

New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Case Coordinator

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

PRC, Case Management and Resolution

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Case Coordinator, Team Lead

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Police Act was amended in December 2022 to create the legislative authority to establish a new arm's-length agency to manage complaints against the police and conduct disciplinary proceedings. The Police Review Commission (PRC) will be established upon proclamation of relevant sections of the Police Amendment Act (2022) in 2025. [?]

The PRC will be responsible for overseeing the police complaints process for Alberta police services and will be at the forefront of leading and supporting police services through a significant change in process and philosophy. [?]

The Case Management and Resolution branch is responsible for receiving and verifying complaints, concerns, and compliments about police officers, identifying allegations, information gathering, assigning files to the appropriate unit, and preparing final reports and dispositions. The PRC is expected to receive approximately 5,000 public contacts annually, encompassing complaints, compliments, and general concerns. This branch uses trauma-informed practices and de-escalation strategies when engaging with complainants and strives to resolve complaints through collaborative approaches. Additionally, it monitors case workflows, tracks timelines, ensures accurate documentation, and prepares detailed reports to assess trends and outcomes.

Under the supervision of the Case Coordinator, Team Lead, the Case Coordinator is responsible for managing the intake and review of public complaints, concerns, and compliments related to police conduct. As a complainant's first point of contact, the Case Coordinator plays a critical role in ensuring complaints are properly documented,

summarized, and processed in accordance with legislative requirements, policies, and best practices. The Case Coordinator also drafts decision letters, disposition letters and packages for decision-makers.

The Case Coordinator is responsible for reviewing complaints to determine that they are complaint, creating the initial summary of the complaint allegations. The Case Coordinator may also make recommendations concerning the PRC's jurisdiction to consider the complaint. This involves verifying that all relevant details are included, summarizing allegations, and seeking additional information from complainants when required. The Case Coordinator ensures the efficient flow of cases through the intake and decision-making processes, supporting the resolution and investigation units by preparing well-documented and complete case files.

Responsibilities

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

- 1. Case management and reporting** - consistent application of processes for intake, tracking, and resolution of complaints supports achievement of the PRC's mandate.
 - Receives and reviews complaints to confirm all necessary information is included, contacting complainants for additional details when required.
 - Verifies that the complaint falls within the PRC's jurisdiction and identifies cases that require redirection or referral to police services when applicable (e.g., performance matters, policy/service complaints or compliments).
 - Summarizes core issues/allegations noted in the complaint.
 - Identifies and escalates files to the team lead when matters are outside established criteria or where issues are contentious (high-priority or complex files).
 - Identifies files that are potentially frivolous or vexatious for review by the team lead.
 - Monitors and tracks cases from initiation to completion, ensuring compliance with legislative and policy requirements.
 - Tracks case timelines, identifies potential delays, and provides timely notifications and correspondence to relevant involved parties.
 - Drafts decision, disposition, notification, and update letters for review by the team lead, before issuing to relevant parties.
 - Reviews assigned police service concluded files to determine compliance with legislation and identify trends in resolution outcomes.
 - Prepares and analyzes reports summarizing complaints, investigations, and outcomes to provide the team lead with regular updates on file trends.
 - Assists in processing and tracking Freedom of Information and Protection of Privacy Act (FOIP), Protection of Privacy Act and Access to Information Act requests, reviewing records for disclosure, redacting sensitive information, and ensuring compliance with legislation.
- 2. File audits and review** - the PRC's mandate is advanced by compliance with legislation and other requirements.
 - Tracks timelines, delays, and key milestones to monitor workflow and file progression.
 - Regularly documents updates on caseload files to maintain accurate classification, categorization, and records within the case management system.
 - Conducts regular case reviews to identify gaps, errors, or inconsistencies.
 - Participates in peer reviews and peer audits to Verify that cases are handled according to policy and legislation, and recommends improvements to the team lead, as appropriate.
 - Identifies trends or recurring issues and escalates concerns or training needs to the team lead.
- 3. Service excellence** - the PRC promotes excellence in service delivery by providing a fair, transparent, and trauma-informed approach in all interactions with complainants, respondents, and stakeholders.
 - Delivers timely, clear, and professional communication to complainants and all involved parties, ensuring transparency and responsiveness.
 - Uses trauma-informed, culturally responsive, and de-escalation techniques to support complainants through the process with empathy and respect.
 - Drafts notification letters and other PRC correspondence in accordance with mandated timelines to relevant parties.
 - Ensures complainants and other parties are informed of the complaint process, their rights through the

process and possible outcomes.

- Handles emotionally charged cases with sensitivity, impartiality, and professionalism, ensuring fairness in every interaction.
- Adjusts communication styles and approaches based on the needs of diverse populations, including those from Indigenous and marginalized communities or those with accessibility considerations.
- Identifies and addresses barriers that may prevent complainants from fully participating in the process, offering accommodation, as necessary.
- Provides referrals to appropriate support services or community resources when needed and when appropriate.
- Upholds the highest standards of confidentiality, ethics, and professionalism when managing sensitive information.
- Builds and maintains public trust in the PRC by demonstrating integrity, respect, and procedural fairness in all interactions.
- Escalates complex service issues to the team lead when required.

4. Leadership - the PRC's mandate is advanced through leadership at all levels of the PRC.

- Exercises appropriate judgement within the framework of established protocols.
- Promotes the principles of equity, diversity and inclusion, and integrates those principles into analysis, project management and other activities.
- Provides appropriate maintenance and security of records, including appropriate disposition of transitory information.
- Delivers assignments on time and in a manner that meets the requirements of management.
- Acts for the team lead, as required.

Problem Solving

Typical problems solved:

Public trust and confidence in policing are enhanced by an effective and efficient oversight model. There have been significant concerns raised by Albertans about the existing police complaints process. Challenges in the current system include inconsistent approaches to police oversight investigations and resolutions, training, and limited resources for professional development. These issues can impact public confidence.

The Case Coordinator plays a key role in addressing these challenges by supporting the implementation and maintenance of standardized case management processes, templates, and workflows. By ensuring consistency, accuracy, and efficiency in complaint intake, file review, and documentation, the Case Coordinator helps strengthen the integrity of the oversight process, ultimately enhancing public confidence in police accountability.

The Case Coordinator is responsible for drafting decision letters and notifications on behalf of the Chief Executive Officer, clearly communicating complaint outcomes to complainants, police services, and other stakeholders. These documents must be accurate, timely, legally sound, and aligned with legislation and policy requirements. The Case Coordinator also monitors legislated timelines throughout the complaint process, and any delays in meeting these timelines are publicly reported and can negatively impact perceptions of transparency and accountability. By proactively tracking deadlines, identifying potential delays, and coordinating with relevant teams to maintain workflow, the Case Coordinator helps support compliance, uphold procedural integrity, and reinforce public confidence in police oversight.

Types of guidance available for problem solving:

The position works within a variety of acts, regulations, standards, rules, and policies related to policing, police complaints in Alberta and other related topics. The Case Coordinator must apply good judgment to prioritize their caseload and make appropriate referral or triaging recommendations.

Guidance is available from other Case Coordinators and the Team lead, Case Coordinator. Advice and support are also available from the Manager, Case Management. Other managers and staff in the PRC may have advice or subject matter expertise that the Case Coordinator can draw from to inform decision-making.

Direct or indirect impacts of decisions:

The Case Coordinator has a direct impact on the PRC's overall process for handling complaints against police in Alberta.

Failure to handle cases could result in delays, and inconsistent decisions, leading to public criticism and potential legal challenges. Timelines are prescribed in legislation. Failure to adhere to legislated timelines creates legal and reputational risks for the government and increases risk of litigation.

The position is responsible for the intake, review, and summary of complaints. By carefully reviewing each file, the position ensures that complaints are properly summarized and aligned with jurisdictional requirements before being assigned for further assessment, resolution, or investigation. The Case Coordinator's recommendations directly impact how complaints are processed, whether they proceed to resolution or investigation, and the efficiency of the PRC. Their work influences the timeliness, fairness, and effectiveness of complaint outcomes, ultimately contributing to public confidence in the accountability process.

Decisions have a direct impact on Albertans by influencing public trust and confidence in the province's police oversight system. These decisions affect complainants, subject officers, police services, and the broader community, as they involve allegations of police misconduct with significant social and legal implications.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Case Coordinators - collaborate to share information, processes and leverage each other's expertise.
- Case Coordinator, Team Lead - reports directly to the team leads and provides updates and recommendations. The team lead provides guidance, support and direct supervision and direction.
- Manager, Case Management - provides updates, recommendations, advice on case management processes and other operational supports. Manager provides guidance, support, supervision and direction.
- Resolution team - routes files, collaborates and shares information to handle complaints.
- Investigation team - routes files, collaborates and shares information to handle complaints.
- Decision making committees - collaborates with staff to share information and discuss potential file direction.
- Alberta Serious Incident Response Team (ASIRT) Information Administrators and other staff - collaborate to transfer files, share information, and leverage different subject matter expertise.
- Colleagues across the branch and PRC - share information, seek input, and leverage different subject matter expertise.

External

- Complainants - receives complaints, provides information on PRC process, timeline notifications, gathers personal information and other necessary information.
- Municipal and First Nations police services and organizations (municipal police services, First Nations police services, RCMP,) - seek and share case information, and to route and monitor conclusion of level 4 or level 5 complaints.

Required Education, Experience and Technical Competencies

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

If other, specify:

University graduation in a related field (Arts, Sciences, Criminology, etc.), and some related experience.

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

- Some experience in case management within a legal, regulatory, or oversight setting, with the ability to intake files effectively.
- Some experience interpreting and applying policies and procedures within a case management framework, ensuring compliance with established guidelines and regulatory requirements.
- Analytical and critical thinking skills to assess complaint files and determine jurisdictional applicability.
- Excellent attention to detail to ensure file accuracy, completeness, and proper documentation.
- Strong organizational and time management skills, with the ability to review and process multiple files simultaneously.
- Ability to work independently and collaboratively in a fast-paced, high-volume environment.
- Effective communication skills to tailor content to different audiences.

- Excellent writing skills for drafting case summaries, allegations, recommendations, reports, and procedural documentation.
- Experience drafting decision letters and official notifications on behalf of executive leadership, with attention to clarity, accuracy, and compliance with legislative and policy standards.
- Critical thinking and problem-solving skills to assess complaints, identify issues, and recommend appropriate actions.
- Strong interpersonal and collaboration skills to foster effective working relationships with internal and external stakeholders.
- Knowledge of conflict resolution strategies and trauma-informed approaches to ensure a fair and supportive complaint resolution process.
- Ability to work under pressure and manage competing priorities in a fast-paced environment while maintaining high attention to detail.

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		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	The Case Coordinator identifies trends and process gaps that impact file flow and documentation. By analyzing complaint patterns and considering broader organizational goals, they support workflow improvements and contribute to efficient oversight practices.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	Proactively engage with the case management team to meet established tracking milestones and communication deadlines.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works in a changing environment and takes initiative to change: <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 	Navigate a high-volume caseload while adapting to evolving processes and policies. Multiple shifting priorities and timelines requires agility in managing the caseload effectively.

		• Works creatively within guidelines	
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Benchmarks

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

Program Coordinator, Treasury Board and Finance, Pensions, Insurance and Financial Institutions (015AS10)
Investigator, Business Services, Consumer, Investigations Services, Service Alberta (022PS69)
Assistant Fraud Investigator, Human Services (022PS70)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

