

**NON-MANAGEMENT JOB DESCRIPTION  
POINT RATING EVALUATION PLAN**

Working Title Senior Advocate Representative Office of the Advocate for Persons with Disabilities (Calgary)	Name  Vacant
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Disability Services Division, Office of the Advocate for Persons with Disabilities	Ministry  Community and Social Services
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Present Class PS4	Requested Class PS4
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Dept ID	Program Code	Project Code (if applicable)
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**PURPOSE:** Give a 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 (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Manager, the Senior Advocate Representative (Calgary) supports the Office of the Advocate for Persons with Disabilities (OAPD) Calgary to fulfill the mandate and reporting requirements of the Advocate as set out in the *Advocate for Persons with Disabilities Act*, and provide supervision and over-sight of the front-line team of the OAPD.

The Senior Advocate Representative responds to all inquiries (calls, emails, in person visits) received by the OAPD to facilitate the execution of the legislated mandate identified under the *Advocate for Persons with Disability Act*. The Senior Advocate Representative identifies the issue/s, provides responses to queries or referrals to sources that can provide a response, conducts concerns resolution processes in response to individual concerns/complaints, and determines the need for a individual concerns resolution or formal review of systemic issues. Reviews of systemic issues under the jurisdiction of the Advocate are led by the Senior Advocate Representative; this involves developing the review plan, completing interviews and researching multiple pieces of data, developing responses and recommendations, and may include informing stakeholders of the outcome of the review. This position has a strong emphasis on analysis and review of issues, liaison with Albertans with disabilities and disability stakeholders throughout these processes, and the development of evidence-based recommendations.

The Senior Advocate Representative designs, delivers and evaluates a variety of public education materials and training to a diverse range of stakeholders. Education/training informs Albertans of expectations and responsibilities related to the supports and services provided to Albertans with disabilities, their families, caregivers, and stakeholders. This work helps Albertans understand related legislation, and assists Albertans in navigating related programs, services and systems.

**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 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Review and oversee responses to incoming calls and inquiries to ensure the most appropriate response and/or referral was provided.

- Managing the daily assignment of new referrals to OAPD Calgary team members for assessment and follow-up.
- Overseeing the OAPD Calgary team caseload and managing the allocation of work assignments.
- Refer complaints within the jurisdiction of the Mental Health Advocate, Health, Child and Youth Advocate, the Office of the Human Rights Commission, the Office of the Ombudsman, and other community partners for follow-up and or investigation.
- Recommend formal reviews of systemic issues be completed within the Office of the Disability Advocate when issues are within its jurisdiction.
- Review non-jurisdictional letters and close files on concerns outside of jurisdiction.

Lead the completion of systemic reviews within the jurisdiction of the Advocate for Persons with Disabilities.

- Develop a plan for each review of systemic concerns and manage the scope throughout the review
- Conduct a formal review of systemic concerns at the direction of the Advocate.
- Interview relevant parties, including complainants, government officials, members of boards or agencies (at any level from executive to junior), the public and others without restriction.
- Research the policies, practices and legislative framework of the authority involved; review operational practices; review file information relating to a complaint, and data banks for previous similar incidents.
- Be part of a team in conducting complex reviews involving multi-faceted complaints within the mandate of more than one provincial Advocate, for example Health Advocate.
- Compile, synthesize and analyze collected information.
- Prepare systemic review reports and draft public reports for the Advocate's review.
- Prepare correspondence of varying complexity to the complainant and the investigated authority outlining the conclusions and recommendations of the individual concerns resolution or review of systemic issue(s).
- Manage stakeholder expectations throughout, and sometimes after, the review process, including regular contact (verbal/written) with complainant.
- Resolve unusually complex cases that may be media or politically sensitive and cases that are sensitive to emotionally charged individuals.
- Support adherence to legislative, regulatory requirements as processes, and as well as Office policy/protocol and principles of natural justice and administrative fairness.
- Prepare correspondence of varying complexity, for the Calgary Manager's review and approval and Advocate's signature, to the complainant and other parties that include the legislative authority and outline the conclusions and recommendations of reviews.
- Manage stakeholder expectations throughout, and sometimes after, the review process including regular contact (written/verbal) with complainant and the service delivery region and/or service provider.
- Mediate complex complaints as part of alternative dispute resolution.

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Develop and deliver education and public awareness resources for individuals with disabilities, families, clients, professionals and the general public to advance an understanding of related legislation as appropriate, navigating the system, the interests and needs of jurisdictional clients, and options within disability services.

- As directed by the Manager, develops public education materials and content.
- Deliver public education on a variety of relevant topics to diverse audiences (e.g., Office services, rights, interests, needs).
- Build and maintain relationships and capacity through value added relationships with key stakeholders.
- Participate in the regular evaluation and revision of content to reflect evolving stakeholder needs.

Participate in a number of activities to support the administration of the OAPD in alignment with business plan goals and priorities.

- Oversee and ensure the maintenance of thorough records of all activities in the database.
- Lead the development of draft operational policies, processes, or protocols.
- Analyze trends in Office activities over time and make recommendations regarding improvement opportunities and solutions.
- Upon request, visit where services are being provided in the community at the request of the individual, service providers or the office to answer questions and ensure awareness of expectations and responsibilities under the role of the OAPD, following established policy.
- Participate in system-wide reviews as needed.

Prepare and review written correspondence and reports of OAPD of varying degrees of complexity to prepare for review and sign-off by the Calgary Manager and the Advocate. Track and consolidate activities of the Advocate and utilize this information to prepare the draft annual report, including:

- Identification of issues of concern to persons with disabilities and recommended actions.
- Reviews of programs and policies affecting persons with disabilities.
- Consultations in which systemic decisions were made about persons with disabilities
- Public education events which promoted the rights, interests and well-being of persons with disabilities.
- Provision of information and advice to Government with respect to the rights, interests and well-being of persons with disabilities.
- Provision of education to assist individuals in accessing CSS programs and services.

**SCOPE:** List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

Under the supervision of the Calgary Manager, and within regulation and policy guidelines, the Senior Advocate Representative independently determines:

- How best to respond to a query, concern, or complaint, based on thorough analysis of the issue(s), and application of existing regulations, policies, and processes.
- When to proceed with individual concerns resolution or formal review of a systemic issue – formal review recommendations are presented to the Manager for approval; the Senior

**SCOPE:** List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

Advocate Representative is authorized to proceed with a review when warranted by analysis of information.

- The sources of information to be accessed and their credibility.
- Informal resolution strategies to be considered and employed.
- The breadth of information to provide.
- The limits of confidentiality and information exchanges pursuant to the matter at hand.
- When to refer a matter to another agency.

The Senior Advocate Representative independently conducts formal reviews of systemic issues under the direction of the Calgary Manager. Complexity is increased by the nature of complaints – each is unique, and within one complaint there might be multiple issues to pursue. During a review, multiple parties could be exploring the same issue, each for their own purpose (e.g., the Office and Community and Social Services Service Delivery). The incumbent must be able to be fair and objective when responding to any call or letter, yet sensitive to emotionally charged situations. In unusually complex cases, cases that may be media or politically sensitive, or when there may be an emerging trend, the Senior Advocate Representative alerts and consults with the Manager.

A portfolio of reviews is managed by this position at any one time. In consultation with the Manager, the Senior Advocate Representative recommends the best way to complete reviews, maintains liaison with the complainant and the authority throughout the resolution process, and communicates with all parties at the conclusion of the review.

When delivering education presentations or training, the Disability Advocate Senior Advocate Representative determines the best approach to use.

**KNOWLEDGE, SKILLS & ABILITIES:** Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Thorough knowledge and awareness of the *Advocate for Persons with Disabilities, Human Rights Act Alberta*, the United Nations Convention on the Rights of Persons with Disabilities, Jordan's Principle and related legislation, including:
  - *Education Act*
  - *Alberta Housing Act* and *Alberta Housing Amendment Act*
  - *Child, Youth and Family Enhancement Act* and Regulation
  - Premier's Council of the Status of Persons with Disabilities Act
  - *Family Support for Children with Disabilities Act* and Regulation
  - *Persons with Developmental Disabilities Services Act* and Regulations
  - *Assured Income for the Severely Handicapped Act* and Regulation
  - *Income and Employment Support Act* and Regulation
  - *Dependent Adult Act*
  - *Service Dog Act* and Regulation

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- *Blind Person's Right Act*
- *Administrative Procedures Act*
- *Public Inquiries Act*
- *Government Organization Act*
- *Government Accountability Act*
- *Financial Administration Act*
- *Freedom of Information and Protection of Privacy Act*
- *Public Service Employee Relations Act*
- *Employment Standards Act*
- *Adult Guardianship and Trusteeship Act*
- Thorough knowledge of the purpose, functions, and responsibilities of the Advocate
- Thorough knowledge of the policies, processes and protocols of the OAPD.
- Experience in disability-related service delivery and/or work experience with vulnerable populations or in a complaint-handling or advocate role
- Skill and knowledge of review and research techniques and ability to conduct independent reviews of individual concerns or systemic issues
- Strong listening, written and oral communication skills, including public speaking
- Well-developed skills in MS Office, Internet, email and data entry systems used in the OAPD
- Strong research skills to research policies, practices, operational practices etc.
- Strong problem-solving, analytical, reasoning, and synthesis skills
- Sound decision-making skills and professional judgement
- Capacity to relate to individuals and their families and support networks with empathy, sensitivity and respect
- Manage difficult/emotionally charged stakeholders in face-to-face meetings and during telephone intake
- Conflict management, negotiation, mediation and conciliation skills to effectively resolve complaints and influence actions of clients and stakeholders
- Knowledge of laws of evidence and principles of administrative fairness and their application in practice
- Strong time management skills with the ability to manage diverse caseloads and projects concurrently
- Self-directed yet demonstrated capacity to work as a team member
- Commitment to quality improvement
- Post-secondary degree or diploma in a related field or equivalencies.
- A vehicle and a valid driver's license for occasional travel to various hospitals/communities across Alberta.

**CONTACTS:** Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

- Manager – consult on complex cases to determine solutions; raise awareness to significant emerging issues; participate in projects to aid Office administration; collaborate on development and delivery of education materials

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- Advocate – prepare correspondence and recommendations for each formal systemic issue for review and approval; participate as needed on system-wide or ‘own motion’ reviews
- Office staff – share information; mentor Advocate Representative(s); collaborate on projects; discuss policies and procedures to increase consistency across individual concerns resolution and formal reviews of systemic issues; consult on complex cases
- Stakeholder Groups (e.g., Boards, agencies, service providers and patient concerns consultants/advocates; Office of the Information and Privacy Commissioner of Alberta, Alberta Ombudsman, Alberta Human Rights Commission, Protection for Persons in Care, professional bodies such as the College of Physicians and Surgeons of Alberta) – engage as part of formal system reviews or individual concerns resolution; provide summaries and recommendations for dispute resolution.
- Public (e.g., seniors, health patients, mental health patients or former patients, families, caregivers) – respond to queries, concerns and complaints; provide assistance and guidance / referrals to support navigation of the health care system
- Peers and related units in other provincial or federal departments

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

**CHANGES SINCE LAST CLASSIFICATION REVIEW:** Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

Supervision of front-line team, case management and overseeing reporting requirements for the Office of the Advocate for Persons with Disabilities. Reporting to the Director.  
Language update: removed “investigation” as an operational function of the OAPD where appropriate and placed emphasis on the review of systemic issues. NOTE: References to investigation primarily maintained when referencing partners (E.g. Office of the Child and Youth Advocate).  
Removed references to the since-dissolved Disability Advisory and Engagement Branch (the OAPD is now a stand-alone office within the Disability Services Division)  
Removed references to Director, which was a role previously associated with the Disability Advisory and Engagement Branch  
Emphasis on location of position in Calgary, AB

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

***This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109***

**Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.**

## Signatures

The signatures below indicate that the incumbent, manager and Advocate have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

**Incumbent**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Manager**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Advocate for  
Persons with  
Disabilities**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date