

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

Working Title CHILD SUPPORT RESOLUTION PROGRAM (CSRP) COORDINATOR	Name
---	------

Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
	50026511, HSW 6	CJS, Resolution Services, Dispute Resolution Services	Justice and Solicitor General

Present Class Administration 1	Requested Class N/A
-----------------------------------	------------------------

Cost Centre	Branch	Project Code (if applicable)

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](#)).

Background:

In accordance with Court of King's Bench of Alberta, Family Law Practice Note "4", the Child Support Resolution Program (CSRP) is a mandatory court diversionary measure for all matters pertaining to child support. The Program serves both self-represented and represented litigants and is delivered by a roster of senior family lawyers, with the administrative and operational support of a CSRP Coordinator.

Purpose:

This position is a specialized role, and is responsible for the day to day operation and delivery of the Child Support Resolution Program.

The CSRP Coordinator ("Coordinator") is a "front line" representative of the Program and must have extensive knowledge of the Family Law Act, Divorce Act, the Child Youth and Family Enhancement Act, Maintenance Enforcement Act, the Federal Child Support Guidelines, Interjurisdictional Support Orders Act (ISO), legal and court procedures in all levels of court in Alberta and RCAS programs. Knowledge of Alberta Rules of Court is also required.

The Coordinator works closely with many stakeholders and must have the ability to build collaborative environments.

The Coordinator explains court processes, provides information to the public regarding alternatives to court action including services offered by Maintenance Enforcement Program, Child Support Recalculation Program, Resolution Services, Non-Government Organizations and local resources. They instruct self-represented litigants (SRLs) on how to fill-out CSRP and court related forms, review disclosure documents to ensure relevant material has been provided, prepare court orders, interact and respond to questions posed by senior family lawyer service providers, code and file documents in accordance with the Alberta Rules of Court, federal and provincial statutes, policy directives and procedural manuals.

The Coordinator must have excellent computer skills and be proficient in a variety of computer applications which may include Microsoft Excel, Word, Word Perfect, ChildView, as well as Ministry related databases such as CASES and JOIN programs

This is a paralegal position that supports the judiciary, legal counsel and public.

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](#)).

Program Operation

Assists and guides Albertans through CSRP by providing relevant information and ensuring the effective delivery of the Program by:

- Overseeing the day to day operations
- Providing general information and assistance to legal counsel and the public who are seeking access to the CSRP program.
- Explaining to self-represented litigants how the CSRP meetings will proceed and possible outcomes.
- Clarifying the precise nature, scope and extent of the information required of program participants.
- Providing general and legal information about CJS programs, policies, services, court processes and procedures in response to client inquiries.
- Assisting self-represented litigants to determine resources, sources, and location of general and legal information.
- Scheduling CSRP services in co-ordination with clients, external senior family lawyer service providers, available infrastructure, and resources. This involves complex scheduling demands and includes managing reschedules and cancellations.
- Corresponding with clients to ensure they are informed of their scheduled meeting(s) and understand what to expect in the process.
- Maintaining a large roster of service providers. This requires continuously communicating with roster members about scheduling and rescheduling needs, and screening cases for potential conflict of interest.
- Maintaining office space, meeting rooms, equipment, and supplies.
- Providing support on the day of the meeting to external service providers by responding to questions and drafting court orders.
- Assisting clients with the completion of forms.
- Managing continuations. A CSRP meeting may require clients to meet more than once; the Coordinator must track, organize and communicate all notes, agendas and obligations for subsequent sessions.
- Organizing and providing external family lawyer service providers with case, procedural, and program information. This includes providing updates relevant to their service delivery role.
- Providing continuous feedback on ways to enhance the delivery of the Program including recommendations on revising forms, enhancing the client experience, and meaningful recognition for senior family lawyers who deliver the service.
- Maintaining relationships with partners (court personnel, lawyers, mediators, program officers, and appropriate agencies) and other staff to provide support and source assistance as needed.
- Communicating with the judiciary, the legal community, service providers, and other department and community agencies regarding the appropriateness of CSRP.
- Liaising with other branches of JSG, such as Maintenance Enforcement Program and Child Support Recalculation Program, as well as the Court and CJS staff on matters related to CSRP.
- Providing support for external service provider learning events and meetings.
- Providing support for the recruitment and orientation of external senior family lawyer service providers.
- Assisting with the onboarding and training of new family lawyer service providers.
- Developing, preparing, and maintaining an inventory of instructional and informational material for Program users.
- Remaining current on procedures to provide accurate information to the public and other court personnel.
- Promoting the Program to stakeholders, public and potential senior family lawyer service providers.
- Providing general assistance and guidance in the use of online information.
- Assisting with other relevant tasks as requested.

Administration

Composes, prepares, files documents and correspondence on behalf of CSRP to facilitate other court procedures and act as a liaison with other program stakeholders by:

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](#)).

- Assisting clients with the selection, completion, review, processing and filing of CJS forms and court documents in accordance with the Alberta Rules of Court, federal and provincial statutes, policy directives and procedural manuals.
- Preparing formal documents, information packages and correspondence.
- Drafting Court Orders in consultation with the family lawyer service provider. These are often complex child support court orders as enforcement obligations change and detail-oriented section 7 child support clauses are required.
- Communicating with clients and assisting with the execution of the Order, as well as preparing detailed review memos for the Judiciary.
- Acting as a Commissioner for Oaths when required
- Archiving files
- Responding to mail and phone inquiries.
- Attending meetings and taking notes as required.
- Researching and assisting in the development and maintenance of resource materials to facilitate consistent service delivery and training of staff members.
- Assisting with other administrative tasks as requested by Resolution Services management.

Collect and Record Information

Records and tracks case file information, including outcome data, in an organized and accessible manner to ensure that program information and statistics are easily accessed by:

- Collecting and maintaining records on Program outcomes and service providers.
- Coding and entering documents into court databases, ensuring the integrity of the court file.
- Entering data in program specific databases.
- Compiling information and producing monthly/annual reports.
- Preparing and submitting vendor invoice to Service Alberta for payment.
- Maintaining and processing incoming court documents and orders.
- Preparing case files before and after meetings.
- Updating external service provider information.
- Entering data, organizing program statistics and providing support for evaluation of Resolution Services programs.

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](#)).

The position contributes to the service goals of the Ministry of Justice and Solicitor General in accordance with relevant procedures and policies.

Degree of Complexity:

This position requires significant specialized knowledge in child support and child support variation applications. It also requires extensive knowledge of the Family Law Act, Divorce Act, the Child Youth and Family Enhancement Act, Maintenance Enforcement Act, the Federal Child Support Guidelines, Interjurisdictional Support Orders Act (ISO), legal and court procedures, CJS programs, and knowledge of Alberta Rules of Court. This position must also have an understanding of relevant services provided by Government and other agencies.

This position requires the ability to work independently with minimal supervision and complete a variety of ongoing and changing tasks. The Coordinator must be detail-oriented, compassionate, able to respond to people in crisis, efficient, highly organized and have the ability to work in a fast paced, complex environment. The position deals with complex

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](#)).

situations and people who are often highly emotional due to their circumstances. It also deals with senior family lawyers and must act as a sounding board for lawyers and understand legal terminology and processes. There is a strong external impact on errors made, including inconveniencing members of the public which in turn could escalate the conflict and delay court processes.

Decision Making:

This position is responsible for daily operations of CSRP. The Coordinator is expected to perform duties without supervision and use initiative and sound judgement in deciding expedient methods of managing the day-to-day operations and emergent situations. This position is expected to prioritize assignments, synthesize information and their knowledge to ensure stakeholders receive timely, accurate, current and meaningful information.

Physical Demands

Office Duties: Can involve long periods of sitting or standing in using a computer at a work station or responding to inquiries at the counter. Work can be repetitive in nature and at times heavy manual work may be required (i.e.: packing files, moving records).

Risk

Security: The Coordinator is required to work in secure areas and must follow policies and procedures to ensure security risk is minimized.

Counter/Meeting Room: This position is in direct contact with professionals and Albertans. Exposure is common to Albertans who are often in emotionally charged situations and may display strong emotion when interacting with staff.

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](#)).

This position requires a 2 year paralegal diploma or a 2 year legal assistant diploma or directly related education or experience. Directly related education or experience is considered on the basis of 1 year education for 1 year experience; or 1 year experience for 1 year of education. It demands strong organizational skills, to ensure operational needs are met and competing priorities are balanced. It also demands strong communication skills, to ensure all stakeholders have the necessary information, to facilitate planning and scheduling of meetings, and to ensure smooth program delivery. Well-developed interpersonal skills and an awareness of cultural sensitivities are required as this position interacts with a diverse population with a wide range of ability, language and communication skills. This position deals with complex situations and clients who are often highly emotional. The Coordinator must be client focused a team player and thrive in a continuously changing environment.

Knowledge

- Thorough understanding of Resolution Services programs, and the applicable provincial and federal statutes in civil and family law. Extensive knowledge of the Family Law Act, Divorce Act, the Child Youth and Family Enhancement Act, Maintenance Enforcement Act, the Federal Child Support Guidelines, Interjurisdictional Support Orders Act (ISO), legal and court procedures in all levels of court in Alberta.
- Knowledge of Alberta Rules of Court.
- Knowledge of procedures pursuant to the *Commissioners for Oaths Act* relating to commissioning affidavits and preparing legal documents.
- Excellent computer skills and knowledge of programs.
- Knowledge of internal and external resources for general assistance and to provide information to Albertans on

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](#)).

services offered.

Skills & Abilities

- Demonstrate all the Core Values of the APS. This includes systems thinking, creative problem solving, agility, drive for results, develop networks, build collaborative environments and develop self and others.
- Ability to multi-task and navigate many tasks calmly and effectively.
- Strong organizational skills to handle the volume and complexity of the work in a detail-oriented manner.
- Strong communication skills, including oral, written, and active listening.
- Focus on serving Albertans and providing support and information to the general public in a calm, respectful, and informative manner.
- Flexible and dynamic to accommodate changing tasks and roles in a fast-paced environment.
- Ability to communicate and build relations with stakeholders, staff, Albertans, and collaborators.
- Capacity to work well in a team environment; sharing information, supporting team efforts, and assisting with the workload of others whenever possible.
- Ability to work with others to get their ideas on issues, situations, problems, and potential opportunities.
- Ability to use a variety of communication tools to work effectively in a virtual team environment.
- Ability to talk through a problem with team members to get their perspective, another viewpoint, develop insight, and identify priorities.
- Determine multiple options to meet a specific need, considering immediate and 'big picture' implications.
- General assessment skills
- Problem solving and research skills
- Advisory and consultation skills
- Analytical and decision making skills
- Interpersonal and relationship management skills
- Deal effectively with difficult, volatile, sensitive and or stressful situations and behaviors
- Work independently as well as contribute in a team environment.
- Maintain program user confidentiality
- Demonstrate understanding of cultural diversity
- Demonstrate self management skills with a strong results orientation
- In collaboration with CSRP officers, draft court orders and review orders with program users.
- Ability to work with CSRP Officers, internal and external legal Counsel.

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

Internal Contacts: Resolution Services management, team leads, co-workers, the judiciary, and other government professionals. Daily contact with the Resolution Services direct supervisor to exchange information and receive tasks.

External Contacts: This position is in direct contact with Albertans, staff and external service providers. The Coordinator will also interact with agents, members of the legal community, enforcement agencies, and members of the public.

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](#)).

There has been no formal job description drafted/implemented since the transition from FLIC to Resolution Services.

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, 6th 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 division director/ADM 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

Director

Name

Signature

Date