

New

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Research and Data Analyst

Requested Class

Program Services 3

Job Focus

Policy

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Strategic Services, Appeals Admin Accountability/AS



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Appeals Policy & Gove

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Appeals Secretariat administers the appeal process for over 4,000 Albertans who are dissatisfied with decisions by the Ministries of Seniors, Community and Social Services (SCSS), Children and Family Services (CFS), and Health on social services they receive or have applied for. This includes decisions on their eligibility for services/benefits and benefit amount. The appeals are heard by the Citizen's Appeal Panel (CAP), who must ensure effective and impartial hearings that are unbiased, neutral, and fair; and issue written decisions based on findings of fact.

Appeals research and data analysis is a key component in ensuring services provided by the Appeals Secretariat and CAP are in accordance with strategic goals and priorities, as well as rules of natural justice. Statistical analysis and quarterly reporting of appeals data used to be handled by the Appeal Projects, Statistics & Policy Analyst within the Appeals Secretariat. For the past two years, it has become more apparent that the data analysis work requires an FTE of its own, someone with specific competencies directly related to that area. Additionally, evolving strategic priorities of the unit (i.e., enhanced reporting, more appeals information requests, an increase in appeals, external complaints, and complexity of appeals, has led to the need for the Research and Data Analyst to conduct appeals research and provide fulsome reporting based on statistical and decision analysis to support evidence-based decision making.

Reporting to the Manager of Appeals Policy & Admin, the role is responsible for research and analysis on appeal issues in relation to an accessible appeal process and procedural fairness. The incumbent will conduct quantitative and qualitative appeals data analysis and evaluation of the appeal process and services for quality assurance by

- compiling and interpreting appeals data (including decisions and complaints)
- identifying issues and trends
- identify solutions to resolve appeals related issues and improve performance

Their work helps assess the Appeals Secretariat and CAP against their goals and objectives, and indicate the rate at which ministry programs decisions are being appealed by Albertans while identify opportunities for improvement.

The position functions as the appeals data point of contact for the department and Ministries of CFS and Health for appeals heard by CAP and provides accurate and relevant information to assist in the identification of trends and inform priorities and initiatives.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Utilizing different research methodology to aid in information gathering on appeals related issues on short and long-term research assignments.

- Develop, distribute and analyze reports, opinions, questionnaires and any other forms of data collection tools used to solicit information from appeals stakeholders (i.e., CAP, Secretariat Staff, Program Areas, Legal Counsel).
- Environmental scan on appeal issues (including cross jurisdictional research).
- Review and analyze Ombudsman inquiries and reports, Human Rights Tribunal complaints and decisions, Judicial Review applications and court decisions, and other Appellant complaints.
- Develop presentation material, communicate research findings and make recommendations to increase effectiveness and efficiencies for the Appeals Secretariat and CAP.
- Remain current on appeal issues.

Appeals data analysis

- Contributes to the development, implementation, and maintenance of appeals IT systems to ensure it incorporates CAP and Appeals Secretariat data and reporting needs.
- Analyze statistical data to inform stakeholders on the volume of appeals for various programs and the outcome of decisions to help evaluate performance of government social service programs and policies.
- Analyze appeals decisions to identify trends in support of policy development and training.
- Develop analytical visual presentations (e.g., graphs, charts) to facilitate understanding of appeals data.
- Identify, evaluate and determine appropriate data sources and information in defining issues.
- Develop a data and reporting strategy to support the Appeals Secretariat and CAP data and reporting needs to various audiences.
- Prepare appeals data reports for approval and dissemination as required (monthly, quarterly, annually) utilizing computer databases, spreadsheets, word processing and other software.
- Work with Strategic Data and Analytics & Business Services Branch (SDAB) for advanced statistical appeals data analysis, and appeals data audit taking into account overall SCSS program caseload data and based on established standards.

Performance metrics and monitoring

- Participate in the development of performance measures and indicators for the Appeals Secretariat.
- Develop in-depth knowledge and understanding of Appeals Secretariat performance measures and indicators.
- Develop service standards for the Appeals Secretariat and CAP at the direction and instruction of leadership.

- Recommends solutions for service standards and performance measures issues.
- Assisting in reporting performance standards to Director of Appeals Secretariat .

Key Contact for Appeals Data

- Respond to incoming requests for appeals data.
- Work with SDAB to capitalize on existing business intelligence products to respond to information requests as required.
- Present and communicate data insights and findings to required audience in an appropriate audience-oriented manner (i.e., Public Accounts packages, ADM/Minister's Offices, CAP Leadership).
- Complete ad hoc data requests in a timely and accurate manner.

Problem Solving

Typical problems solved:

The position is directly connected to obtaining, analyzing, interpreting, and disseminating appeals data and trends, setting performance and service standards, and evaluating performance of the Secretariat and CAP in order to ensure timely appeals, an accessible appeal process, and fair appeal hearings for Albertans. The position works to identify appeal issues and advance evidence based decision making, while helping the Secretariat and CAP reach goals.

On a daily-basis the position must be able to answer questions on appeals volume, decision outcomes, decision trends, emerging issues, and Appeals Secretariat performance. They must be able to inform management and CAP leadership of CAP training requirements as a result of analysis of appeals and decisions. The role also manages internal and external statistical appeals information requests and is responsible for key data to support administrative, social service policy and program decisions.

Types of guidance available for problem solving:

The position works with other units in the Branch/Division (i.e., the Strategic Data, Analytics and Business Services (SDAB), and Quality Assurance and Accountability (QAA)) for the purposes of statistical analysis, data quality control, and performance measure development. SDAB provides business intelligence and program reporting, as well as modeling and advanced analytics for SCSS. QAA develops and support SCSS Performance Management Framework as well as the Performance Management Approach for Programs and Services, including strategic evaluation.

The incumbent has access to the Manager of Appeals Policy & Admin and Manager of Appeal Operations for advice and support on next steps and addressing issues. They are available to clarify broad goals, objectives and priorities and provide guidance as necessary. However, the position is expected to complete work independently by utilizing an in-depth knowledge of statistical concepts, research methodologies, analytical skills with understanding of interdependent relations and how they relate to broader concept of natural justice and procedural fairness in terms of operational and strategic goals.

Direct or indirect impacts of decisions:

The job done by the incumbent impacts a diverse range of internal and external bodies (i.e., Disability Services and Employment & Financial Services within SCSS, CAP, and Albertans at large). Information and recommendations prepared have impacts within the Secretariat, for CAP, and at the departmental and interdepartmental level. The work informs decisions that influence the appeals systems for social service programs within three ministries, including the operations of the Appeals Secretariat, resource allocation and program evaluation. Recommendations arising from this work impact the effective and efficient delivery of appeals services to Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

Strategic Data, Analytics and Business Services - Contact as required for statistical appeals data analysis, appeals data audit based on established standards, and responding to information and statistical data.

Quality Assurance and Accountability - Contact as required for evaluation of the appeal process and services for quality assurance, and developing/updating performance measures and indicators.

CAP Leadership - Collaborate to develop service standards for CAP and contact as needed to provide research findings, reports and recommendations on appeal issues.

AS Director - Receive general/strategic direction on projects and activities, provide reports and analysis on performance standards, appeals data and trends, externals reviews and any other appeal issues as directed.

Manager, Appeal Operations - Collaborate to clarify broad goals, objectives and priorities related to Appeal operations, and receive guidance as needed.

Appeals Secretariat Staff - Contact as needed to exchange information and understand appeal activities.

Required Education, Experience and Technical Competencies

| | | | |
|----------------------------|-------------|-------------------------------|-------------|
| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
| Bachelor's Degree (4 year) | Other | | |

If other, specify:

Social Sciences, Statistics or other related field focused on research and analysis.

Job-specific experience, technical competencies, certification and/or training:

Experience involving data analytics of data visualization and reporting.

Strong written and oral communication abilities - communicating effectively in both a technical and non-technical environment.

Strong analytical, research and problem-solving skills, including experience synthesizing and analyzing information obtained from board and varied sources and developing solutions or recommendations for consideration.

Ability to interpret and apply legislation.

Ability to summarize and synthesize complex material, identify key and emerging issues.

Experience with statistical analysis with different databases or knowledge of statistical packages (i.e. SAS) is an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

| Competency | Level | | | | | Level Definition | Examples of how this level best represents the job |
|--------------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|---|---|
| | A | B | C | D | E | | |
| Creative Problem Solving | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices | <p>Analytical and problem solving skills, including ability to synthesize and analyze information obtained from varied sources and develop recommendations for decision-making.</p> <p>Ability to conduct research using multiple datasets.</p> |

| | | | |
|-------------------|-----------|--|--|
| Systems Thinking | ○ ○ ● ○ ○ | <p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration | Takes holistic view towards objectives and how to achieve them, anticipating outcomes and potential impacts. |
| Drive for Results | ○ ○ ● ○ ○ | <p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction | Monitors Appeals Secretariat and CAP performance through a variety of resources and uses data to inform recommendations to support change and improve performance. |
| Agility | ○ ● ○ ○ ○ | <p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines | |

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Policy & Research Analyst, Justice & Attorney General
 Data and Research Analyst, Seniors and Housing
 Data and Reporting Analyst, Justice
 023PS67 - Research, Planning and Policy Analyst, Advance Education
 023PS70 - Business Analyst, Mineral Development, Energy