

Position Profile

Managing Director

Reports To: Acute Care Alberta

Date: July 2025

ABOUT THE EMERGENCY HEALTH SERVICES PROVINCIAL HEALTH CORPORATION

Want to Be Part of Building Something Better

The Government of Alberta is refocusing Alberta's health care system to improve outcomes for Albertans and empower health care workers to deliver quality care across the province. A refocused health care system will provide Albertans with the necessary care when and where they need it, enhance government's ability to provide system-wide oversight, set system priorities and ensure accountability for those priorities on behalf of Albertans. The system is being unified under four dedicated provincial health agencies: Recovery Alberta, Primary Care Alberta, Acute Care Alberta and Assisted Living Alberta. As part of this emergency health services are transferring out of Alberta Health Services to a new provincial health corporation under the purview of Acute Care Alberta.

The Emergency Health Services (EHS) provincial health corporation (PHC) will be accountable to the Acute Care Alberta (ACA) for the delivery of all EHS ground and air operations as well as dispatch and other programs required to support the delivery of emergency health services province wide. These services are provided by the EHS PHC directly (60%) or through one of the 30 contracted EHS service providers (40%) under contract to the PHC. The Emergency Health Services PHC will work to enhance EHS care and improve system efficiency, patient safety and response times in all parts of the province. Emergency health services in the refocused health care system will also be accountable for driving system improvements and meeting performance targets, concentrating on workforce sustainability and well-being for both staff and patients to better serve Albertans. The stand-up of the provincial health corporation also offers an opportunity to implement a best practice organizational structure and improve staff safety, staff well-being and morale.

Current Priorities

- Community-based, culturally safe integrated care
- Modernized, scalable, tech enabled solutions
- Academic and research-informed leadership and clinical care
- Strong relationship building with all stakeholders
- Co-design services with the community
- Champion psychological safety, career development and cultural respect
- Provide dispatch function and receive and coordinate inter-facility transfers

EHSPPA by the Numbers

- 5000 estimated team members
- 678400 EHS events
- 957 vehicles stationed in 151 communities

The Emergency Health Services Provincial Health Corporation

The mandate of the EHS PHC is to improve ambulance response times and accessibility for emergency health services. Beginning immediately, Hospital and Surgical Health Services and Acute Care Alberta will set operational standards, targets, clinical policy and EHS priorities.

The Emergency Health Services PHC will establish operational policy, deliver services, conduct contracting and commissioning, report on operational performance and hold operators accountable.

ABOUT THE MANAGING DIRECTOR POSITION

The Managing Director (the Chief Executive Officer of the PHC as defined under the *Alberta Public Services Agencies Governance Act*) provides strategic leadership of emergency health services operations across the province. The Managing Director leads, influences, supports and directs the implementation of the emergency health services structure and operating model in Alberta. The Managing Director will develop the vision and strategic direction for the provincial health corporation and ensure plans are created to translate this vision into actionable strategies and tactics. The Managing Director will be responsible **for shaping the corporation's direction, strengthening relationships with key stakeholders including government agencies, healthcare partners, and the community, and overseeing the delivery of high-quality emergency health services.**

The Managing Director, an expert in emergency health services, leads the development of policies, key standards as well as processes and practices to ensure emergency services are delivered in the most effective, accessible and sustainable manner. The Managing Director will ensure excellent collaboration and partnerships with internal and external stakeholders including other health authorities, government departments, academic institutions, policing and emergency response entities, non-profit agencies and the general public.

The Managing Director will lead the establishment and sustainment of a high-performance culture and environment characterized by quality, accountability and citizen centricity. The Managing Director will measure and report on performance indicators that credibly evaluate the Corporation performance.

If you are invigorated by complex challenges, have a passion for great healthcare and would like to apply creative and innovative thinking to emergency health services and their delivery, this is the position for you.

KEY LEADERSHIP ACCOUNTABILITIES

Accountability 1: Strategic, Operational and Business Planning

- In collaboration with the Ministry of Hospital and Surgical Health Services, ACA and the PHC executive team, develop a practical strategic plan clearly defining the vision and mandate for emergency health services across Alberta as well as strategic directions and operational priorities aligned with the goals and objectives of the Government of Alberta
- Establish structures, processes and practices to ensure a current understanding of the needs and desires of Albertans as well as trends and leading practices in all aspects of emergency health services
- Develop a comprehensive operating plan for the PHC describing the service delivery model for emergency health services, the goals, objectives and standards for the service based on evidence, what the vision is in clear, practical and meaningful terms and the financial model and projections to ensure long-term sustainability and alignment with industry best practices
- Establish a consistent, effective process and practices to develop and implement aligned operational and functional plans for each branch within the PHC
- Participate in the refocus initiatives to ensure emergency health services planning and delivery is effectively integrated and aligned
- Working closely with the executive team, develop and approve organization-wide policies and procedures and ensure integration with standards of best practice
- Ensure the identification and documentation of significant risks to emergency health services and the development of mitigation strategies to address these risks

Accountability 2: Financial, Human Resource and Performance Leadership

- Establish operational goals for each branch/unit, including budgetary, quality, employee engagement, and service excellence goals
- Lead the development and management of departmental budgets and financial controls
- Make presentations to government officials and other government bodies regarding policies, programs or budget
- Monitor emergency services activities to determine if responsibilities and programs are carried out in accordance with recognized standards, best practices and in line with supporting regulations and legislation and for the benefit of all Albertans
- Lead the development of reports on priority issues related to emergency services
- Report on the operational performance of service delivery using indicators, metrics, and targets aligned with system and organizational key performance indicators and measuring the effectiveness of the services and achievement of quality and service targets
- Establish, implement and ensure compliance with all provincial and organizational policies, standards of practice guidelines, protocols, collective agreements, accreditation, and applicable professional requirements
- Establish effective and efficient financial management practices that ensure an accurate, current understanding of drivers of expense, budgets, revenues, and expenditures and focus on long-term financial sustainability, based on strong forecasting practices
- Support, coordinate, direct and directly supervise executive leaders
- Recommend financial and human resource allocation for all program and services and facilitate efficient, effective, and fiscally sustainable deployment of resources
- Gather, interpret, and disseminate information on organization-wide policies, new programs, and other pertinent information to managers and staff
- Lead the execution of a progressive workforce/talent strategy based on well-defined position requirements and desired competencies, that ensure high-quality staff are recruited and selected, succession is continuously addressed, resources are deployed to meet all operational requirements, performance is enabled and managed and workplace safety is maintained

Accountability 3: Stakeholder, Partner and Public Relations.

- Establish and maintain collaborative, ongoing relationships with executives and senior leaders/partners internal and external to the Emergency Services PHC
- Strengthen the PHC's relationships with stakeholders including other provincial health authorities, government departments, vendors, diverse communities of interest, and the public
- Build linkages between educational institutions and other stakeholders to strengthen emergency services human resources and capacity within Alberta
- Serve on related federal/provincial/ territorial committees
- Establish successful partnerships with educational and research partners, integrating research into strategic directions for the organization and respective portfolio areas and ensuring educational and research goals are met
- Respond to media requests as required
- Represent the PHC in the community

EDUCATION AND EXPERIENCE REQUIREMENTS

The Managing Director requires strong leadership skills and the ability to develop and maintain a high-performance environment. Acute Care Alberta relies on her/his knowledge, experience and competencies to lead in a multidisciplinary, dynamic environment with multiple and often conflicting demands.

The successful candidate will bring a master's level degree in leadership, business or public administration complemented by a minimum of 10 years leadership experience in a large complex organization, preferably in healthcare or public service.

The ideal candidate will demonstrate they have:

- Experience involving direct leadership within emergency medical services, paramedic services, or other emergency health services settings. This might include overseeing paramedic teams, developing protocols for emergency health services, implementing quality and safety initiatives, and ensuring effective coordination with hospitals and emergency departments.
- Experience developing and executing strategic plans, engaging with government bodies, navigating political dynamics, and leading diverse, multidisciplinary teams.
- Experience working directly to manage large budgets, ensuring financial accountability, and driving operational efficiencies in a service delivery organization. Experience implementing cost-control measures, optimizing resource allocation, and overseeing performance against key financial indicators.
- Experience overseeing clinical governance, quality improvement programs, and patient safety initiatives, as well as familiarity working within an accreditation process, data-driven performance monitoring, and working with clinical leaders to improve care outcomes.
- Experience developing, leading, or coordinating emergency management plans, business continuity strategies, and responses to mass-casualty or disaster events. Experience collaborating with other emergency services, government agencies, and community partners to ensure readiness and resilience.
- Experience successfully leading complex organizational change initiatives, such as transformation, restructuring, service integration, or modernization efforts. Experience managing stakeholder engagement, change management strategies, and cultural transformation in a large system.
- Experience developing and managing partnerships with private healthcare providers, contractors, or service delivery organizations, including experience in contract management, vendor negotiations, and public-private partnership models. Experience working with private sector contributions with public system goals and values.

If you are a superior communicator, an innovative systems thinker, a fantastic relationship builder and manager and could earn and retain the respect of the health community in Alberta, this position is the right one for you.

Please contact or submit your resume to:

LILLIAN WONG, Director, Executive Search and Recruitment

MNP | Email: lillian.wong@mnp.ca

COMPETENCY REQUIREMENTS

INTEGRITY, RESILIENCE and HUMILITY	<ul style="list-style-type: none"> Keeps the greater good of Albertans in mind at all times and advances the health interests of the public in all policies, processes and practices Assumes responsibility, accountability and follows through when making commitments Demonstrates sincerity, honesty, respect, empathy and adherence to the high ethical standards and principles of Acute Care Alberta Maintains composure and perspective in difficult or volatile situations Able to maintain confidential information and use discretion in all interactions Demonstrates respect for other's experience and perspectives
VISIONARY TRANSFORMATIVE LEADERSHIP	<ul style="list-style-type: none"> Has broad knowledge and perspectives Shapes the strategic direction of the Provincial Health Corporation, establishes a shared vision and values as well as common goals and creates the environment where the system can achieve them Adopts a long-term view of strengths, weaknesses, opportunities and risks in a changing operational environment Develops and executes strategic plans that align organizational goals with broader health system priorities Oversees environmental scanning, needs assessment, and stakeholder consultation to inform strategic direction Translates high-level strategies into actionable initiatives, ensuring accountability and performance measurement Works with senior leaders to monitor progress, adapt to changing contexts, and manage risk Identifies systemic issues that challenge progress and develops plans to address challenges and opportunities Clearly articulates a practical vision for the future, a credible case for change / enhancement and quickly influences and inspires others to work as part of a team toward that vision Applies advanced change management skills that foster resiliency in the Corporation and supports them through policy, strategic and political transformations Leads system-wide changes that align with provincial health priorities Focuses on redesigning processes, structures, and governance to improve outcomes Balances strategic vision with operational realities to implement sustainable change Fosters proactivity as well as responsiveness to current issues and converts conceptual ideas into pragmatic operational solutions that can be embraced within the organization Guides teams and organizations through transitions, ensuring they remain engaged and aligned Addresses resistance to change by building trust, clear communication, and shared ownership Aligns organizational structures and processes with new ways of working Promotes cooperation, collaboration and integration between individuals and groups both within and outside of the PHC ensuring everyone understands each other's roles, responsibilities and contributions Identifies critical issues that will have an impact on the system Provides effective advice and strategic leadership on difficult issues in stressful and/ or urgent circumstances
RELATIONSHIP AND EQUITY	<ul style="list-style-type: none"> Builds and maintains trust with a wide range of stakeholders, including government, partners, and communities

PARTNERSHIP DEVELOPMENT AND MANAGEMENT	<ul style="list-style-type: none"> • Prioritizes collaboration and open communication to align goals and resolve conflicts • Navigates complex stakeholder environments with professionalism and integrity • Builds and nurtures partnerships with communities, particularly those historically underserved or marginalized • Ensures health services are culturally safe, accessible, and tailored to diverse needs • Prioritizes collaborative approaches to identify and address health disparities
SUPERIOR ORAL, WRITTEN AND PRESENTATION SKILLS	<ul style="list-style-type: none"> • Defines the principles and framework of effective organizational communication • Actively listens to messages being communicated by stakeholders • Articulates complex ideas in a clear, understandable way • Explains the strategies, public health service delivery model and expected outcomes so all stakeholders can understand • Creates and conducts powerful presentations to small and large groups • Develops well-constructed documents and reports • Provides sound, credible and thorough information to the Board, Minister and Deputy Ministers and ensures they are appropriately informed of issues • Effectively facilitates meetings and discussions to assist participants in reaching shared decisions and fostering positive relationships
EXCELLENT JUDGMENT	<ul style="list-style-type: none"> • Efficiently and effectively perceives and assesses situations • Understands when decisions require input and when they do not • Extremely comfortable making and taking responsibility for tough decisions • Asks the right questions to get the information needed • Able to identify and apply relevant scientific evidence • Draws sound conclusions and recommends changes in policies and practices as required • Generates options with an analysis of pros and cons as well as identified impacts • Identifies the impacts and risks associated with decisions and takes appropriate risks • Influences decisions that challenge the status quo and provoke growth and positive development in the system • Defines decision-making model(s) / principles / criteria for others • Utilizes objective, factual and valid information from a variety of sources to make informed decisions, understand the potential impacts, and keep all relevant parties informed • Effectively represents the organization's interests to government, partners, and the public • Uses data and compelling narratives to shape decisions and secure support • Balances organizational goals with the broader needs of the health system
POLITICAL ACUMEN	<ul style="list-style-type: none"> • Analyzes situations, understands environmental and political impacts and devises strategies and tactics to help obtain organizational goals and objectives • Understands how government policy, legislation, and regulations affect EHS operations • Translates policy into actionable strategies that align with organizational goals • Engages in policy development to advocate for the needs of the system • Understands complex political situations and determines effective strategies to maximize opportunity and minimize risk • Understands and respects the role of all parties and how they might work together

	<ul style="list-style-type: none"> • Gains and effectively uses knowledge of formal and informal political, social and organizational structures and relationships to achieve positive change
INNOVATION AND RESULTS ORIENTATION	<ul style="list-style-type: none"> • Incorporates the needs of all stakeholders and patients when setting standards, strategies and organizational direction • Sets goals and priorities that maximize the use of resources available to consistently deliver results based on strategic direction and stakeholder expectations • Driven to meet a high standard of performance • Monitors progress towards a goal, anticipates problems and make adjustments when necessary • Encourages creative thinking and the adoption of new ideas and technologies. • Focuses on solving complex problems in new ways that add value to patients and the system. • Integrates evidence-based innovation into daily operations
FINANCIAL ACUMEN AND CONTRACT MANAGEMENT	<ul style="list-style-type: none"> • Understands the financial model of the system and the elements that impact the model and financial performance • Implements strong budgeting, financial reporting, forecasting and monitoring processes • Implements a risk-based approach to financial management and ensures appropriate policies are in place • Oversees the development, negotiation, and monitoring of contracts with external partners and vendors. • Ensures accountability, performance, and compliance with service agreements. • Identifies and responds to challenges related to contracting or performance.

ABOUT ALBERTA

Located in western Canada, the province of Alberta is bordered by the Canadian Rocky Mountains to the west and vast prairies and badlands to the east. To the north lies the Northwest Territories. The state of Montana is the nearest southern neighbour in the United States.

Alberta has an estimated population of 4,960,097 people, the majority concentrated in Calgary; Alberta's largest city and the third largest in Canada and Edmonton; the capital city of Alberta. It is the fourth largest province in Canada, covering an area of 661,848 sq km (255,541 sq mi). Although it is known as a prairie province, the landscapes vary from towering mountains, glacial lakes and vast boreal forests to rolling foothills, fertile prairies and desert badlands. Alberta has 245 rivers and more than 600 lakes. With 1,900 hours of sunshine in the north and 2,300 hours of sunshine in the south annually, Alberta is Canada's sunniest province. Alberta is famous for its:

- Sunshine
- Mountains
- Open spaces
- Fresh air

Families in Alberta typically enjoy a higher family income than other parts of Canada. In the 2016 Canadian Income Survey, Alberta families earned a median income of \$92,800 after tax. This is well above the Canadian average of \$78,400. Alberta offers many cost-of-living advantages, such as:

- Higher incomes
- Lower cost of living
- No provincial health-care premiums
- No provincial sales tax (PST)
- Tax rebates and credits

The people of Alberta come from many cultures and backgrounds. English is the primary language spoken throughout Alberta, but many other languages are spoken; including French, German, Ukrainian and Dutch. There are also at least



11 indigenous languages spoken throughout the province. Albertans work together to build a strong economy and safe communities where everyone is welcome. Alberta has:

- High standards of living
- Cultural events all over the province
- Excellent healthcare and school systems
- A diverse economy and innovative business spirit, making it an ideal place to work and live



Alberta's excellent health care system gives people access to:

- Hospitals
- Clinics
- A variety of social support services
- Qualified physicians and health care workers

Alberta also has a standard education system, with many options based on language or religion. Schooling is free from kindergarten to Grade 12. It is required from ages 6 to 16. Catholic and Francophone options are available. With 26 universities and colleges, Alberta has many post-secondary options. The Alberta government subsidizes tuition fees, and the cost varies across the province.



ABOUT EDMONTON

With a population of over 1.5 million people, Edmonton is the capital city of the province of Alberta, Canada. Sometimes called Canada's Gateway to the North, Edmonton is the farthest north of Canada's large cities and has important road, rail and air transportation links.

From its beginnings as a Hudson's Bay Company fur trading fort, Edmonton has evolved into a city with a wide range of cultural, sporting and tourist attractions, and is the host of more than two dozen festivals each year. Most of Edmonton's population works in the service and trade industries, as well as in the municipal, provincial and federal governments.



Edmonton is a hub for the oil and gas industry (hence the name of its National Hockey League team, the Oilers). It is also well regarded for its research and technology industries. It is home to Canada's largest mall, West Edmonton Mall (the world's largest mall from 1981 until 2004).

Edmonton has a humid continental climate with typically cold, dry winters and sunny summers prone to extremes and large swings at all times of the year. Summers in Edmonton are hot and sunny, with highs around 75 F (24 C) and 17 hours of daylight. Winters in Edmonton are less severe than in many other Canadian cities, with low humidity and less snow and although the winter temperature can dip to -40 C/F, the cold spells last only a few days.

Some of Edmonton's most popular attractions include:

North Saskatchewan River Valley - There's green space, and then there's the North Saskatchewan River Valley. This vast collection of scenic parks is 22 times bigger than New York City's Central Park. Over 150 kilometres of trails, pathways, golf courses, and tree-lined, manicured lawns connect 20 parks, where locals and visitors picnic, bike, run, kayak, canoe, stand-up paddleboard, take a paddle boat or Segway, and, in winter, snowshoe and ski (both cross-country and downhill).



West Edmonton Mall - This nearly 500,000-square-metre mall is the largest in North America, with 800+ stores, 100 dining venues, a massive indoor wave pool with 17 water slides and a lake, plus amusement park, zoo, and ice-skating rink.

Elk Island National Park - Just east of the city, the park is a great place to hike, snap pictures of wildlife, lay on the beach, and come sundown, watch the Northern Lights. Canada's largest fully enclosed park is a refuge for moose, elk, lynx, black bears, gray wolves, 250 species of birds, and herds of plains bison imported from Montana and rescued from extinction.

Alberta Legislature - Set atop the banks of the North Saskatchewan River, the Alberta Legislature is a marvel of marble pillars and carved oak. Discover the Legislature on a free guided tour, offered hourly. Ask about the Famous Five who fought for women's right to vote. Learn about the fascinating stories behind the portraits and magnificent art. Glance at the bejeweled gold and silver ceremonial Mace.



The Art Gallery of Alberta - A striking architectural landmark reminiscent of Bilbao's Guggenheim, downtown's Art Gallery of Alberta is one of the province's prominent cultural venues. It is the city's largest single art gallery with a collection that include over 6,000 paintings, sculptures, and installations historical and contemporary, international and Canadian works.

Fort Edmonton Park - History is fun at 1800s-era Fort Edmonton Park, where actors dressed in period costume barter for beads at the fur trading post and socialize at the train station. Learn about four time periods: the 1846 fort, 1885 community, 1905 railway boom, and 1920 commerce hay day.

University of Alberta Botanic Gardens - Be amazed by the wealth and diversity of nature at the stunning University of Alberta Botanic Gardens – a must-visit for lovers of flora, fauna and beautiful things. With 80 acres of display gardens (and 110 additional acres of natural areas and ecological preserves), there's tons to explore.

Pro Sports

Edmonton is home to many professional teams including — the Edmonton Oilers and Edmonton Elks — and some of the best fans. Edmonton is home to Canada's largest mixed-use entertainment district, part of a \$7 billion downtown revitalization effort.

Rogers Place and the Edmonton Oilers - With its stunning curvilinear architecture and an interior that'll make you think you just stepped onto the Starship Enterprise; Rogers Place is sure to make your jaw drop. Home to the Edmonton Oilers hockey team, the arena features state-of-the-art technology including the largest high-definition screen in the National Hockey League. Catch an Oilers game at Rogers Place during the regular season, which runs from October to April each year and some of the world's biggest music acts all year long.



The Edmonton Elks – The Edmonton Elks are a professional Canadian football team based in Edmonton, Alberta, competing in the West Division of the Canadian Football League. The team plays their home games at the Commonwealth Stadium and are the third-youngest franchise in the CFL.

Theatre

Western Canada's largest and most ambitious theatre, The Citadel a cornerstone of Edmonton's Art District, which offers Edmontonians their pick of plays, exhibits, concerts and symphonies, and is now capped by a new Royal Alberta Museum.

Across the river, the Northern Alberta Jubilee Auditorium is home to the Edmonton Opera and the Alberta Ballet. And the Old Strathcona district features a plethora live theatre venues.

Winter Activities

Edmontonians don't hibernate, they strive to make Old Man Winter proud with outdoor patios, city-wide snowball fights, deep freezer races, and a spectacular view of the Northern Lights. Strap on a pair of snowshoes and you're off on an exhilarating day trip through areas like Elk Island National Park or Edmonton's River valley or slip on some skates and head to one of the city's many outdoor rinks. Downhill ski or snowboard at Snow Valley Ski Club, Rabbit Hill Snow Resort or Edmonton Ski Club, or cross-country ski through one of Edmonton's beautiful parks.



Festivals

Here's a reason they call Edmonton "Canada's Festival City". Some annual favorites include Heritage Festival, a celebration of multicultural sights, sounds and tastes; Folk Fest, four free-spirited days of eclectic music and great food; and The Fringe, North America's biggest and oldest celebration of innovative theater and performance arts. Other summer festivals include The Edmonton Folk Music Festival, The Works Art& Design Festival, Edmonton International Jazz Festival amongst others.



For more information on Alberta and Edmonton please visit: <https://www.edmonton.com/why-edmonton/lifestyle>, <https://www.alberta.ca/life-in-alberta.aspx>, <https://www.thoughtco.com/edmonton-the-capital-of-alberta-509903>, <https://caen-keepexploring.canada.travel/things-to-do/top-10-attractions-edmonton>