

Update

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Medical Adjudicator

Current Class

Medical and Health 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

SSII, CPSS/Victims of Crime Assistance Program

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

N/A

Responsibilities Removed:

N/A

Job Purpose and Organizational Context

Why the job exists:

The position reports to the Manager - Victims of Crime Assistance Program and performs as medical reviewer and adjudicator related to applications where a victim has been significantly injured as a result of crime.

The Victims of Crime Assistance Program (VAP) is a service delivery based program which is comprised of a suite of services, which will provide supports and services to victims of serious violent crime, and families of homicide victims.

The VAP is comprised of multiple programs and services, which include, but are not limited to:

- **Counselling Services:** this provides access to specialized supports to assist victims of crime in dealing with the psychological impacts they have experienced related to specified Criminal Code offences.
- **Financial Assistance Services:** this program will support victims of violent crime with short-term financial support related to safety and security needs. This assistance is related to loss or damages, and/or safety related travel in order to reduce the impact of crime, enhance safety, and meet practical needs arising from the commission of the offence.
- **Serious Injury & Support Service:** provides victims with access to extended medical benefits, and assess severity of injuries to determine eligibility for additional benefits.

The Medical Adjudicator (MA) is responsible for making determinations related to required medical treatment and assessing the severity of injuries as per program policy and the *Victims of Crime and Public Safety Act and Regulation*.

The MA obtains, interprets and clarifies medical and police information to determine extent and severity of injuries resulting directly from eligible crimes. Interpretation of the legislation, and applicable policies is required in analyzing information and reaching decisions on program applications. As a delegate of the Director, the MA has full authority to make decisions on applications including determination of appropriate severe injury awards.

Responsibilities

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

1. Responsible for ensuring effective service delivery by assessing and making decisions on applications by:

- Review applications for sufficient completion of required applicant, crime, injury and medical professional/treatment information.
- Determine variances regarding eligibility requirements and any other factors that may affect the assessment of medical conditions such as culpability factors, mechanism of injury, non-compliance with prescribed treatment, etc.
- Interpret the medical information to determine the severity and resultant impairment of injuries directly resulting from the crime and if the mechanism of injury identified on the crime information supports the injuries sustained.
 - Obtain clarification and supplemental information from applicant, police and medical professionals in the event of incomplete, inconsistent, or conflicting information regarding etiology, extent and severity of injuries. assess complexity of injuries considering the point of Maximum Medical Improvement to determine when a final decision should be issued.
- Consider and interpret pre-existing medical and psychological information with consideration of the impact on the extent and severity of injuries in determining the appropriate award reduction.
- Consider and interpret cumulative injuries and resultant impairment due to ongoing related incidents (i.e. repeated domestic abuse); and where the applicant has applied previously.
- Provide medical consultation to other program staff in relation to new information or medical

inquiries which may result in reconsideration decisions.

2. Responsible for effective and appropriate trauma informed communication with diverse victim stakeholder individuals and agencies:

- Clearly document pertinent medical and case management information on program data base throughout adjudication process.
- Direct the applicant to appropriate medical professional for an independent medical evaluation to obtain an accurate diagnosis when applicable.
- Prepare and issue written requests for supplemental information to applicants, investigating law enforcement agencies and medical professionals (with consideration of their field of expertise).
- Respond to medical consultation requests and collaborate with other program staff relative to application processing, medical expenses, or adjudicative decisions.
- Prepare and issue written decisions from a trauma informed lens in accordance with the *Victims of Crime and Public Safety Act and Regulation*. Decisions include information sources considered, the rationale for the decision issued, review/appeal options, reopening of application option, and any other relevant decision or referral information
- Respond to written and verbal queries from applicants, applicable third parties, and external agencies, government departments to explain legislative, program policy and clarify program requirements as necessary.

3. Participates in new policy and procedure development. Contributes to existing program policy and operating procedure enhancements specifically from a medical perspective.

- Participates in the development of recommendations for changes to legislation and identifies policy considerations with respect to the rights and principles of victims in Alberta and may include consultation with external organizations or other government programs.
- Identify areas for program policy or process improvement and proposes appropriate options for change.
- Participate in the identification, development and implementation of new programs or services to better support victims of crime.

4. Ensures the continuity requirements of maintaining confidential and sensitive information aligns with appropriate records management best practices.

- Maintains the confidentiality of information received from the applicant/victim and third parties. The information received includes detailed medical and criminal justice information including the victim's criminal record.
- Ensures the privacy rights of the victim, third party information sources and others are respected with consideration that these rights may be at odds with each other (e.g. release of health information to the victim may be harmful to the victim and violate the Health Information Act, release of police information may interfere with investigations).
- Deal with sensitive, often graphic, information as well as information provided in confidence (i.e. dealing with parent offenders of child victims).
- Recognize potential for an apprehension of bias should an application refer to an individual known to the incumbent.
- Identifies possible risks and proposes solutions to information management issues.

5. Other additional duties as requested.

Problem Solving

Typical problems solved:

Knowledge required:

- Significant knowledge of medical anatomy and physiology, etiology of health and disease processes, complications of disease processes, psychological effects and causes, treatment modalities and their side effects, and standard outcomes and recovery periods for a variety of injuries, medical conditions and treatments.
- Knowledge of medical trends and emerging treatment.
- Understanding of the healthcare system (Alberta and other jurisdictions).
- Knowledge and understanding of the intent and purpose of the Victims of Crime and Public Safety Act and Regulation and knowledge of the former Criminal Injuries Compensation Act and Victims of Crime Act relative to administering cases inherited by the Program.
- Knowledge of criminal justice processes.
- Knowledge AVATAR -data and case management system.
- Knowledge of various and related federal and provincial privacy legislation requirements.
- Knowledge of other assistance programs and services in Alberta and other jurisdictions.
- Knowledge of the impact of victimization and the criminal justice process on victims/witnesses and other vulnerable groups. Initiates knowledge acquisition regarding emerging victimology issues and trends.
- Knowledge of the workings of government, the related mandates of other divisions and departments as it impacts the VAP.
- Knowledge of a variety of medical resources to research injury, treatment and medical conditions.

Skills required:

- Excellent verbal and written communication skills are required to communicate effectively with traumatized victims and their families in a sensitive and compassionate manner. These individuals can have language or other communication barriers and be angry, hostile and confused regarding multiple factors (i.e. Criminal Justice System, medical treatment, access to services).
- Strong interpersonal skills and ability to work co-operatively and closely with other program staff.
- Ability to deal with sensitive, often graphic, information (i.e. crime details and related injury description).
- Ability to interpret and analyze significant amounts of information and ability to draw conclusions.
- Ability to work independently, organize duties, establish and adjust priorities to complete tasks and meet deadlines.
- Well developed writing skills to document pertinent information and decisions.
- Well developed computer skills to be able to document work, communicate electronically (i.e. email) and access information.

Types of guidance available for problem solving:

Collaborates closely with other colleagues including registered nurses, management, other subject matter professionals as required.

Direct or indirect impacts of decisions:

Adjudicative decisions directly impact victims of significant crime in Alberta.

Key Relationships

Major stakeholders and purpose of interactions:

Victims/Applicants/Client Representative

- Initiate written and verbal communication, and respond to enquiries, as required to clarify information and provide explanation regarding all program requirements, processes and decisions.
- Provide referrals and information respecting other relevant programs and services.

Medical Professionals

- Initiate written and verbal communication to obtain and clarify medical information.
- Explain VAP objectives, nature of information required and its purpose.
- Seek opinions or advice from medical specialists or medical research organizations on etiology, unusual injuries, medical conditions or new treatments.

Victims of Crime Assistance Program Staff:

- Participate in discussions and make recommendations relative to processes or policies affecting service delivery of the program.
- Provide opinion on medical conditions or incapacity that may affect eligibility decisions (e.g. applicant capacity to apply with legislated timeline).
- Consultation relative to any eligibility factors that may affect the assessment of medical conditions or awards.
- Provide general information on the program and respond to specific questions as required (i.e. mutual client)

Management Team

- Reports to VAP Management
- Consultation regarding areas for policy or process development or improvement.
- Consultation regarding potential precedent setting decisions.

Other

- Other Government Programs: i.e. Alberta Children's Services, Seniors and Social Services, Health, etc.
- Alberta Blue Cross
- Other provincial victim programs

External Partnering Agencies

- Provides general information on the program and respond to specific questions as required.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Nursing

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

Competencies: Graduated from a recognized School of Nursing and registered with appropriate association.

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	☐	☐	☒	☐	☐	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	Systematic reasoning will enable you to complete the processes within your team and incorporate operational efficiencies wherever appropriate. Uses a holistic approach to inform decision making.
Creative Problem Solving	☐	☒	☐	☐	☐	Focuses on continuous improvement and increasing breadth of insight: • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices	Identify issues, and learn how to mitigate risks of recurring issues. Contribute to streamlined administrative processes while ensure accuracy and timely completion. Troubleshooting skills will enable you to solve issues as they arise.
Agility	☐	☒	☐	☐	☐	Works in a changing environment and takes initiative to change: • 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 • Works creatively within guidelines	Strong ability to identify and contribute to improvements intended to enhance the Victims of Crime Assistance Program. Incorporate new or modified business processes to better serve victims of crime.
Build Collaborative Environments	☐	☐	☒	☐	☐	Collaborates across functional areas and	Communicate and collaborate with various

		proactively addresses conflict: • 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	victim stakeholder groups to better understand victim needs. Effectively and respectively manages conflicts. Uses a trauma informed lens for all communication.
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Benchmarks

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

Benchmark # 064MH09 Registered Nurse, Seniors, Community and Social Services

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.

_____ Employee Name	_____ Date yyyy-mm-dd	_____ Employee Signature
_____ Supervisor / Manager Name	_____ Date yyyy-mm-dd	_____ Supervisor / Manager Signature
_____ Director / Executive Director Name	_____ Date yyyy-mm-dd	_____ Director / Executive Director Signature
_____ ADM Name	_____ Date yyyy-mm-dd	_____ ADM Signature
_____ DM Name	_____ Date yyyy-mm-dd	_____ DM Signature