

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

<b>Working Title</b> Information Officer	<b>Name</b>
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<b>Position Number</b>	<b>Reports to Position No., Class &amp; Level</b>	<b>Division, Branch/Unit</b>	<b>Ministry</b> Service Alberta
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<b>Present Class</b>	<b>Requested Class</b>
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<b>Dept ID</b>	<b>Program Code</b>	<b>Project Code (if applicable)</b>
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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).

The Service Alberta Health Contact Centre (SAHCC) service responds to over 300,000 calls and 6,000 emails each year from Albertans requiring information, problem resolution, eligibility determinations, referrals and other assistance qualifying for and accessing Alberta Health Care (AHC) services.

Reporting to the Team Lead, the Information Officer (IO) is primarily responsible for providing courteous, timely and accurate information and advice to callers regarding legislation and associated programs. Information to callers include guidance on avenues available; legislative controls and considerations related to their concerns; and referrals to other government departments and outside agencies. The position responds to public inquiries regarding the following skill sets, Health Information Act, including complex, multifaceted, politically sensitive and high priority complaints / offenses / concerns under various pieces of legislation, policy and processes.

**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).

An IO functions with very minimal supervision and direction. They are required to respond directly to callers from primarily within Alberta, but also from across Canada and internationally; on a wide variety of multifaceted, politically sensitive and high priority complaints, offenses, and concerns under various pieces of legislation, policy and processes.

**End Results - Set 1:**

AHC program information and assistance is provided to Albertans who contact SAHCC; in a timely, professional, courteous manner and the information is helpful, complete and accurate.

**Responsibilities:**

- Provide full and accurate information services to callers via the telephone regarding legislation and related programs.
- Assess calls to identify compliance / non-compliance with the legislation.
- Meet established performance targets, including quality, efficiency, productivity and first call resolution.
- Maintain professional decorum when dealing with a variety of caller issues, behaviours and conduct.
- Provide appropriate referrals to municipal, provincial or federal government departments, agencies, associations, courts, law enforcement bodies and legal counsel when the call does not pertain to the SAHCC assigned mandate or responsibilities. This requires the IO to be familiar with programs administered by other government departments and agencies.
- Generate written responses to public inquiries that are received and replied to through electronic mail ensuring written responses are accurate, complete and correct in grammatical structure and form.
- Log client's calls in the Consumer Affairs Tracking System (CATS), for statistical and reporting purposes, including the client's name, telephone number, postal code, call type code.
- Develop and maintain an extensive personal knowledge base in order to respond to inquiries.

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**End Result - Set 2:**

- SAHCC IOs are innovative, collaborative, and engaged to provide the best possible SAHCC service to Albertans.

**Responsibilities:**

- Demonstrate the APS values of integrity, excellence, accountability and respect.
- Identify marketplace trends, concerns and report them to the Team Lead.
- As a SACC team member, support colleagues by sharing operational knowledge, including legislation, programs, processes, policies and technology applications.
- Support the Team Lead by assisting co-workers with any operational questions and challenges they may encounter.
- When required by the Team Lead, assist with operational training of colleagues.
- Provide suggestions relating to changes to operational policies, procedures and existing protocols.

**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](#)).

**1. Eligibility**

Agents must be familiar with a variety of policy, legislation and processes to provide accurate and timely advice or action around:

**A. Registration**

IOs use critical thinking and analytical skills to determine or advise upon action for registration for AHC in variety of situations including but not limited to:

- New and Returning Residents From Within Canada and Military families
- Unregistered Long-time Residents
- Government Sponsored Program Groups
- Released Members of Canadian Forces or Federal Penitentiary Inmates
- New or Returning Permanent Residents (Landed Immigrants) or Returning Canadian Citizens - From Outside Canada
- Residents on Study Permits
- Residents on Work Permits
- Residents on Temporary Resident Permits
- Persons on Visitor Records
- Refugee Claimants
- Canadian Children of Non-Eligible Parents
- Convention Refugees
- Diplomatic Passports
- Children in the Mother-Child Program
- Surrogacy

**B. Cancellation**

If an agent has determined the client is no longer eligible for coverage they will cancel the account therefore must have expert knowledge on policy and legislation including but not limited to the following cancellation situations to determine overall eligibility for AHC and effective dates of cancellation:

- Due to Death
- Canadian Forces and Military Reservists
- Inmates in Federal Penitentiaries
- Persons Who Have Permanently Left Alberta To Live Elsewhere in Canada
- Persons Who Have Permanently Left Canada
- Married Couples or Adult Interdependent Partners
- Non-residents / Non-residency Confirmed
- Pending Residency Confirmation
- Pending Residency Confirmation

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- Duplicate Accounts
- Due to Coverage on Another Account
- Child Ward Accounts

### **C. Reinstatements**

If an IO has determined the client remains eligible for coverage they will reinstate the account therefore must have expert knowledge on policy and legislation including but not limited to the following reinstatement situations for AHC and effective dates of cancellation:

- Residents Returning From Within Canada and Military Families
- Residents Returning From Outside Canada
- Cancelled Code "H" Pending Residency Confirmation
- Released Members of Canadian Forces or Federal Penitentiary Inmates
- Cancelled Accounts Starting on Government Sponsored Groups
- Deleted Dependants With Previous Account
- Pending Residency Confirmation
- Cancelled in Error
- Residents Confirming Temporary Absence

### **2. Account Maintenance**

It is the responsibility of the IO to ensure health care accounts remain updated and accurate such as updating mailing address, phone number and residential address

The IO is accountable for ensuring each account is accurate regarding dependents, additions and deletions of family members therefore must have superior knowledge regarding legislation and policy including but not limited to:

#### **A. Additions**

- Married Spouses & Adult Interdependent Partners
- Single Children 21 & Older with a Disability
- Single Children Under 21 Years
- New Dependants from Outside Canada
- Newborn Children
- Adoptions – In Province
- Adoptions - Out of Province/Country
- Released Members of Canadian Forces or Federal Penitentiaries
- Single Student Between 21 and 25 Years
- Reinstatement Of Previously Deleted Dependants

#### **B. Deletions**

- Self-supporting, Married, Separated or Divorced
- Moving to Another Part of Canada
- Moving Out of Canada
- Due to Death
- Enlisted in Canadian Forces or Imprisoned In Federal Penitentiary
- Added in Error
- Illegal Residents
- Child Wards with First Nations / Inuit Status
- Due to Adoption

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### **C. Creating Situation Reports**

A situation report is a document completed by the IO to request updates, corrections and insertions of coverage (ex: Deceased past the two year window, effective date that is prior to date of birth, Removal of tag from account) they must include name, current date, account number in question, description of the situation/request

### **D. Breach**

A Breach form is a document that must be completed by the IO when a client calls to report they have had access to another individual's personal information. (ex. Mail from AHCIP is opened by an individual who should not have access to the information, AHCIP card was found alone on a street by an individual who is unknown to them, Cervical Cancer screening letters are sent to an ex-spouse due to lack of updated information)

The Breach document must describe the nature of the incident, the date the incident occurred, the caller's name phone number address and healthcare number along with the name of the individual whose personal information has been compromised

### **3. Government sponsored Blue Cross Programs**

IOs are responsible for advising and explaining various provincial government sponsored blue cross programs. IOs must have expert knowledge on these policies in order to assist Albertans quickly and accurately. They must be able to flawlessly navigate through scenarios and programs, and in the case of a cancellation the IO is responsible for ensuring a correct cancellation date is applied, and provide an explanation to the caller including but not limited to:

- Starting ABC Non-Group Coverage
- Cancellation of ABC Non-Group Coverage
- Changes to ABC Non-Group Coverage
- Starting Alberta Blue Cross Coverage for Seniors
- Non-Group Billing

### **4. Additional Provincial Health Care Programs/Areas**

The IO must have familiarity with insurable services both in province and out of province claims; the claim submission process, awareness of processing time, and the ability to determine if further discussion with the service Claims department is required.

The IO must be able to determine the most beneficial program for the client and refer accordingly. These programs include but are not limited to:

- Palliative Care
- Authorizing Special Drug Coverage
- MS Drugs
- Drug Authorization over 100 days
- Specialized high cost drug program (HIV, transplants, Hepatitis)

### **5. Additional Knowledge Required**

The IO assesses whether a call pertains to SACC's assigned mandate or responsibilities. If the call does not pertain, a recommendation is made for an alternative course of action including transferring calls. These decisions and recommendations are made on a daily basis. IO's must have an awareness of a broad range of other related provincial and federal statutes and programs that affect individuals and businesses in order to provide timely, accurate information and advice including but not limited to :

- Alberta Health Services (including emergency services, homecare, physio therapy and immunization)
- Income Support
- AISH
- AB Adult and Child Health Benefits
- Alberta Blue Cross
- AB Aids to Daily Living

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- Alberta Registries
- College of Physicians and Surgeons
- Citizenship and Immigration
- AB Seniors Benefit Program ( AB Supports)
- Chief Medical Office
- Private Health care insurance
- Travel Insurance

The actions of the IO will impact Albertans and Business's in a variety of ways including but not limited to advising to purchase additional insurance ensuring personal information is up to date and all eligible residents are advised correctly on how to maintain AHC. If not executed correctly the negative impacts include breaches of personal information, unnecessary financial burdens, and denial of medical treatment.

Other Government agencies are affected by the actions of the IO. Examples include AISH or Income Support, where an IO error could result in under or over payments to Albertans from these programs.

**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](#)).

**Knowledge:**

- High school diploma.
- Background in customer service, providing professional, courteous and helpful information to a diverse set of clients, in a variety of situations.
- Related experience in contact centres is an asset. Understanding of contact centre technology, work culture, and the pace and nature of phone service delivery, which is considerably different from standard office environments.

IOs are required to possess a detailed working knowledge of many Acts, Regulations and Agreements, including but are not limited to:

- The Freedom of Information and Protection of Privacy Act
- Health Information Act
- AB Health Care Insurance Act
- Blue Cross Agreement Regulations
- Health Insurance Premiums Act
- Canada Health Act, Agreement on Eligibility and Portability
- Adult Guardianship and Trusteeship Act
- Personal Directives Act
- AB Interdependent Relationships Act
- Provincial Reciprocal Agreement

IOs are required to possess an understanding/awareness of various Ministry legislation, policies and processes in order to accurately interpret potential impacts, such as:

- Community and Social Services
- Health
- Seniors and Housing

For example. A child in protective care, a Senior or dealing with immigration scenarios. The IO must understand the coverage that does and does not apply to the circumstances, does the individual need a passport or other documentation to determine eligibility and access the program's benefits.

**Technology:**

**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).

- Knowledge of computer software applications including but not limited to Microsoft Suite, Internet, Intranet, Share-point to manage resources and communications such as updates on policy, changes in legislation.
- Avaya one-X Agent phone software, is the main system used for agents to perform their duties.
- Avaya EMC (Email Management) for receiving, distributing, assigning and responding to email enquiries.
- Consumer Affairs Tracking system (CATS) used for call logging; email logging.
- Reflections, the main system used by agents from the Ministry of Health to access all health care information of client and used for processing of caller requests including but limited to updating addresses, cancelling / re-instating health care coverage, adding children etc.
- Self Service Document Image Retrieval. The collection of filmed documentation agents use to verify that proper documentation (permits, forms, registrations, birth certificates etc.) have been received before approving or denying healthcare coverage and determining service effective dates.

**Skills and Abilities:**

- Critical thinking to ensure all aspects of complex situations are considered to determine the best course of action for the client. This includes legislation, legal considerations, process, policy, and the individual's personal circumstances.
- Translate complex concepts and processes into simple and understandable steps and advice to a wide variety of Albertans, including those for which English is not their primary language.
- Ensure client's understanding of requirements and information, to empower the client to achieve their objective, if possible.
- Work in a fast paced challenging environment, multi-task, and be self-directed; while maintaining a high level of productivity and quality service.
- Provide exemplary customer service to clients to enable the best possible outcome for their situation.
- Use appropriate telephone techniques, including active listening, empathy, awareness of tone, smiling when speaking, call control, and de-escalation of confrontational or emotional callers.
- Utilize professionalism, good judgment, and respect, in the handling inquiries that are complex, multifaceted, politically sensitive, time sensitive and urgent.
- Ability to navigate difficult circumstances such as death, palliative situations, and denial of health care with tact and diplomacy.
- Creativity and strong problem solving skills to achieve resolution and prevent situations from becoming escalated.
- Strong oral and written communication skills to deal with a broad spectrum of clients by phone and email.
- Exceptional organization skills to manage vast amounts of resources and information, to remain current on policy and procedures.
- Information sharing with their peers to ensure accurate information is given to the public.
- Work well independently, and as part of a team, while contributing to a positive work environment.
- Strong attention to detail to prevent security breaches (example: deceasing the wrong person, adding a baby to the wrong mother).
- Sensitivity to diversity in the workplace and in dealing with the public.
- Use of general office equipment including faxes and copiers.

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

<b>Clients</b>	<b>Frequency</b>	<b>Nature and Purpose of Contact includes but is not limited to:</b>
Albertans	Daily	Responding to inquires including but not limited to eligibility for Alberta Health Care, ordering new AHC cards, updating files, temporary absences
Business Specialists at Alberta Health	Daily	Coverage letters, adoptions, blue cross, name changes, manual card requests
Managers and Team Leads-	Daily	Trends and patterns, advise on process changes needed to stream line efficiencies, gaps in policy
Private Health Care Companies and Universities	Daily	Advise on what is covered under AHC so they can update their policies accordingly
Lawyers	Daily	Advise on documents needed for immigration to ensure Health Coverage
Social Workers, Outreach Workers, Seniors Advocate	Daily	Provide information regarding access to information for children who are in care or not living with their legal guardian, providing information regarding senior health care coverage
Hospitals/ Care Facilities	Daily	Provide information on Alberta Health Care and clients needing medical attention
Law Enforcement	Daily	Provide information regarding subpoenas and AHC

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

Not applicable.

**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).