

Public (when completed)

Common Government

[Guide](#) [Benchmarks](#) [Competencies](#) [?](#)

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Job Focus

[?](#)

Supervisory Level

Agency (ministry) code

Cost Centre

[?](#)

Program Code: (enter if required)

[?](#)**Employee**

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Job Purpose and Organizational Context** [?](#)

Why the job exists:

Responsibilities [?](#)

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

Managing Appeal Files

The Appeals Officer makes the initial determination with respect to the validity of the appeal applications pursuant to the WCA and Appeal Rules and Practice Guidelines. The Appeals Officer conducts a comprehensive review and analysis of the claim file to identify the appeal issues; missing documentation; applicable legislation; WCB policy; Appeals Commission policies, guidelines, criteria and procedures, etc. This individual identifies potential problems that may affect the future processing of the appeal (lack of information, incorrect/errors in the information i.e; wrong dates, errors in claims numbers etc).

The Appeals Officers are delegated significant discretion to make various decisions while processing an appeal pursuant to section 12(2) of the WCA.

List of Items for Delegation of Authorities to the Appeals Officer

- Determine jurisdiction of the appeal.
- Decide if the issues of the appeal were addressed by the WCB review bodies.
- Decide on adjournment applications that are based on unavailability of individuals due to a medical emergency.
- Decide if a potential reconsideration application was filed within the time limitation specified in the Appeal Rules.
- Determine if the potential reconsideration application is the first application received or whether a previous application was received and decided upon by the Appeals Commission.
- Decide if the new evidence submitted in support of a reconsideration application is:
 - New historical evidence
 - New fresh evidence that may impact the initial decision
 - Direct new fresh evidence not likely to impact the decision of the WCB
 - Direct new historical evidence and new fresh evidence to a threshold panel
 - Determine that the appeal does not involve a charter question.

Case Management Planning

The Appeals Officer develops an intricate and detailed-orientated file management plan to handle special requirements and decision deadlines when processing an appeal. This process plan identifies potential difficulties, and exceptional circumstances, and proposes a number of prescriptive solutions to assure that outcomes will successfully meet the needs of all identified stakeholders.

A key component of the Appeals Commission's mission is to provide timely hearings and decisions. Timeline targets are a key business performance indicator closely monitored by the Executive Team. The Appeals Officer leads the development and management of a timeline plan that identifies specific timeframes for action in the process of appeal preparation and file management. This requires a strong outcomes-focused orientation by knowing what outcomes are important and focusing resources to achieve them in alignment with the goals of the Appeals Commission.

Identifying and Informing Parties to the Appeal

The Appeals Officer is the parties' initial and primary contact at the Appeals Commission. They make contact with the appellant, respondent, and representatives identified by the Appeals Officer as having a direct interest in an appeal, as well with various bodies or individuals within the WCB. They identify and resolve appeal deficiencies by identifying, clarifying and confirming: time limitations and preliminary issues of the appeal (as well as other related or resulting issues); party representation; jurisdiction; and the need for any special requirements (e.g., identifying stakeholder needs including hearing impairment and making arrangements for auditory devices or aide or interpretation services).

Educating Stakeholders

The Appeals Officer educates the parties to the appeal, and any other stakeholders, about the workers' compensation appeal system, Appeals Commission processes, and other relevant information that directly involves the appeal process. The Appeals Officer has a responsibility to inform, educate and consult with parties and stakeholders regarding their appeal with the Commission. They ensure that parties are fully aware of: the workers' compensation appeal system; the appeal process; Appeals Commission policies and procedures; the criteria that may need to be met; the process for submitting evidence and jurisdiction to hear the issues of appeal of the AC. The Appeals Officer is also responsible for collecting, compiling, reviewing and determining information and data to provide stakeholders with the most relevant and current information available.

Resolving Pre-hearing Matters

The Appeals Officer resolves pre-hearing problems, matters, or issues by providing information and education to parties regarding: process; legislative and policy requirements; and previous decisions from the

Appeals Commission in similar or like circumstances. The Appeals Officer utilizes their ability to assess options and implications in order to identify a solution. Due to the complexity of issues, this may require using original and creative thinking to make improvements and/or develop and initiate new approaches to existing practices.

Preparing Appeal File Information

The Appeals Officer reviews all related legislation and policy, and based on an understanding of criteria, selects appeal file documentation/information to create an Appeal Documents Package (ADP). The Appeals Officer critically analyzes, reviews, and organizes the content information while at the same time identifying missing, incomplete and related information, along with procedural deficiencies. The Appeals Officer locates and obtains missing or related information; obtains advice and assistance from within the Appeals Commission as required; prepares an Appeal Summary; and finalizes and distributes ADP's to all attending parties.

Managing the Appeal File

The Appeals Officer updates the Appeals Commission Electronic System (ACES) in conjunction with ACES process, procedures and protocols. They prepare, file and manage all documentation related to the processing of an appeal. They also maintain continual contact with all parties to the appeal and the WCB during the pre-hearing stage; as well as contact prior review bodies as required to clarify file information and to identify the need for additional information. They anticipate and probe into pre-hearing issues, identify any unusual circumstances or important matters that impact the appeal, and problem solve and collaborate with the Manager, Appeals Services, Legal Services and Hearing Chairs to resolve them.

Coordinating the Pre-hearing Process

The Appeals Officer refers appeals to the Hearing Coordinator for booking. They confirm logistics of the hearing (i.e., time, date, location, etc.) with attending parties and ensure all hearing preparations are made, late entry documentation is distributed, wage and travel re-imbursements are processed, etc. The accuracy of these details are important to ensuring the Appeal Hearing proceeds in a timely manner. In addition they respond to and resolve hearing panel questions regarding the composition of the ADP, and identify and make the assigned Hearing Chair aware of any sensitivities relating to the appeal.

Mentoring and Coaching

The Appeals Officer will at times be required to act as a mentor and coach to expedite and enhance the competencies of new Appeals Officers.

Participation on Appeals Commission Operational and Strategic Projects

Appeals Officers are encouraged to lead and provide professional support to a number of Appeals Commission projects and committees that support business objectives e.g. REDI Committee, Staff Recognition, Mental Health, Development of a New Case Management System, Inclusive Hearings, Process Review Committee, etc.

Problem Solving

Typical problems solved:

The Appeals Officers are delegated significant discretion to make various decisions, and interpret complex issues, while processing an appeal. These decisions impact Appeals Commission processing objectives, client satisfaction, and quality of business results. The Appeals Officer exercises a high degree of discretion in their role as the primary contact at the Appeals Commission. Sound judgment and abundant common sense as well as tact are critical factors in their day-to-day decision-making.

The conduct of the Appeals Officer throughout the processing of an appeal will have a critical influence on the Appeals Commission's ability to build and maintain positive relationships with all parties to an appeal.

Proven analytical interpretive and problem-solving skills which include problem solving, influence, collaboration and negotiation skills combined with a positive approach is required.

Client Service Orientation:

Strong relationship building, interpersonal and problem resolution skills are essential for success in this position. Developing rapport with parties to the appeal through empathy, understanding, and demonstrating a desire to optimize the appeal process is essential. Building a collaborative and transparent working

relationship with Hearing Chairs, Legal Services and other Appeals Commission staff is also critical.

Communication:

Excellent written and verbal presentation skills are required for communication and interaction at the various levels of the appeal process. Excellent verbal and written communication skills, including ability to paraphrase business processes, policy and procedure information to assist parties in their understanding of the appeal process is critical.

The Appeals Officer must have superior teamwork skills, be action-orientated and client-focused. They must have excellent active listening and informing skills, and have the ability to understand others points of view. Process management; problem-solving; and decision making are also key skills for this role.

Technical Skills:

A general working knowledge of Microsoft Office Suite (Microsoft Word, Outlook, Excel, PowerPoint, Adobe, eCO, CRM) with excellent working skills in Microsoft Word and Teams.

Types of guidance available for problem solving:

The Manager, Appeals Services and where necessary Legal Services, provides general guidance regarding interpretation of matters of policy and process. Appeals Officers are expected to work independently in trouble-shooting and resolving the majority of pre-hearing matters, and providing information and education to parties regarding: process, legislative and policy requirements, and previous decisions from the Appeals Commission.

Direct or indirect impacts of decisions:

The Appeals Officer by acting as the essential link between appeal participants, and the delivery of an expedient, informed and consistent hearing process, directly influences the quality and efficiency of the appeals process and client outcomes. If panels do not have the necessary information provided by the AO, this can lead to unnecessary delays or rehearings. It can also lead to judicial review, ombudsman review, service complaints, increased cost to clients and serious reputational damage. Their work also has direct impact on Appeals Commission performance measures such as time lines, and client satisfaction.

Key Relationships

Major stakeholders and purpose of interactions:

External Stakeholders

The Appeals Officer will be in daily contact with appellants, respondents, representatives (across the province and Canada from all industry sectors) and WCB employees in order to provide information and answer questions about the ongoing processing of appeals.

Hearing Chairs and Commissioners

The Appeals Officer works with a large roster of Hearing Chairs and Commissioners on a daily basis regarding the Pre-hearing processing of appeals and Post-hearing re: pending files. This involves identifying and addressing Pre-hearing concerns and issues, and discussion of any potential difficulties that may arise prior to and during the hearing.

Legal Services

The Appeals Officer will work with the Appeals Commission's internal legal department to assist with any exceptional or difficult matters such as: interim relief applications, jurisdictional concerns, complex adjournments etc, Privacy/FOIP issues.

Hearing Coordinator

The Appeals Officer will work with the Hearing Coordinator in booking hearings for all appeals on caseload. Booking hearings and determining hearing complexity (number and type of appeal issues, if interpreter required, experience of the participants, anticipated length of presentations, lawyers involvement etc.) requires specialized knowledge of the many factors of the appeal to ensuring booking of hearings occurs efficiently and effectively.

Appeals Assistant

The Appeals Officer will work with an assigned Appeals Assistant to provide direction to the AAs relative to ADP index; prehearing matters/submissions; post hearing matters i.e; adjournments, pending documents etc. The Appeals Officer must also communicate special circumstances impacting the hearing (e.g. change in attendees, last minute receipt of documents, difficult or complex client or advisor etc.).

Required Education, Experience and Technical Competencies

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

If other, specify:

University degree or equivalent related experience in a related field (e.g. commerce, social sciences, publi

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

In-depth knowledge and application of the following:
 Workers' Compensation Act, related legislation, Regulations, policies, procedures, systems and applications
 WCB and Appeals Commission policies, procedures and processes
 The Interpretation Act
 The laws of natural justice, tribunal processes and administrative law
 The ability to access and interpret additional legislation for specific appeal issues.
 Requires extensive knowledge in one or more functional areas:
 OH&S Act and labour standards.
 Records Management
 FOIPP

Information Management

Ability and willingness to complete Certified Tribunal Administrative Justice (CTAJ) courses
 Considerable experience in a research/investigative role in the application of legislation and policy. A proven effectiveness in a customer-service environment is essential. An extensive understanding and working knowledge of workers' compensation legislation, other related legislation, WCB policy and process, and experience in administrative law or quasi-judicial tribunal is required.

Work experience in the field of law, health and safety, medical or vocational rehabilitation is considered an asset.

An equivalent combination of education, training and experience will also be considered.

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 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 	AOs are required to meet the demands of their role in processing appeals and supporting clients with an awareness of how their role is key to the AC's vision, mission and values. Their work directly affects Albertans across all occupations in Alberta, who go through the WCB appeals systems. They must anticipate

		<p>APS values</p> <ul style="list-style-type: none"> • Works with others to identify areas for collaboration 	<p>outcomes and potential impacts for a variety of stakeholders when processing large numbers of individual files containing highly confidential medical information, and producing the documents on which hearing decisions are made. They also work with hearing chairs and staff to identify areas of collaboration to improve these processes and continually enhance AC service delivery standards.</p>
<p>Build Collaborative Environments</p>	<ul style="list-style-type: none"> • 	<p>Collaborates across functional areas and proactively addresses conflict:</p> <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 	<p>The AC recently acquired two additional branches. In order to effectively communicate and collaborate effectively with stakeholders (the Appeals Advisor Office, the DRDRB, the WCB, independent representatives, external employer, and worker groups), AOs must understand and adhere to the AC's Governance and Independence Framework. They must be able to anticipate potential conflicts of interest and understand how the Tribunal's service objectives can be achieved within this Framework while ensuring relationships are fostered and appropriate boundaries are maintained. They must balance conflicting needs of Hearing Chairs and AOs and parties e.g. hearing complexity rating, and issues of appeal, and work with other groups to identify areas of collaboration and</p>

			complete cross tribunal projects such as: hearing complexity assessment, ADP quality assurance, access to justice, recognition, and training development. Many AOs also have a mentoring role for other staff, recognizing and promoting internal talent.
Agility	●	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>AOs must accommodate the processing of last minute complex medical and procedural information, balancing the needs of stakeholders with the requirements of the appeal process by identifying options, communicating effectively with parties and anticipating and mitigating emotional upset. They increasingly must deal with sensitive situations eg. workers who are frustrated and may have been in the WCB system for many years. WCB claims have become much more complex, involving psychological or other traumatic injuries. Stakeholder groups are increasingly well connected and vocal, and economic pressures on both employers and injured workers make it especially important that the AO anticipates problems and has a plan to deal with them. AOs must be able to deescalate situations and also stay focused and professional at all times.</p>
Drive for Results	●	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own 	<p>To ensure procedural fairness is maintained and the ACs mission and values are upheld, AOs are responsible for a</p>

		<p>performance standards</p> <ul style="list-style-type: none"> • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>series of appeal-related outcomes. They use a variety of resources to monitor the quality of their work, including: policy, legislation, laws of natural justice, procedural guidelines and internal standards. They must track and report on a number of statistical outcomes and measures designed to ensure that Albertans appealing a WCB decision go through an appeal process that meets the standards of the AC's vision and mission, and the values of the AC and the APS.</p>
--	--	---	---

+ -

Benchmarks 

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

N/A
