unexplained deaths. Position also requires knowledge of accepted international classification of terminology and abbreviations applicable to the review of death certificates and other documents. The role is authorized to conduct its responsibilities under the *Fatality Inquiries Act* (FIA), and as such the position must be knowledgeable of this legislation and well other guiding legislation e.g. *Vital Statistics Act*, and both *Freedom of Information and Protection of Privacy Act* (FOIP) and *Personal Information Protection Act* (PIPA) and related procedures and policies.

Complexity and Diversity:

The position must have a good understanding of the mandate and functions of the Medical Examiners office, along with the interrelationships with police/RCMP, funeral homes, contractors (transport), and others when attending and independently conducting an investigation.

Human Relations Skills:

The position interacts with many external contacts such as police, physicians, emergency medical services, hospital staff, next of kin, etc. Varied interactions require different communication approaches relevant to obtaining/gathering/exchanging/explaining information necessary to the conducting of investigation, the findings and outcomes of investigations. Position requires sensitivity in dealing with very emotional individuals such as witnesses and/or relatives while interviewing and soliciting facts and information necessary at a scene. Position must be able to translate medical and related information into plain language when interacting with next of kin to assist them in understanding findings surrounding the investigation.

▪ Creativity/Problem Solving:

Work guided by legislation, policies and well established procedures. Each scene is different and varies in complexity requiring the position to analyze the situation to determine the scope of the investigation/how to proceed. The investigator operates with considerable independence and takes charge of the scene (authority under FIA) determining how the work is to be done, what evidence and other items are required to be brought in, photos required, and being mindful of what to communicate, when and to whom. Often required to conduct investigations for unidentified bodies, the investigator determines what avenues to pursue and whom to involve e.g. to locate next of kin or arrange burial. Position has access to Team Lead when dealing with high profile or complex cases and when faced with unprecedented situations or obstacles.

▪ Responsibility:

The position has an investigative role with the authority and responsibilities to take charge of the scene and make the related decisions with respect to investigations in the Office of the Chief Medical Officer within legislative parameters that govern the OCME, which supports the R2 rating.

Last Reviewed: December 2021

Subsidiary 6 Benchmark

Job Description - 064MH06

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Medical Examiner's Investigator investigates all unexplained natural deaths, unnatural deaths and other deaths in Alberta as outlined in the *Fatality Inquires Act* and Regulations. The position is available on a 24-hour basis to respond locally to a variety of scenes of death in a diversity of conditions and circumstances and supervises the medico-legal investigation when the municipal police service does not. Any concerns, issues, guidance sought will be raised to the Medical Examiner Investigator Team Lead as the initial point of contact.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Conduct investigations into sudden and/or unexplained deaths to assist in determining the cause and manner of death and provide accurate information to next of kin and other interested parties.

- Make an initial determination of whether a death requires investigation, or consult with the team lead to help make this decision if the circumstances of the death are unclear
- Responds to scenes of death, takes possession of the body, examines and photographs the body along with the scene of death.
- Ensure personal safety at each scene before investigating the scene. This position would be responsible for bringing forward any safety hazards or missing personal protective equipment (PPE) to the Team Lead for future improvement.
- Interviewing family, witnesses and physicians, and reviewing medical charts to collect a medical and social profile of the deceased.
- Make arrangements necessary to establish positive identification of the decedent.
- Perform other investigative procedures as required.
- Document and provide investigative information to the attending Medical Examiner and Pathologist. Arrange for body transportation, radiological examination, and other services as required. When clarification is needed about these services, the Investigator will consult with their Team Lead.

Respond to hospital deaths such as post-operative, anesthetic, and unnatural death.

- Review, assess and document relevant medical information as contained in the hospital record.
- Provide instruction to local and rural hospital staff when needed.
- Consult with Team Lead to determine the appropriate document and report i.e. "refereed case/no case" and what information would need to be transferred to the attending Medical Examiner.
- Advise family and/or physician of final determination; provide support to the bereaved family; handle inquiries from police, family, other investigators (e.g. fire, occupational), physicians, etc.

Provide investigative advice to rural investigators (i.e. RCMP) and rural medical examiners on a 24-hour basis with respect to body transportation, autopsy, radiological examination and other special services as required.

- RCMP and municipal police officers must contact a Medical Examiner or a Medical Examiner Investigator (MEI) when notified of a death under the FIA.
- Available on a 24-hour basis, the Duty MEI receives the first call from RCMP or municipal police officer who is at a death scene and independently gives direction. Prompt response to the officer is essential. Multi-tasking may be necessary to give immediate response as investigators may be attending a local scene of death.
- The MEI will consult with the Team Lead should there be any cases or services needed that require clarification (e.g. arranging for helicopter for body removal, how case should be brought in when frozen in a block of ice, etc.).

Examine death certificates to ensure deaths are properly reported to the Medical Examiner's Office:

- Inspect death certificates, on behalf of the Chief Medical Examiner, in all deaths that occur in Alberta.
- Determine whether the death should have been reported to the Medical Examiner's Office and consult with the Team Lead if clarification or direction is needed.
- Collect relevant information from hospital and physicians if it should have been a Medical Examiner's investigation.
- Contact the physician when the cause of death is unclear or implies the death is not natural.
- Enter data into database called MEDIC.

Issue a Form 4 document prior to a body being cremated, shipped out of the province or dissected under the *University Act*:

- Examine the death certificate.
- Enter data into MEDIC.
- Issue a certificate to the funeral home (crematorium) making the request.
- Fax to the requesting funeral home in a timely fashion.
- Certificates issued by investigators are approved by a Medical Examiner after they have been issued.
- Accuracy is imperative.

Facilitate the human organ and tissue donation process:

- Assess whether the deceased meets the criteria to be a tissue donor from examining the body for approximate time of death and history.
- Knowledge of tissue donor ship criteria essential. Consult with the Team Lead when needed.
- Approach the next of kin in an empathetic fashion to donate tissue. Due to time restriction, this approach must be done in the initial moments after death has occurred or the discovery of a deceased.
- Contact the HOPE or Comprehensive Tissue Center coordinator with details and contact phone number for consenting next of kin.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position conducts investigations into sudden, unexpected, unexplained, unnatural and other deaths as outlined in the *Fatality Inquiries Act*. Interviews witnesses, examines the scene, checks medical records and photographs the scene. Position regularly responds to inquiries from rural police officers and rural Medical Examiners offering advice, guidance and coordinating the investigations. Maintain a professional, cooperative relationship with funeral directors and stakeholders.

Position performs investigative interviews with witnesses, family, and physicians. Provides information and answers the queries of family, medical professionals, etc.

Position has regular contact with witnesses, family members, the RCMP and municipal police, medical professionals, hospital staff and funeral directors. While operating under the FIA, the position uses its investigative skills to gather evidence and interview people often in a highly emotional setting.

Position consults with Team Lead when direction or clarity is needed and will escalate issues to the Team Lead when concerns or conflict arise if the MEI is not able to resolve things on their own.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications and knowledge:

- A degree in a related field such as nursing, biology, anthropology, science, or an investigative or paramedical background are desired.
- Must have a high degree of medical knowledge and the ability to carry out an investigation.
- Position must be knowledgeable in the accepted international classification of deceased terminology and abbreviations.
- Knowledge of *Fatality Inquiries Act*, *Vital Statistics Act* and *FOIP Act*.

Skills and Abilities:

- Position requires highly developed communication skills to deal with grieving family members in acute crisis situations and must be able to conduct themselves professionally and with tact at all times.

Contacts

(The main contacts of this position and the purpose of those contacts.)

Medical Examiner's Investigators:

- This position requires daily contact with Medical Examiner's Investigators in order to understand the current status of cases.

Medical Examiners:

- This position requires daily contact with the Medical Examiners to discuss the current status of cases.

External Contacts:

- The position requires contact with Police, Physicians, Hospital Personnel, EMS, Transporters, Next-of-Kin, OH&S, Child/Family Services and the Office of the Public Guardian and Trustee on an as necessary basis.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No Supervision.

Subsidiary 6

Benchmark Evaluation – 064MH09

Identification Section

Working Title:	Registered Nurse
Department:	Seniors, Community and Social Services
Division, Branch/Unit:	Edmonton Region, Disabilities Services, Residential Support Services, Rosecrest
Reports To:	Health Care Coordinator (MH3)
Levels to D.M.:	6
Job Description:	064MH09
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Medical and Health
Pay Grade:	064MH – Medical and Health 2

Comments on Role

Rosecrest is a home (step down facility) that care for medically fragile/dependent children with developmental disabilities in a 24-hour setting. Children are required be medically stable in order to be admitted, as no doctor is resident.

The Nurse works shifts and when on shift supervises 3-4 Individual Support positions (IS 2) frontline staff; and is responsible and accountable for the care, safety and well-being of the children during the shift.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E 1 2 200	33% 66	R1 76	342

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

Registered Nurse with CARNA very knowledgeable of professional standards of practice and with experience in full range of nursing responsibilities applicable for the care, safety and well being of medically fragile children with developmental disabilities during a shift.

The position has a broad scope of practice that includes assessing health and well being, utilizing diagnostic skills, medication, implementing care and treatment orders, and ensuring appropriate care of the children. Requires skilled nursing assessment, knowledge of medical conditions and treatments relevant to the needs of the children and the use of medical equipment. Supervisory skills and abilities in order to direct, train and guide frontline staff in their performance of their assigned duties.

Complexity and Diversity:

Position, in accordance with the staffing model and the framework of policies, procedures and guidelines, is the senior supervisory nurse on shift and is responsible and accountable for the overall health and well-being of the children during shift, including care provided by frontline staff. Must be constantly aware of the needs of the children, providing ongoing monitoring and assessment of their health status, taking/making appropriate medical/nursing intervention decisions as required. Provides guidance and direction on daily living and basic health care to front line staff and respond to their concerns or issues regarding changes to the well being of the children.

Human Relations Skills:

Requires exceptional verbal, written and interpersonal communication skills to direct staff as well as communicate with individuals, their families, physicians, etc. on medical and care issues. Position is required to translate medical information and care issues into plain terms.

▪ Creativity/Problem Solving:

Established policies, procedures and precedents and professional practice most often guide actions and decisions. Position recommends needs for new or modified changes to standards/procedures and participates in the development and implementation. As the clinical nurse in charge on shift, relies on professional nursing knowledge, practice and expertise to assess and analyze varied and complex and/or critical conditions/medical issues presenting and in many cases immediately determine the appropriate intervention action required to ensure the health, safety and well-being of the child. Advocates for the rights of the child within a multidiscipline health setting to ensure individual needs are addressed and participates and/or provides options/solutions to meet those needs. Supervisory responsibilities add variety and complexity to the problems requiring resolution, resulting in a greater level of problem solving and judgement to arrive at solutions.

Position warrants 33% as it must rely on its professional practice, theories and experience to analyze and exercise professional judgement in determining the best course of action.

▪ Responsibility:

Nursing position responsible and accountable on shift for the delivery of medical/nursing care, and for the safety and well-being of the children, that is representative of a direct delivery role.

Last Reviewed: December 2021

Subsidiary 6 Benchmark Job Description - 064MH09

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Registered Nurse (RN) works in with an interdisciplinary rehabilitation team, providing and supervising care of up to 18 permanent or part-time medically dependent (Fragile) children with developmental disabilities in a 24 hour setting. (Interdisciplinary-doctors, physio, nutritionist, educators, dentist, pharmacists).

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

To promote and maintain good general health of the children:

- Communicate the needs of the children to the staff and assign appropriate duties.
- Provide for and supervise activities of daily living (nursing care, positioning, bathing, feeding, hygiene and socialization).
- Manage and distribute medications.
- Provide or supervise medical treatments, such as suctioning, tracheotomy care, ventilator care, ostomy care and seizure management.
- Collect data from parents on admission.
- Every 15-20 minutes, checks of children at night.

To monitor and assess permanent and respite children's health and well-being, noting any deviations from norms, plan and implement care to provide early intervention of health concerns:

- Emergency resuscitation.
- Make decisions, take action, and provide guidance in nursing procedures related to resident health.
- Chest assessments, pain and spasticity management, as well as seizure management.
- Implement care on an individual basis - Ventolin, chest physio, postural drainage, suctioning, O2 therapy and monitoring, make dietary changes.
- Laboratory collections, throat swabs, urinalysis, nasopharyngeal swabs, stool specimens, gastric analysis, and analyze results

To provide leadership of staff to ensure optimal health care delivery for the children.

- Full responsibility for wards when on shift.
- Responsible for children and staff in event of fire or building evacuation.
- Directs daily care for all residents.
- Guiding/teaching Individual norms and nursing procedures.
- Directly supervises IS1 and IS2's, and completes PA's with them.
- Sets appropriate example.

Provides consulting and problem solving expertise in a multi-disciplinary health care setting:

- Advocates for children.
- Provides information to parents and professionals as to individual needs and possible solutions.
- Share information on pharmacies and alternate contacts for supplies and support.

- Provides parents with information on agencies available.

To promote and maintain safety of children, staff, building and equipment:

- Reports any concerns with resident abuse to manager immediately, once ensuring child is safe.
- Accurately follows Doctor's orders.
- Ensures children are lifted and transported in safe manner.
- Reports safety concerns to MH3.
- Correctly stores O2.
- Prevents worksite injuries, teaches staff proper techniques.
- Directs fire drills.

To communicate information and Interventions to all stakeholders:

- Informs parents/guardians of concerns regarding health, personal needs and current status.
- Does legal documentation in all children's charts (medications, seizures, physical and emotional status).
- Writes report, ensuring accurate transfer of information from shift to shift.
- Sets up doctors' visits and appointments, organizes follow-up visits.
- Collaborates with inter-disciplinary team, ensuring optimal outcome for all children (doctors, physios, dietitian, teachers, and dentist).
- Provides verbal and written direction to staff on nursing procedures.
- Advocates for all children.

To assist with facility inventory and administration functions:

- Updates MH3 daily with concerns with client health, staffing or safety concerns.
- Assists with the responsibility for adequate level of staffing on shift and on weekends.
- Replaces sick calls.
- Orders all medications and medical supplies.
- Assumes MH3 when MH3 is on vacation.
- Accurate documentation of controlled substances.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications and Knowledge:

- Must be registered with CARNA.
- Current CPR certification.
- Experience in daily care of multi-dependent, medically fragile children.

Skills and Abilities:

- Ability to work independently, assessing, make sound decisions and implementation plans.
- Must have keen observational skills and be flexible.
- Strong communication skills, sensitive and compassionate.
- Ability to handle any crisis in calm professional manner.
- Educating staff with regard to medical issues.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Direct supervision for all IS1 and IS2's and students.

Subsidiary 6

Benchmark Evaluation – 064MH10

Identification Section

Working Title:	Medical Services Lead
Department:	Seniors, Community and Social Services
Division, Branch/Unit:	Regional Services, North Central, McCullough Center
Reports To:	Center Director (SM1)
Levels to D.M.:	5
Job Description:	064MH10
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Medical and Health
Pay Grade:	064MH – Medical and Health 2

Comments on Role

McCullough Center is a 24/7 transitional housing facility for homeless men facing multi-faceted issues (addictions, substance abuse, mental health, abuse issues and dual diagnosis). The centre provides a 6-12 month program for homeless men with addictions and/or mental health issues including provision of interim housing for the duration of their stay and can accommodate 115 eligible men ages 18-65. The Center provides residents with support services to recover and develop a stable, healthy lifestyle.

Reporting to the Director of the Center position is responsible and accountable for the medical services provided and available to the residents of the center. Position supervises a team of LPNs in the provision of nursing and health care services. Position develops and recommends processes and procedures to ensure the 24/7 health care and safety of residents.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E I 2 200	33% 66	R1 76	342

Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- Requires graduation from a Nursing degree program and registration with CARNA supplemented with relevant nursing experience with the specific resident population, their medical/health issues and needs, and mental health needs, together with supervisory experience necessary to lead the medical services functions within McCullough Center. As full working professional supervisory role, the position is responsible for providing medical services at the Center, which is consistent with the

rating of “E”. The position is not rated E+ because the role applies skills /experience and knowledge to meet the medical and health needs of residents in one specific centre (limited breadth and depth of specialized expertise/knowledge typical of E+ roles).

Complexity and Diversity:

The position reports to the Director and is responsible for the medical services functions for the center, requiring a good understanding of the multi-discipline, holistic approach of the lifestyle programs provided to residents within the center. The position provides nursing/health expertise in the ongoing operations of the centre related to medical/health care policies and procedures.

Human Relations Skills:

This position interacts with a broad range of professionals (physicians, psychiatrists, clinical social worker, pharmacist etc.) staff within the center, residents and the community requiring varied communication styles. The position must be able to synthesize medical/clinical information, doctor’s orders, etc. and translate into clear operational nursing and health care activities for the LPNs and key workers. The position must translate nursing and health care information in plain terms for the director when proposing changes to operational policies and procedures.

- **Creativity/Problem Solving:**

Transitional facility residents stay varies 6-12 months. Residents coming to the center are medically stable and mobile and live independently in the cottages learning lifestyle skills including health/self care. The position experiences complexity when coordinating the diverse health/care needs for the individual residents (up to 115 residents) combined with the constant changes in the nursing and health needs due to the transitioning of the residents within the center’s program. The position is guided by professional nursing experience, scope of practice and standards, operational policies, procedures and processes. As the medical services lead, provides nursing expertise to presenting medical/health issues and makes recommendations on resolution. The position supervises, assigns and reviews the work of LPNs ensuring work performed is within LPN scope of practice. The position applies knowledge of the broader health care system to identify the need for changes to the medical services operational policies/procedures, to make recommendations to the Director and to implement approved changes.

Position was not rated 29% as the role requires the application of professional knowledge and theory and judgement in determining the appropriate responses versus choosing a response from established rules and standards.

- **Responsibility:**

The position is responsible for supervising LPNs in the provision of medical and health care and services to residents within the center which aligns with the R1 rating.

Last Reviewed: December 2021

Subsidiary 6 Benchmark Job Description - 064MH10

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

McCullough Centre, Family Violence Prevention and Homeless Supports Division, is located near Lac Ste. Anne. The Centre is a 24/7 transitional housing facility for homeless men facing multi-faceted issues (addictions, substance abuse, mental health, abuse issues, and dual diagnosis). The facility provides interim housing for a six to twelve month duration and can accommodate 115 eligible men ages 18-65 (Residents). Residents are provided with a private bedroom in a cottage shared with three to six men. Food and medication are also provided. Under the supervision of the Director of McCullough, a multi-disciplinary team provides the support required to prepare the Residents for successful transition to the larger community. A Lifestyle Support Plan is developed for each Resident. Information is provided on health care, both physical and mental, to assist with addiction issues/recovery.

Leisure and recreational activities are offered and provide a form of social engagement preparation while reinforcing the need for life balance. Residents are given opportunities to learn and/or enhance their knowledge of basic life skills and are given the responsibility of contributing to tasks and general duties throughout the Centre including learning about budgeting, nutrition and food preparation, basic hygiene, care and maintenance of a home and surroundings. Connections to education/training/retraining opportunities are provided. Referrals are made to treatment specialists/facilities when appropriate. The goal of this supportive environment is to empower residents to make informed decisions, increase their level of self - esteem, assist them become stabilized and have them move with transition plans in place, to live in affordable, sustainable long-term housing within the larger community. The mandate of McCullough Centre is aligned with A Plan for Alberta: Ending Homelessness in 10 Years.

Reporting to the Director, McCullough Centre, and the Medical Services Lead ensures that the medical unit functions in accordance with professional standards of practice and ensures that Residents receive individualized health care and treatment through nursing practices. This position provides supervision to the medical unit and allocates resources. As a member of the McCullough Team, this position contributes to the development and maintenance of the Lifestyle Support Plans and interacts with other program areas to share information and expertise.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

Residents receive individualized health care and treatment, through nursing practices:

- Participates in the intake process by ensuring that the individual meets all medical eligibility criteria. Completes an assessment taking into account lab tests results and all pertinent information obtained.
- Assesses health status; utilizes diagnostic skills; investigates past medical histories, medication, and compliance; and, initiates treatment to Residents so as to improve, maintain, and promote a healthy lifestyle.
- Initiates diagnostic testing according to standing orders to determine health status.
- Coordinates the immunization of Residents with a nearby medical clinic.
- Liaises with the Office of Public Guardian, when required, to ensure Residents receive adequate funding to cover their medical and/or pharmaceutical expenses.

- Supports the physician in effectively communicating health finding or diagnoses to the Resident.
- Discusses options for treatment and support Residents in choosing and following treatment regime.
- Prepares and administers medications according to established routines in accordance with doctor's orders or standing orders including: (a) assesses Resident's eligibility for self-medication and instructions for same; (b) prepares medications prescribed by medical practitioner(s) for Residents being released to the community.
- Develops and maintains health care policies and procedures which enable the center to provide healthcare services to Residents.
- Liaises with AHS, medical emergency supports, guardians and/or family to ensure appropriate medical services are being provided.
- Demonstrates astute awareness of safety and security measures within a transitional facility.
- Ensures thorough and complete charting regarding interactions with Residents.
- Responds to medical emergencies, assuming a leadership role of response team, direct emergency treatment, stabilizing and arranges transportation to hospital if warranted.
- Assesses and treats injuries, communicates the nature of the injury to the Director.
- Identifies discrepancies in policy to the Director, McCullough Centre with proposed solutions.

Manages allocated resources; ensures medical supplies are accounted for and utilized in a professional manner; ensures all nursing functions are carried out in accordance with nursing standards and meet established goals and objectives:

- Reviews inventory, controls and sets levels for pharmaceutical supplies within the unit budgetary guidelines.
- Co-ordinates and maintains patient care files on a case by case basis.
- Completes pre-admission medical assessment of individual's applications for residency.
- Integrates the resident file into operational system to create and maintain a working document.
- Maintains current best practices standards and inputs any new policies and procedures that pertain to improving best practices.
- Maintains an ongoing communication and integration of common purpose with outside agencies, including Alberta Health Services, other nursing specialties, co-existing stakeholders.
- Promotes the quality, integrity and value of written communication in a clear, concise and unambiguous manner to create permanent records of health-related activities and occurrences.

Provides supervision, direction, training and support to the medical services unit:

- Provides leadership, direction and ongoing mentoring to designated medical personal and all other staff who are involved from time to time in medical related activities.
- Promotes and advocates professional practices on an ongoing basis in all aspects of health care delivery and activities.
- Monitors and provides written evaluation of staff performance to ensure that best possible medical practices are followed.
- Acts as a mentor in the orientation of new nursing staff.
- Develops the operational daily tasking for the unit, evaluates conduct and deals with any disciplinary or policy issues that may have come up over the previous 24 hours.
- Trains and subsequently certifies eligible RKWs to correctly administer medications as per training protocol.
- Follows the McCullough Centre policy on training on the administration of medications.
- Provides general and specific staff briefings and in service on general medical conditions applicable to the resident population.
- Arranges on site, in service presentations on pertinent medical related topics that have

concern to both staff and residents.

- Verifies that Nurses and LPN registrations are current.
- Ensures all staff receives CPR training.
- Maintains policies and procedures specific to the Medical Unit.
- Follows National and Provincial health care Best Practices specific to the client base.

Supports other McCullough Program:

- Provides Recreation and Leisure Program support:
 - Promotes and encourages Resident participation in approved recreation and leisure activities
 - Promotes the program through participating with Residents when/where possible.
- Shares information on medical symptoms, potential medication reactions and referral supports
- Shares information on dietary needs with those planning and doing food preparation.

Team approach is supported:

- As a member of the Leadership Team, collaborates on the development and update of the McCullough's Operational Plan and Policies and Procedures (ongoing).
- As the Medical Services Lead, is responsible for the ongoing review, update and development of the Medical Services portion of the McCullough Policy Manual.
- As a member of a multi-disciplinary team, uses a holistic wraparound and integrated service approach to promote quality of life and promote the enabling of each Resident achieving his highest level of independence in sustainable long-term housing within the larger community.
- Provides input to the development and maintenance of the Lifestyle Support Plan.
- Provides input to the Transition Plan.

Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Reporting to the Director, McCullough Centre the position is responsible and accountable for the medical services provided and available to the Residents of the Centre. The position develops processes and procedures to ensure the 24/7 health care and safety of Residents.

- Provides individual care for up to 115 Residents in a 24-hour residential transitional facility.
- Supervises one Licensed Practical Nurse who provides primary care for men facing multi-faceted issues (addictions, substance abuse, mental health, abuse issues, and dual diagnosis) and supervises one Medical Administrative Support position.
- Completes assessment and consultation for medically involved Residents. Provides individual health planning and emergency assessment, as needed.
- Is the liaison person with hospitals during emergencies.
- Raises staff awareness of medical issues faced by Residents.
- Provides RKWs and other staff with relevant information concerning specific medications/consequences of use.
- Trains and tests RKWs on the administration of medication.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications:

- A Nursing Degree or Diploma

- Requires membership with the Alberta Association of Registered Nurses or Registered Psychiatric Nurses Association of Alberta.
- Diversified nursing experience is preferred.

Knowledge:

- Knowledge of professional and legal components of nursing practice in a transitional housing setting.
- Knowledge of a variety of Acts pertinent to nursing practice:
 - Nurses Standards of Practice.
 - Licensed Practical Nurses Standards of Practice.
 - *Health Professions Act.*
 - *Medical Profession Act.*
 - *Medical Health Act.*
 - *Protection for Persons in Care Act.*
 - *Freedom of Information and Protection of Privacy Act.*
 - *The Alberta Human Rights Act.*
- Knowledgeable and familiar with the relativity of hematology, serology, neurology, microbiology, x-ray, etc.
- Demonstrate sound knowledge of epidemiology of the populations' health care issues as they relate to ongoing management of client health care.
- Demonstrate knowledge of pharmacological therapies.

Skills and Abilities:

- Demonstrates clinical and technical competence including assessment and diagnostic skills, teaching, problem solving, decision making and leadership.
- Demonstrates understanding in caring for homeless men facing multi-faceted issues.
- Ability to work independently.

Contacts

(The main contacts of this position and the purpose of those contacts.)

- Position has contact with management, professional staff, medical services, guardians and/or family, community agencies/businesses, medical emergency supports, etc., to ensure appropriate medical services are being provided.
- Internal contact includes the Director, Recovery Program Coordinator (supervisor), Addictions Counsellor, Lifestyle Support Worker, Team Leads, Resident Key Workers, Medical Unit, Nutritional Life Skills Coordinator/staff and Administrative Support Team.
- There may be regular contact with Physicians, Psychologists and other individuals that make up the network of the members of the multi-disciplinary team supporting Residents. Regular communication with Residents and other healthcare professionals (Physician, Psychiatrist) for the purpose of discussing the Resident's state of health.
- Position provides direction, orientation and ongoing guidance to frontline staff regarding Resident Mental and physical health symptomology, medication effects/interaction, best practices for controlling the spread of contagious disease, protocols around specimen collection, documentation and transportation. Communications with Centre operations to identify security issues and provide information essential to a Resident's well-being.
- Position maintains professional relationships with a variety of agencies, medical institutions or facilities for the purpose of exchanging or obtaining information.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Supervises the Licensed Practical Nurse and Medical Administrative Support.

Subsidiary 6

Benchmark Evaluation – 063MH11

Identification Section

Working Title:	Nurse
Department:	Seniors, Community and Social Services
Division, Branch/Unit:	Disability Services, Edmonton Region, RSS
Reports To:	Health Care Coordinator (MH 3)
Levels to D.M.:	7
Job Description:	063MH11
Minimum Recruitment Standards:	See the Minimum Recruitment Standards for Medical and Health
Pay Grade:	063MH – Medical and Health 1

Comments on Role

Rosecrest Home is a 24-hour care home providing residential and respite care for medically fragile/dependent children with developmental disabilities who have complex and diverse health and medical care needs. The position provides professional medical/nursing care to the children in the Home during its assigned shift. Position is non-supervisory.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E- I 2 175	29% 50	R1 57	282

Comments on Evaluation

- **Knowledge:**

Professional/Content Knowledge:

Requires graduation from a nursing degree program and eligibility for registration with CARNA. Required to be knowledgeable and have good understanding of professional nursing standards and practice. At this level, work is subject to supervision/oversight with the intent of providing experience, supporting the pull on the E. Position is structured to maximize developmental opportunities, designed for recent graduates with limited experience.

Complexity and Diversity:

Role provides professional nursing/medical care within established policies, procedures and standards, requiring an understanding of the operation of Rosecrest Home and knowledge of the

varied and complex medical needs of the children who reside and/or are being provided respite care.

Human Relations Skills:

Strong written communications necessary for documenting and charting; strong verbal communications skills are necessary for interactions with nurses, frontline staff, physicians, physical therapy, occupational therapy specialists, and parents/guardians requiring adapting the communication style necessary to gather, exchange, provide information and/or provide guidance and direction, including translating medical and care information into plain terms.

▪ **Creativity/Problem Solving:**

Position performs professional nursing/medical responsibilities within established policies, procedures and standards and professional practice. During shift position works under the direction of the shift (registered) nurse (Medical and Health 2). The position requires keen skills in observation and knowledge and understanding of the complexity of the medical needs of the children to monitor and assess the children using professional knowledge and judgement to discern changes in health/wellbeing. Reports and refers complex issues and/or recommendations for medical/nursing care interventions to the shift nurse. The position is not rated 33% recognizing it reports to a nurse in charge who is accountable and responsible for all medical/nursing care decisions during the shift hence reduces the level of professional problem solving as assistance is readily available and impacts the latitude for independence of action and decision making.

▪ **Responsibility:**

Position provides direct nursing/medical care to medically fragile/dependent children in Rosecrest Home.

Last Reviewed: December 2021

Subsidiary 6 Benchmark Job Description - 063MH11

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Nurse works under the guidance and direction of the MH3, within an interdisciplinary rehabilitation team, providing care for up to 18 permanent or part-time medically dependent (fragile) children with developmental disabilities in a 24 hour setting. (Interdisciplinary - doctors, physio, nutritionist, educators, dentist, pharmacists). This position works rotating shift s and reports to the Registered Nurse. Position is non -supervisory and works within clearly established guidelines, policies and procedures and professional standards.

Responsibilities and Activities

(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)

To promote and maintain good general health of the children:

- Communicate the needs of the children to the staff and assign appropriate duties.
- Provide for and guides activities of daily living (nursing care, positioning, bathing, feeding, hygiene and socialization).
- Coordinate and distribute medications.
- Provide or guides and directs medical treatments, such as suctioning, tracheotomy care, ventilator care, ostomy care and seizure management.
- Collect data from parents on admission.
- Every 15-20 minutes, checks of children at night.

To monitor and assess permanent and respite children's health and well- being, noting any deviations from norms, plan and implement care in consultation with the Registered Nurse to provide early intervention of health concerns:

- Emergency resuscitation.
- Take action, provide guidance in nursing procedures related to resident health
- Chest assessments, pain and spasticity management as well as seizure management.
- Implement care on an individual basis – Ventolin, chest physio, postural drainage, suctioning, O2 therapy and monitoring.
- Laboratory collections, throat swabs, urinalysis, nasopharyngeal swabs, stool specimens, gastric analysis.

To provide leadership of staff to ensure optimal health care delivery for the children:

- Responsible for children and staff in event of fire or building evacuation.
- Directs daily care for all residents, under the guidance of the Registered Nurse.
- Guiding/teaching individual norms and nursing procedures.

Provides consulting and problem solving expertise in a multi-disciplinary health care setting

- Advocates for children.
- Provides information to parents and professionals as to individual needs and possible solutions.

To promote and maintain safety of children, staff, building and equipment:

- Reports any concerns with resident abuse to manager immediately, once ensuring child is safe.
- Accurately follows Doctor's orders.
- Ensures children are lifted and transported in safe manner.
- Reports safety concerns to a Registered Nurse.
- Correctly stores O2.
- Prevents worksite injuries, teaches staff proper techniques.
- Directs fire drills.

To communicate information and interventions to all stakeholders:

- Informs parents/guardians of concerns regarding health, personal needs and current status
- Does legal documentation in all children's charts (medications, seizures, physical and emotional status).
- Writes report, ensuring accurate transfer of information from shift to shift.
- Sets up doctors' visits and appointments, organizes follow-up visits.
- Collaborates with inter-disciplinary team, ensuring optimal outcome for all children (doctors, physios, dietitian, teachers, and dentists).
- Provides verbal and written direction to staff on nursing procedures.
- Advocates for all children.

To assist with facility inventory and administration functions:

- Updates Health Care Coordinator and/or Registered Nurse with concerns of client health, staffing or safety concerns.
- Accurate documentation of controlled substances.

Experience:

- Experience in daily care of multi-dependent, medically fragile children.

Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Qualifications and knowledge:

- Must be eligible to be registered with CARNA upon completion of nursing degree
- Current CPR certification.
- Experience in daily care of multi-dependent, medically fragile children

Skills and Abilities:

- Ability to work independently, assessing, make sound decisions and implementation plans.
- Must have keen observational skills and be flexible.
- Strong communication skills, sensitive and compassionate.
- Ability to handle any crisis in calm professional manner.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No Supervision.