

Public (when completed)

Common Government

Update

Ministry

Seniors, Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

With an increase in external complaints, appeals, and client needs, the Appeals Secretariat has placed an emphasis on the accessibility of the appeal process and procedural fairness during appeals. Seeking to be able to proactively address issues of accessibility and ensure timely appeals, the Appeals Projects, Statistics and Policy Analyst role now has more policy development and analysis responsibilities, such as drafting adjudicative policies at the direction of CAP leadership and operational policies, procedures and guidelines. In addition, the position is also now responsible for coordinating external reviews and analyzing complaints and recommendations to inform policy development, and enhanced support in CAP governance.

The position is now titled Policy Analyst and will be reporting to the Manager of Appeals Policy and Admin, rather than the Director of the Appeals Secretariat.

Responsibilities Removed:

With the position of a Research and Data Analyst, appeals statistics and reporting has been removed from the Appeals Projects, Statistics and Policy Analyst role, including:

- Providing advice and recommendations regarding reporting and statistical analysis.
- Identifying, evaluating and determining appropriate data sources and information to assist in

identifying and framing issues, providing options for data-driven decision making and establishing priorities.

- Creating and maintaining reporting requirements to various audiences.
- Clarifying, confirming, evaluating the feasibility, offering recommended alternatives and responding as appropriate to data requests.
- Identifying opportunities, initiating and leading projects that will improve the availability, access and quality of data and reporting.
- Collaborating with Strategic Data, Analytics, and Business Services Branch on data sets.
- Analyzing data and preparing reports.
- Establishing, monitoring, and reporting performance standards, indicators and measures.
- Serving as the key contact for appeal data.

The role works with the Research and Data Analyst closely, and has the shared responsibility for the evaluation of processes and initiatives for quality assurance, issues and trends.

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. 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. The Secretariat is responsible for the day-to-day operations related to the appeals and provides support to both CAP and parties.

Reporting to the Manager, Appeals Policy & Admin, the Policy Analyst is responsible for advanced policy work (adjudicative and operational) and project management with the goal of ensuring continuous improvement of the appeal process, including appeal hearings. The position analyzes and amends current policies in light of appeal issues through research and external complaints, and drafts policies, procedures and guidelines. The incumbent also leads, designs, and participates on projects to support CAP and the Appeals Secretariat strategic goals and priorities. Additionally, the role is responsible for preparing supporting materials for the recruitment and appointment process of members to the Citizen's Appeal Panel.

Responsibilities

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

Governance and administration of the Citizen's Appeal Panel (CAP)

- Support recruitment activities, drafting briefing materials and providing information for appointment and re-appointment packages.
- Support CAP training activities and annual assessments.
- Develop remuneration policy and/or guidelines
- Identify accountability mechanisms and making recommendations
- Draft governance documents, such as Code of Conduct, Mandate and Roles Document
- Research and respond to inquiries from the public, candidates, members on CAP recruitment, including action requests.
- Ensure appropriate recruitment, appointments and re-appointments records.
- Support in the development and maintenance of resources available to CAP for fair and impartial appeals.
- Liaise with Policy and Governance Coordination staff as appropriate.

Development, implementation, monitoring and continuous improvement of policies in alignment with established priorities and goals.

- Coordinate Appeals Secretariat and CAP input on policy and legislation development for appeal programs.

- Identify and analyze emerging trends, key appeals related issues, opportunities and developments in other jurisdictions and developing policy and procedures recommendations to support CAP and the Appeals Secretariat.
- Draft adjudicative and operational policy documents and procedures, including in response to external complaints.
- Develop and maintain strong working relationships with Appeals Secretariat staff, CAP leadership and external stakeholders involved or affected by the appeal process.
- Develop briefing notes, presentations, research papers, information projects, and other documents/products.
- Researches assigned issues, creatively solve problems and obtains relevant information for preparing reports, briefing notes, or correspondence on action requests.
- Ensure Appeals Secretariat staff and CAP are informed of policy changes and new policy developments.
- Coordinate with Quality Assurance and Accountability (QAA) team to develop framework for review and evaluation of adjudicative and operational policies.

Coordination of internal and external reviews process, including CAP and appeal process complaints, and external reviews

- Track external reviews and complaints on the appeal process and appeal hearings.
- Coordinate Appeals Secretariat and CAP responses to external reviews and complaints.
- Keep record of all complaint outcomes and recommendations, including any solicited legal advice
- Prepare briefing materials and reports to inform Assistant Deputy Minister of external reviews and formal complaints.

Lead projects using accepted project management techniques to achieve desired outcomes and goals (e.g., CAP website).

- Support major projects, including operations and process changes, systems changes, reviews, evaluations, and implementations.
- Establish appropriate documentation for projects, including project plans with expected outcomes, identified resources, initiatives, and time lines.
- Support in execution of project plans, including monitoring all activities and tasks as projects progress, implementing change management and proposing innovative solutions to mitigate emerging challenges.
- Liaise with the Project Solutions Team as appropriate.
- Support any stakeholder engagement in process or initiative development and implementation.

Problem Solving

Typical problems solved:

The position demands a high level of creativity and innovation, independent research and ability to identify implications, define issues and develop creative appropriate solutions. Citizen's Appeal Panel (CAP) recruitment, projects and action requests associated with appeals are generally complex, politically and strategically sensitive. Appeals related policies, procedures and projects affect programs across multiple ministries.

The role must understand the complex interrelationships between other areas of the ministry, CAP and the Appeals Secretariat, and work to ensure external stakeholders also understand the connection. The role must also identify strategic connections between initiatives and ensure that the Appeals Secretariat considers projects, process, and policy development from a strategic long-term perspective.

Types of guidance available for problem solving:

The position exercises significant discretion in determining how responsibilities are performed and is provided independence to determine complex priorities. Professional judgment is applied when

researching, analyzing and presenting information and recommendations, managing project with demanding and concurrent time lines. In addition, the position requires political sensitivity and the ability to maintain a neutral and objective approach when balancing the interests of CAP, the Appeals Secretariat, program areas and appellants in policy development.

The Manager of Appeal Policy & Admin is available to provide guidance on adjudicate policy related matters, and the Manager of Appeals Operations on operations related matters. The role also has the Director available for assistance on matters with potential for significant impact on the appeal process, the Appeals Secretariat and CAP.

Direct or indirect impacts of decisions:

Significant delays in the development and implementation of projects or initiatives to address appeal issues can have negative on Appeal Panels, appeal operations, and appellants.

Key Relationships

Major stakeholders and purpose of interactions:

Citizen's Appeal Panel leadership - contact to provide consultation, information and advice and to gain support regarding policy development, recruitment and reappointments, and other initiatives.

Appeals Secretariat management - contact for general and strategic direction to proceed on activities.

Appeals Secretariat staff - contact to exchange information, coordinative initiatives, collaborate, validate and deliver projects.

Program area staff - contact as required to obtain or share information on policy work or other initiatives.

Project Solutions team - contact as required for project management issues.

QAA - contact as required for review and evaluation of adjudicative and operational policies .

Required Education, Experience and Technical Competencies

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

If other, specify:

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

University degree in a related field plus four years of progressively responsible experience in policy development. The position requires knowledge and understanding in the following areas:

- policy development, legislation, regulations and decision-making processes, including interpreting and writing policy documents, interpreting and applying legislation.
- project management or coordination, including methodologies and tools.
- gathering and analyzing various sources of information and preparing reports with recommendations.
- rules of natural justice and procedural fairness.

Prior experience with administrative law/tribunals, including recruitment processes would be an asset.

To be successful, the incumbent requires the following skills and abilities:

- creative problem solving skills with the ability to recommend innovative solutions to complex appeals related issues.
- excellent written communication skills for the preparation of briefing materials and policy documents.
- project management skills with the ability to successfully manage multiple competing complex projects.
- leadership skills to successfully lead projects and working groups.
- analytical skills, including ability to synthesize and analyze information obtained from broad and

varied sources.

- strategic thinking skills, including ability to look at the big picture and develop innovative and feasible options and strategic solutions to policy and service delivery issues.
- strong interpersonal, collaboration and relationship building skills.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	Summarize and synthesize complex appeals matters (i.e., duty to accommodate), identifying key and/or emerging issues and employs all available resources to find innovative solutions.
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Establishes credibility with CAP leadership, program area policy staff, Policy and Governance Coordination staff and Appeals Operations staff to coordinate information, resolve issues and manage initiatives or projects. Balance diverse perspectives and mediate conflicting interests.
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <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 	