



Job Specification

Position Title: PROGRAM MANAGER
Job Code: MCP - General Administration AM-18, AGA18
Job ID: 14669

Purpose of Position:

To manage and coordinate all activities of regional staff to ensure quality service delivery, the efficient implementation of program/policy changes and ensure quality service standards. To manager successful program delivery related to registration of eligible residents/service providers and assessment/payment of admissible claims.

Duties/Responsibilities:

As a frontline manager in regional operations within a large geographic area, and responsible for staff located in various sites, the position ensures efficient utilization of human and material resources, development and implementation of strategic and operational plans, and effective delivery of Branch services and programs by:

1. directing activities of functional teams of staff who provide a variety of services for many diverse programs of varying complexity for multi-ministries such as: on and off-site OHIP registration services to the public; claims/grants adjudication and payment for MOHLTC, Ministry of Attorney General, Ministry of Community, Family & Childrens Services, etc., and registration services to health care providers/facilities and the public; administrative support to internal/external clients.
2. managing the units financial and human resources including: hiring, terminations, discipline, providing leadership and motivation, providing orientation, training and development opportunities. Managing performance development, monitoring programs, meeting quality service standards and achieving operational goals. Identifying and resolving labour relations issues. Presenting facts at grievance meetings and hearings. Participating in development and execution of plans to deal with labour disruptions. Maintaining appropriate staffing levels to accommodate the needs of multiple permanent and/or temporary sites, effectively meeting service delivery standards, and managing fluctuating workloads.
3. Developing and executing complex operational plans to facilitate implementation of Branch operational and strategic plans. Analyzes and defines the business options to be recommended for each initiate/activity, including risk assessment. Managing operational processes. Reviewing proposals from other business units to develop/promote a common approach and to determine implementation impacts. Promoting and implementing new and/or changed operational methods. Managing and documenting progress of ongoing business, operational initiatives, special studies, pilot programs, and implementing required changes that identify needs and gaps in service and planning strategies to eliminate overlaps and duplication to optimize productivity and service quality.
4. Ensuring proper controls and effective collection processes are in place to maximize recovery of unwarranted payment and collection of accounts receivable (e.g. negative balances, fees for Lawyers Enquiry Services, and payment for reproduction or records). Authorizing provider advance payments, purchase card usage/reconciliation, and travel expense statements, overtime, etc.
5. Providing and maintaining an effective communications link between clients, peers, senior management and other branches, ministries or agencies. Participating as ministry/management member of internal and external working groups, committees and projects; co-chairing local joint management/union committees. Testifying in court as ministry designate pursuant to subpoenas. Representing the branch/ministry at public information sessions and seminars.
6. Identifying material resource and accommodation needs for fixed sites and outreach locations. Collaborating/consulting with regional manager/senior manager to prepare business cases for changes to facilities, or acquisition of resources. Interacting with facilities manager/Ontario Realty Corporation, Financial Planning Consultant and regional colleagues to coordinate and after consultation with the Regional Manager, ensure implementation of major accommodation changes, emergency situations, office improvements, related Health and Safety issues and for acquisition of office equipment for medical accommodations, etc.

7. Acting as Regional Manager in his/her absence.

Knowledge:

Thorough knowledge of the Health Insurance Act and Regulations, Eligibility and Portability Agreement of the Canada Health Act, Freedom of Information and Protection of Privacy Act, Ministry of Health and Long-Term Care policies and procedure OHIP Schedule of Benefits to understand and interpret their content and intent in the performance of day to day activities. Knowledge of registration, eligibility and claims processing policy and procedures to resolve operational situations and ensure successful program delivery. Knowledge of major ministry business programs/activities/systems and of OPS to facilitate MOHLTC (regional) operations. Knowledge of the Public Service Act, Occupational Health and Safety Act, Workers Safety and Insurance Act, Collective Agreements (OPSEU/AMAPCEO), Branch Security Manual, Corporate and Human Resources Policies (e.g. Illness, Injury and Employment Accommodation Program, Staffing Operating Policy, Learning and Development Operating Policy), Corporate Management Directives (e.g. Accountability Directive) to manage resources effectively. Proven management skills to develop functional teams involved in diversified activities. Interpersonal skills to manage a culturally diverse workforce and client base, and to negotiate effectively with individuals at various levels in and outside the organization. Crisis management, negotiation skills and alternate dispute resolution skills to provide creative resolution to conflicts and handle complaints (e.g. escalated staff issues, grievances, client disputes, potentially violent situations). Communication skills to discuss issues and to explain program and policy information verbally and in writing. Well-developed conceptual and analytical skills to initiate, plan and execute complex initiatives/tasks simultaneously. Presentation skills to conduct internal and public education sessions on branch business, activities and new initiatives. Management skills to effectively organize, coordinate and manage the activities of the office. Administrative skills to streamline operations and align staffing resources with operational requirements, ensuring operational goals are achieved within budget and time constraints. Knowledge of government accounting and budgetary processes to ensure fiscal responsibility.

Judgement:

Exercises considerable judgement in making recommendations to senior management with significant effectiveness, e.g. business solutions and options, operational strategies where issues often involve complex analysis or discretion, including assessing the risk associated with the options. Duties are executed with a great degree of independence. Judgement and discretion are exercised in the interpretation of legislation and policy and its application to contentious medical claims and eligibility anomalies. Although guidelines are available in the form of legislation, policy, precedent and agreements, there is a high frequency of escalated issues, which require immediate response and resolution. Judgement is required to provide leadership in a challenging work environment to multi-functional teams in order to maintain high morale and optimum efficiency. Judgement is exercised in providing guidance and in evaluating performance of direct reports during the performance development planning process and providing constructive intervention. Judgement is exercised during the recruitment process when screening, evaluating and scoring. Judgement is exercised in a number of program areas by evaluating and improving work processes and in making changes to operational processes/policy and in identifying and resolving problems. Judgement is exercised in managing escalated staff issues, and in intervening to diffuse potentially volatile situations. Judgement and discretion is required when representing the ministry or branch at public information sessions or when participating as a management member of internal or external working groups or with other ministries or professional groups.

Accountability - Programs:

he position is accountable for the planning and delivery of client and provider registration and claims payment in a high-volume, constantly changing service delivery environment. Position is accountable for the planning, coordination and delivery of administrative support services in the operation of several sites and programs. Position is responsible for ensuring staff scheduling in all areas/sites is adequate for continuous and efficient operational coverage on a daily/weekly basis. Also is responsible for the control of registration and claims related data in all operational sites to ensure confidentiality, security and integrity of govt information is maintained at all times. The incumbent makes significant contribution to formulation or change of program processes, procedures, and objectives.

Accountability - Personnel:

Position hires and directly manages 20-50 staff at various administrative levels engaged in multiple functions such as customer service, claims processing, clerical/technical/administrative support and data entry. Responsible for managing performance and development of direct reports. Responsible for discipline, grievance handling, terminations, approving merits, etc. Position has authority to approve request for leaves of absence (incl. vacation requests), travel expense statements and overtime. Position is a Co-chair/member of joint union/management committees.

Accountability - Finance & Material:

Position is responsible for the collection of revenue arising from negative balances, lawyer inquiries and other service related charges, and is responsible for the appropriate payment/non-payment of over 12

million claims per month, valuing \$0.5 billion. Accountable for advance payments to providers up to \$100,000 and STD payments up to \$300,000. Position ensures departmental operations related to salaries and direct operating expenses are managed within material and human resources budget allocation. Collaborates with the Financial Consultant and the Regional Manager in the preparation and administration of the regional budget. Responsible for authorizing travel and accommodation expenses and local purchases within approved signing and expenditure authorities. Responsible for the security of premises and retention of records and databases. Responsible for proper maintenance and safety standards of all equipment and supplies, including outreach vehicles.

Accountability - Impact of Errors:

Failure to meet program delivery would result in the interruption of payments to health service providers, inappropriate registration of residents, misuse of public funds and loss of confidence by the public, elected officials and service providers both within and outside the province. Errors in analysis, recommendations, business solutions, etc., could have significant impact on business operations of the ministry, e.g. affect the registration of clients and providers, the payments to physicians and other providers, involving significant funds daily and large numbers of users (12 million provider claims per month). Failure to provide accurate proactive advice to senior management and deal with emerging issues could result in a breach of confidentiality or incorrect information given to the public. Errors by the incumbent could result in issues escalating to the Minister of Health or the media. Impact of errors would negatively affect and/or embarrass Senior Management, the Region and the Ministry. Errors with respect to the competition/interview staffing process could result in grievances or complaints involving costly resolutions and have a negative impact on general morale. Incorrect advice/decisions on the part of the incumbent could establish precedents.

Contact - Internal:

Meets routinely with Regional Manager and colleagues in other offices in the Region, other Regions and Head Office. Works closely with Regional management team to develop regional plans and strategies. Ongoing contact with Direct Reports, Managers of Workforce Planning and Development, Human Resources, Financial Planning Consultants, Medical Consultant, Head Office staff, Senior Management within the division, other program area and other government departments to discuss and resolve problems and make recommendations related to program delivery and human resources management. Regular contact with representatives of other ministries where program services interact.

Contact - External:

Regular contact with clients such as health care providers, health agencies, other ministries (MCFCS, MAG, MCBS) service vendors and other health plans to provide authoritative interpretation and application of ministry policies and to discuss and resolve problems related to the preparation, supply or delivery of programs/services. Regular contact with Citizenship and Immigration Canada to discuss and resolve issues. Regular contact with elected Federal and Provincial officials. Frequent contact with police, lawyers, business administrators and security firms. Frequent contact with detention facilities, homeless agencies and social services agencies to discuss client needs and eligibility requirements. Occasionally with health and safety inspectors, WSIB agents regarding workplace safety and WSIB claims/issues. Occasionally with building/property management and accommodations/Head Office representatives to discuss and implement accommodation and environmental needs/repairs. Occasionally with suppliers regarding equipment leases and maintenance and forms of delivery.