

New

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Intake Officer

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

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:

Assisted Living and Social Services' Licensing and Compliance Monitoring (LCM) licenses and monitors over 1200 publicly and privately funded supportive living and continuing care accommodations, and publicly funded hospice and home care agencies.

The Intake Officer is the first point of contact for all licensing inquiries, critical incidents reporting and complaints received on the main phone line and Licensing Office email from operators, residents and the public. This includes conversation and email correspondence, data entry and verification of documents. This position processes licensing, reportable incidents reports, and complaint/investigation documents as well.

The Intake Officer may assist the Licensing Office Manager produce reports as they relate to incidents, complaints and new applicant process, and participates in user acceptance testing of the ASTRAL IT and Imaging platforms. The Intake Officer also responds to public inquiries, electronic records management and word processing/distribution of correspondence.

Responsibilities

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

Initial Application Process

- Assisting new applicants to understand the requirements and process for licensing/certification under the *Continuing Care Act*.
- Receive and process eligibility and application forms
- Coordinate the receipt of collateral inspection reports, insurance documentation and corporate status information (Registries) with an awareness to municipal restrictions and requirements throughout the province
- Review documentation for completeness and inform applicant of any additional information required
- Problem solve with operators, staff and collateral authorities regarding obtaining appropriate approvals and the coordination of time-lines for opening/initial licensing
- Complete data entry, image capture (DIMG) and assignment of new facilities
- Make licensing recommendations

Duty to Notify Forms Intake

- Confirm that the Duty to Notify reports are complete and follow-up as required/acknowledge receipt
- Enter the incident details into ASTRAL and assign for follow-up
- Alert Managers if there appears to be imminent risk to the residents, staff or Government
- Upload document into the database

Complaint Intake

- Respond to complaints received on the Complaints phone line and received via email and/or Action Requests, including:
 - Contacting the complainant and obtain pertinent information related to the complainant, circumstances that led to the complaint being made, the related accommodation and/or services, and information on any other authorities involved
 - Refer the complainant to any other appropriate authorities
 - Obtain consent from the complainant to share their information with other agencies if appropriate
- Complete data entry into the database
- Forward complaint file to the appropriate Manager for investigation/follow-up
- Upload any intake complaint documents into the database

Records Management

- Capture images and verify all documents are accurately captured in ASTRAL for the purposes of complaint tracking, incident reporting, and licensing/certification
- Adhere to file standards, including maintaining electronic files and maintain paper filing for storage purposes
- Verification of data received from funders regarding sites opening and operating to ensure that each is licensed/certified appropriately
- Receive, complete initial data entry and refer on incident reports from operators to the responsible staff
- Redact personal information on incident forms and other documents as required. It should be noted that information contained in these documents could be difficult to read due to the personal nature of the content

Customer Service Duties

- Answer public queries on complaints and licensing processes
- Refer inquiries to the appropriate resource either within the unit or other areas within Health or collateral authorities
- Discuss licensing requirements and information required with operators and collateral authorities
- Respond to calls and assist the public with the navigation of the public reporting website

Administrative Duties

- Draft correspondence associated with licensing/certification for the signature of professional

licensing staff

- Word processing of memos, letters, responses and other assignments, ensuring accuracy
- Assist with project work where necessary (e.g. updating complaint referral lists, etc)
- Perform information searches under the provincial privacy legislation and assist in producing records for those requests

Participates in continuous improvement activities

- Provides recommendations for overall improvement to the licensing/certification process
- Identifies trends and issues related to the licensing/certification process/complaints management process
- Provides back up to the Business Analyst

Problem Solving

Typical problems solved:

- Determine who/where to refer a complainant to
- Communication difficulties: Caller is upset, has limited English or has a hearing impediment
- Missing/incorrect core licensing information
- Missing/Incorrect information on Reportable Incident submissions
- Adapting to new processes/identifying gaps in processes
- When to escalate irregular applications to Manager
- Receiving duplicate forms/information - requesting follow-up

Types of guidance available for problem solving:

- Training/user guides
- Reference guides
- Colleagues
- Supervisor
- Other Managers
- On-line resources

Direct or indirect impacts of decisions:

- Timely completion and processing of applications
- Timely follow-up on complaints and incident reports (may have an adverse effect on the health and safety of residents)
- Stakeholders/public receive the correct information, in the most appropriate way within the expected timelines
- Public queries: Responses provided represent "government" - can have positive or negative results based on the communication experience

Key Relationships

Major stakeholders and purpose of interactions:

- Licensing and Compliance Monitoring - supervision, direction, support, staff meetings
- Collateral authorities (fire, building, health, zoning) - clarification, coordination
- Persons With Developmental Disabilities Boards - provision of information
- Alberta Health Services and Assisted Living Alberta - provision of information
- Other Ministries such as Service Alberta, Municipal Affairs, Justice and Solicitor General, and Culture and Tourism and Seniors - provision of information
- Operators of supportive living accommodations, continuing care homes - clarification, receipt of application packages and applicable documents
- Public - providing information and referral
- Information Technology partners in relation to ASTRAL

Required Education, Experience and Technical Competencies

Education Level

Focus/Major

2nd Major/Minor if applicable

Designation

High School Diploma

Public Administration

If other, specify:

High school diploma and four years of related experience. Equivalency: Directly related experience or education

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

- Proficiency in time management and prioritizing work
- Excellent attention to detail and accuracy skills
- Knowledge of operational policies and procedures, provincial privacy legislation
- Record management skills
- Ability to work independently
- Excellent English verbal and written communication skills
- Intermediate skills in Word, Excel, Outlook and Adobe Pro
- Ability to multi-task, self-starter and team participant

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
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	Ability to take ownership of workload with accuracy, and efficiently process documents in a timely manner. Work with the team to determine work pressure points to ensure all outcomes are achieved. Ask for clarity from team members or supervisor when unsure. Operates with respect, accountability, integrity and excellence.
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 APS values• Works with others to identify areas for collaboration	This position supports inspectors, health compliance officers, continuing care operators, the public, and Assisted Living and Social Services management. Processing of licensing applications and/or responding to queries from operators and the public directly impacts the smooth functionality of the unit. It is imperative that the incumbent understand and follow system processes, and seek clarity when unsure.
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Identifies and manages required change and the associated risks:	The Intake Officer must be able to assess what is priority, what is the best

		<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>way to address the new demands and must remain calm/positive when interacting with staff and stakeholders. This position is responsible for handling a large volume of documents, and must understand the intent of the document. With new legislative program requirements, the Intake Officer must be able to utilize past system knowledge and experience to apply approach and understand any need approaches that need to be applied.</p>
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • 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 	<p>Example: The Intake Officer receives a request from an Albertan that they have not encountered before:</p> <ul style="list-style-type: none"> - Ensure that they understand the request - Checks the Sharepoint site and/or guides for guidance - Ask supervisor for advice - Respond to applicants and complainants in a timely and pleasant manner