Senior Operating Officer, Social Work

Location: Negotiable within Alberta
Requisition #: ALB00589079
Salary Range: $73.03 - $134.23 per hour
Job Type: Regular Full Time

Your Opportunity:
Assisted Living Alberta (ALA) is seeking an accomplished Social Work professional to lead and shape the future of Social Work services across Alberta. This high-impact leadership role is accountable for the strategic direction, operational excellence, and performance of Social Work services across all programs and service corridors.

The Senior Operating Officer (SOO) drives the integration of Social Work practice across acute care, continuing care, community care, primary care, and contracted service providers across the province. The role oversees high-quality psychosocial care, caregiver support, system navigation, complex discharge planning, and innovative service delivery models that improve outcomes for individuals, families, and communities. Leading a network of operational leaders, the SOO fosters a culture of excellence, continuous improvement, and professional practice while ensuring alignment with provincial standards, accreditation requirements, regulatory expectations, and organizational priorities.

It is an exciting time to influence policy, shape service delivery, strengthen workforce capacity, and advance equitable, person-centred care across Alberta.

This is a provincial role whereby location is negotiable and may be eligible for a remote/hybrid work arrangement. Travel will be required to support leaders, teams, and service delivery.

ALA supports Albertans through a comprehensive assisted living system that delivers home care, community care, continuing care homes, social services, and medical and non-medical supports across the continuum of care.

Description:
Reporting to the Executive Lead, Client Navigation and Integration, the Senior Operating Officer (SOO), Social Work, is a senior operational leader accountable for the provincial delivery, performance, quality, and integration of Assisted Living Alberta Social Work services across Alberta.

The SOO provides operational oversight for provincial and corridor-based service delivery, ensuring consistent implementation of provincial standards, achievement of organizational priorities, and integration of psychosocial care services across the continuum of care.

The SOO is accountable for service performance across Social Work services, including psychosocial care, caregiver support, complex discharge planning, system navigation, vulnerable population supports, and programs addressing the social determinants of health.

Working collaboratively with Planning, Performance and Quality, Clinical Operations, Medical Leadership, community providers, and provincial partners, the SOO ensures effective stewardship of resources, standardized service delivery, continuous quality improvement, and achievement of patient, family, and system outcomes.

The SOO provides leadership to provincial and corridor operational teams, fostering a culture of accountability, innovation, quality, safety, cultural responsiveness, and person-centred care while advancing Assisted Living Alberta's strategic priorities and commitment to integrated care delivery.

Required Qualifications:
A masters degree in a healthcare management, business administration, or health related field is required. A minimum of seven (7) years of progressive leadership experience in healthcare operations, with at least three (3) years' experience leading in social work.

Additional Required Qualifications:
Demonstrated expertise in providing executive leadership of specialized care programs across multiple sites and geographies. Proven ability to lead compassionate, patient-centered care delivery in sensitive clinical contexts. Experience in program standardization and quality improvement in system capacity and patient flow. Experience in strategic planning and leading organizational change. Proven experience leading large multidisciplinary and unionized teams, workforce planning, financial management, service integration and change implementation is required. The successful candidate demonstrates sound executive judgement, systems thinking and the ability to monitor performance, address emerging risks and complaints and translate data and feedback into sustainable improvement. Experience partnering with medical leaders, operational leaders, service providers, community organizations and executive stakeholders to coordinate care and resolve complex cross-system issues is also required.

Preferred Qualifications:
Master of Social Work. Registered Social Worker in Alberta Leadership or health administration training including process improvement, project management, and change management. Experience in Alberta's social work service delivery models. Familiarity with national social work and frameworks.

How to Apply:
Please visit our job board to learn more and apply:
https://careers.albertahealthservices.ca/jobs/senior-operating-officer-social-work-601121