

Ministry

Justice

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Case Administrator

Current Class

Requested Class

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

Administrative Law Programs, SafeRoads Alberta

☐ 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:

The Ministry of Justice works to ensure a fair and accessible justice system for all Albertans where the rule of law is upheld, and government undertakings are administered according to law. In collaboration with the judiciary, law enforcement, Public Safety and Emergency Services, Mental Health and Addiction, and Health, the ministry provides programs and services that ensure access to justice and supports the needs of Albertans involved in the justice system.

The SafeRoads Alberta Branch directly supports this mandate through the resolution of administrative penalties issued for impaired driving related contraventions of the Traffic Safety Act. SafeRoads Alberta's mandate is to conclude any review of an administrative penalty within 30 days of its issuance.

Responsibilities

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

Administrative oversight of the Administrative Penalties Information System (APIS) system and Online data entry. A high degree of accuracy is demanded as errors could result in loss of natural justice and a breach of procedural fairness for applicants.

First point of contact to verify the caller (Registered Owner/Driver/Representative). Knowledge of the application of Freedom of Information and Protection of Privacy (FOIP) legislation is required to ensure

confidentiality and that the release of information standards is upheld.

Verification that law enforcement agency (LEA) data is inputted correctly and provide notification to APIS Support of any discrepancies and/or issues.

Perform Online data entry, redactions, and maintain the confidentiality of all documents processed and received.

Keep up to date and maintain understanding of weekly updates to APIS as communicated by the APIS Administrator.

Potential privacy breach reporting to Case Coordinator when a party's information is available to be viewed by a third party.

Maintain accurate client files with time sensitive and/or legislated deadlines while adhering to FOIP and Government of Alberta Security policies.

Monitor My Alberta Notify System to ensure text and email messages are sent successfully. Create and send manual notifications when required.

Guide recipients on IT related questions such as: how to apply for a review, how to upload supporting documents, how to pay a fine Online, how to read a review decision, etc.

Understand and follow Branch policies and procedures to maintain consistency of file processing to protect natural justice and ensure procedural fairness.

Front line communications and stress management is required.

Preparing and sending Seized Vehicle Release Authorizations to appropriate tow lot and contacting the registered owner when appropriate.

Respond to email inquiries from Albertans, law offices, agents, and adjudicators.

Track the quality and quantity of witness statements submitted by LEA, to support the monthly review of these documents.

Strong verbal communication skills providing clear communication with internal and external stakeholders while being diplomatic, tactful, and respectfully assertive.

When requested, create a package of Court documents to provide to Alberta Justice for Judicial Reviews.

Provide Certified Records of Proceedings to the litigation team and any other information required by SafeRoads Alberta during the litigation process.

Outlier/complex file reporting to Case Coordinator and providing details of internal investigative findings for the file (this may include interaction with complex and diverse clients).

Prepare and provide information and justification for application fee refunds, or other special circumstance refunds, to leadership for their approval in specific circumstances/

JOB RESPONSIBILITIES FOR THIS POSITION INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

1. Maintain accurate client files within time-sensitive periods on the real-time Motor Vehicle System (MOVES) database to ensure information is current for those that rely on the accuracy of the

information in the database to effectively carry out their job duties when viewing the current status of an individual's driving record and driver license (e.g. law enforcement agencies, Alberta registry agents, Service Alberta, and Transportation and Economic Corridors) by:

- Administrative oversight of the APIS system and online data entry. A high degree of accuracy is demanded; errors could result in loss of natural justice and a breach of procedural fairness for applicants;
 - First point of contact to verify the caller (Registered Owner/Driver/Representative). Knowledge of the application of Freedom of Information and Protection of Privacy (FOIP) legislation is required to ensure confidentiality and that the release of information standards is upheld;
 - Performing Online data entry such as modifying/updating/adding conditions into client file on MOVES, including outcomes of Branch reviews in the statistical database; and the application of Condition Codes and restrictions to an operator's license. Data entry in MOVES must be error free as these entries confirm a client's authorization to legally operate a motor vehicle and hearing outcomes can be appealed through the various levels of the court system, i.e., the Court of King's Bench of Alberta, the Court of Appeal of Alberta, and the Supreme Court of Canada;
 - Monitoring and updating a detailed diary date system by entering all information into the electronic diary date database. Review of MOVES records is required daily in order to ensure all client information is updated. This input is necessary to ensure those who use the MOVES system for driver record information have an accurate representation of each client's driver record;
 - Verification that law enforcement agency (LEA) data is inputted correctly and provide notification to APIS Support of any discrepancies and/or issues;
 - Perform online data entry into APIS, redactions, and maintain the confidentiality of all documents processed and received; and
 - Keep up to date and maintain understanding of weekly updates to APIS as communicated by the APIS Administrator.
2. Provides guidance and assistance to Branch members regarding interpretation of file documents and Branch dispositions to enable them to make a well-informed decision regarding the outcome of a review by:
- Interpreting clients' driver records on the MOVES system at the request of a Senior Adjudicator or Adjudicator;
 - Interpreting the information in a client's file at the request of a Senior Adjudicator or Adjudicator;
 - Potential Privacy Breach reporting to Case Coordinator when a party's information is available to be viewed by a third party;
 - Maintain accurate client files with time sensitive and/or legislated deadlines while adhering to FOIP and Government of Alberta Security policies;
 - Monitor My Alberta Notify system to ensure text and email messages are sent successfully. Create and send manual notifications when required;
 - Guide recipients on IT related questions such as, but not limited to, the following: How to apply for a review, how to upload supporting documents, how to pay fines Online, how to read a review decision, etc.;
 - Understand and follow Branch policies and procedures to maintain consistency of file processing to

protect natural justice and ensure procedural fairness; and

- Front line communications and stress management is required.

3. Responsible for scheduling, records updates, correspondence, and materials relating to an IRS review to ensure the Senior Adjudicator or Adjudicator and client are provided with appropriate information in accordance with legislation by:

- Scheduling IRS reviews via telephone contact with the client or individual acting on the client's behalf to schedule a review. Prepares and forwards confirmation of review correspondence to the appropriate party;
- Responding to telephone inquiries from the general public within Alberta and from other Canadian jurisdictions. Current incoming call volumes total more than 2,000 per month. The majority of these calls require interpretation of client driving records, some of which are complex, using MOVES;
- Providing detailed explanation of the Immediate Roadside Sanctions (IRS) Program to ensure individuals inquiring about the Branch's services are aware of the options available to them; Producing review related correspondence and resource materials for the Branch to facilitate reviews in accordance with the Traffic Safety Act, the Provincial Administrative Penalties Act (PAPA), and their associated regulations, to ensure Adjudicators make a clear and reasoned decision based on the evidence before them by:

o Creating and amending documents to deliver to clients of the Branch prior to reviews;

o Creating and amending information provided by a Senior Adjudicator or Adjudicator following a review to help ensure all recording of, and correspondence relating to, Branch decisions must be error-free and accurate as the decisions can be appealed through the Court system, i.e., the Court of King's Bench of Alberta, the Court of Appeal of Alberta; and the Supreme Court of Canada;

o Preparing resource materials/files for Senior Adjudicator and Adjudicator information/reference to help facilitate reviews;

o Preparing documents for registered mail and recording them on an electronic tracking system;

o Preparing and sending Seized Vehicle release authorizations to appropriate tow lot, and contacting the registered owner when appropriate.

4. Responsible for records updates and obtaining disclosure information relating to an IRS review to ensure the Senior Adjudicator, Adjudicator, and/or client are provided with appropriate information according to law by:

- Ensuring all required documents are obtained prior to an IRS review;
- Maintaining contact with the applicable LEA to ensure appropriate disclosure documentation is received to enable a Senior Adjudicator or Adjudicator to conduct the review;
- Ensure client or client's representative receive appropriate disclosure information;
- Tracking the quality and quantity of witness statements submitted by LEA (to support the monthly review of these documents);
- Strong verbal communication skills providing clear communication with internal and external stakeholders while being diplomatic, tactful, and respectfully assertive.

5. Responsible for the receipt and processing of applications for the Vehicle Seizure or Immobilization Program (VS) by:
- Receiving the vehicle seizure application for early release of vehicle seized for seven (7) days or longer;
 - Gathering all pertinent information from MOVES on the registered owner and driver for the Senior Adjudicator and/or Adjudicator who will conduct the review; and
 - Distributing decision letters to the registered owner of seized vehicle following the review, and ensuring the finalization/closure of the file.
6. Must be analytical to accurately interpret suspensions levied and the options available to the applicant depending on the type of review (Request for Late Review or Judicial Review application):
- Follow direction of Court of King's Bench and Court Orders following Judicial Review hearings;
 - When requested, create a package of Court documents to provide to Alberta Justice for Judicial Reviews;
 - Provide Certified Record of Proceedings to the litigation team and any other information required by SafeRoads Alberta during the litigation process;
 - Outlier/complex file reporting to Case Coordinator and providing details of internal investigative findings for the file (this may include interaction with a complex and diverse clients); and
 - Prepare and provide information and justification for application fee refunds, or other special circumstance refunds, to leadership for their approval in specific circumstances.
7. Other job duties as required to support SafeRoads Alberta mandates.

Problem Solving

Typical problems solved:

Case Administrators will need to critically assess situations and determine when to seek the Case Coordinators direction when a situation occurs that falls outside of a standing operating procedure. This position is the first point of contact in issue identification, and they will need to take a systematic approach to understand implications. If an error in judgment occurs and the situation is not addressed, it can breach court orders, procedural fairness principles, and legislation.

Case Administrators evaluate situations and determine what information is relevant. They will need to use excellent communication and investigative skills to help gather the information. They will then need to make the right decision by inquiring, listening, reading, interpreting legislation, and writing comprehensive responses. They need to ask questions to get to the right conclusion by critically thinking through processes. Typical problems solved will vary daily depending on the circumstances.

A Case Administrator will determine what issues are urgent and require immediate attention, and which items require escalation to the Case Coordinator or the Operations Manager to prioritize and organize work. They will need to ensure work meets conflicting deadlines, maintain procedural fairness, and provide consistent messaging in line with prescribed legislation. This position requires reasoning and problem-solving skills when reviewing issues regarding a contravention and vehicle seizure reviews. For example, they will need to analyze an applicant's grounds and determine if they have the ability under the legislation to apply for the review type, they have selected. This position will determine when to request additional documentation or to direct the applicant to apply for another review, and whether a refund needs to be requested. Each situation is approached on a case-by-case basis using reason and sound judgment to provide direction that aligns with legislation, policy, and procedures, all while maintaining procedural fairness.

Types of guidance available for problem solving:

Relevant legislation, regulation, and related policies, procedures and processes are a resource for this position. This includes, but may not be limited to:

- Provincial Administrative Penalties Act (PAPA)
- Provincial Administrative Penalties Regulation
- SafeRoads Alberta Regulation
- Vehicle Seizure and Removal Regulation
- Traffic Safety Act
- Interpretation Act
- Freedom of Information and Protection of Privacy Act
- Personal Information Protection Act
- SafeRoads Terms & Conditions
- SafeRoads Program Policy and Procedures (in development)

Direct or indirect impacts of decisions:

This position works with minimal supervision within the Traffic Safety Act, PAPA, (and their associated regulations), the Criminal Code (Canada), Branch policies and procedures, driver records and the MOVES system, to ensure job duties are accurately performed as the client record reflects an individual's authorization to legally operate a motor vehicle. Failure to perform responsibilities can result in an inaccurate driver record, which could personally affect that individual.

Decisions must be explained concisely to people of varying comprehension levels and learning capabilities, while communicating clearly, diplomatically, tactfully, and assertively to ensure clients have sufficient information to make decisions regarding further appeal processes.

Case Administrators must be able to complete accurate, error free data entry functions as errors made can result in serious consequences to individuals, e.g., vehicle seizures (impounding of vehicles resulting in daily storage fees), as well as possible charges of driving while disqualified or loss of employment. This position's operational environment is characterized and impacted by complex and diverse clients including the Branch staff, the legal community, the law enforcement community, diverse members of the general public, and employees of various government departments, including Service Alberta and Justice and Solicitor General.

Direct and indirect impacts of a Case Administrator's decision making or errors in communication can lead to, but are not limited to, the following:

- Breach in legislative requirements.
- Breach in administrative fairness principles.
- Traffic safety impacts if Case Administrator's decision/direction impacts outcome of a review (i.e. impaired driver's NAP canceled);
- If procedural fairness principles are breached it can lead to a judicial review, impacting court and program resources.
- Breaches in procedural fairness principles are reviewed by the courts and the Ombudsmen
- Errors in judgment can have monetary effects to applicants, including costs associated to reviews, judicial reviews, and vehicle seizures.

Key Relationships

Major stakeholders and purpose of interactions:

This position delivers direct customer service to the general public, establishing and maintaining cooperative working relationships and liaising with the Branch, Service Alberta, independent Registry Agent Offices, Alberta Justice, as well as other provincial jurisdictions to enable Branch to effectively conduct reviews. This position also liaises with counterparts in the Driver Programs Branch relating to information in the Motor Vehicle System (MOVES).

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma	Other		

If other, specify:

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

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		
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>This role will require consistent reliance on legislation, policy, and procedure, which are This role will require consistent reliance on legislation, policy, and procedure, which are subject to change. It is incumbent upon Case Administrators to continuously review policy and procedural documents and identify changes or issues that may impact operations. Case Administrators will share learnings, ideas, and brainstorm resolutions with the team, either during weekly round-table meetings and/or with the Case Coordinator as priority issues arise</p>
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <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 	<p>This role requires the ability to work independently and as part of a team. Case Administrators take on various functions on a shared rotational basis with other Case Administrators. These tasks will allow the Case Administrator to learn all functions and see how each task directly impacts operations and/or SafeRoads Alberta stakeholders. Case Administrators use this knowledge to make sound judgments to resolve</p>

			issues or make best practice recommendations, to ensure the duty of fairness owed to individuals is not compromised.
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • 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 	<p>As legislation, policy, or procedures are subject to change, or the results of a Judicial Review decision from the Court of King's Bench impacts operations which requires the program area to pivot priorities and implement changes to comply with procedural fairness principals, Case As legislation, policy, or procedures are subject to change, or the results of a Judicial Review decision from the Court of King's Bench impacts operations which requires the program area to pivot priorities and implement changes to comply with procedural fairness principals, Case Administrators must adapt processes to align with legislation and operational needs. This means it is critical to maintain resiliency, appropriately respond to changes, and effectively work in a changing environment. As the Case Administrator rotates functions within the team on a scheduled basis, Case Administrators may be required to quickly switch focus and/or priorities to meet operational requirements on a moment's notice. A high degree of flexibility with daily tasks is required and a willingness to work with the team to resolve challenges to</p>

			achieve operational needs.
Develop Self and Others	○ ○ ● ○ ○	Plans according to career goals and regular development: <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	Yearly performance agreements and quarterly performance discussions with the Case Coordinator are important to achieving career and personal goals. Performance Agreements include identifying courses or training that are beneficial to the role or future career goals. Continuous cross-training of functions and assisting other team members with learning new roles/skills and functions is essential for the continued success of SafeRoads' operations. Case Administrators are required to complete yearly GoA training courses assigned through the 1GX system as scheduled.

Benchmarks

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

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.