

## JOB DESCRIPTION

|                                          |                                                                                    |                                                                          |                                         |
|------------------------------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------|
| Working Title<br>Information Coordinator |                                                                                    | Name                                                                     |                                         |
| Position Number                          | Reports to Position<br>No., Class & Level<br>Team Lead,<br>Information<br>Services | Division, Branch/Unit<br>Resolution Services(RS)/Information<br>Services | Ministry<br>Justice & Solicitor General |
| Present Class<br>AS06                    |                                                                                    | Requested Class                                                          |                                         |
| Dept ID                                  | Program Code                                                                       | 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:**

Resolution & Court Administration Services (RCAS) is transforming how Albertans experience, access and interact with the courts and associated Resolution Services (RS) programs through a “call, click, come in” approach. A “Continuum of Services” approach has been adopted to reduce RCAS service gaps, simplify access and improve outcomes for Albertans whose lives are intersecting with the justice system.

The Resolution Support Centre is the “come in” of the service delivery model, focusing on providing consistent information to Albertans in person, by telephone, or by email and will result in improved client access to the legal information & resources best suited to their situation, improved client experience, and an emphasis on front-end resolution of the legal issues Albertans experience. It is expected that this service delivery model will result in a decrease in the number of Albertans using the courts as a method of conflict resolution.

**Purpose:**

Under the direction of the Team Lead, Information Services, the Information Coordinator is a “front line” representative of Alberta Justice and must have extensive knowledge of RCAS programs as well as legal and court procedures in all levels of court in Alberta. The Information Coordinator must represent the administration of RCAS in a responsible and professional manner, which reflects the fair and equitable delivery of justice in Alberta. High quality information resources and services are offered to clients amid rapid change in the RCAS environment.

The Information Coordinator provides reliable and current information to Albertans, including to self-represented litigants (SRLs) who do not have the assistance of a lawyer, including:

- Providing information to the public about RCAS programs and services.
- Providing information about and referrals to Resolution Services programs, including Assessment Services and Dispute Resolution Services.
- Providing information regarding alternatives to court action, including Resolution Services Programs, other GOA departments, NGOs and local resources.
- Providing information and options about court processes and appropriate corresponding documentation.
- Instructing the public how to fill-out RCAS related documents including court documents and reviewing same for proper form completion.
- Filing of court documents in accordance with the Alberta *Rules of Court*, federal and provincial statutes, policy directives and procedure manuals.
- Prepare order for self-represented litigants, in court or outside of court, at the direction of the judiciary
- Encouraging ongoing collaboration with internal and external stakeholders.

The primary areas of responsibility for this role are:

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- Providing information regarding RCAS programs and services to Albertans and to internal and external stakeholders.
- Providing information regarding forms and procedures related to RCAS programs and services, and court processes to Albertans, as well as to internal and external stakeholders.
- General Duties.

**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](#)).

The Information Coordinator will provide Albertans with access to a fair and innovative justice system in a timely manner.

**1. Providing information regarding RCAS programs and services to Albertans and to internal and external stakeholders.**

- Respond to client inquiries on the phone, in person and by email, giving general and legal information with respect to RCAS programs and services and court processes and procedures.
- Provide accurate and timely information and guidance pertaining to RCAS programs and services and related legislative, regulatory, policy, and operational guidelines, including associated applications and resources as appropriate.
- Provide information about and referrals to Resolution Services programs, including Assessment Services and Dispute Resolution Services.
- Clarify the precise nature, scope and extent of the information required by clients.
- Assist clients in determining sources and location of general and legal information, such as court processes, program policies, and legislation.
- Provide general assistance and guidance in the use of online information.
- Liaise with other branches within the JSG and RCAS.
- Maintain an inventory of informational and instructional materials for clients.

**2. Providing information regarding forms and procedures related to RCAS programs and services and court processes to Albertans, as well as to internal and external stakeholders.**

- Assist with the selection, completion, review, processing and filing of RCAS forms and documentation.
- Assist in the selection of court forms for applications at all levels of court in Alberta.
- Review clients' court forms to ensure proper completion.
- Act as a Commissioner for Oaths.
- Conduct detailed review of files involving consent orders, or court applications to ensure procedural compliance.
- Conduct detailed review of desk divorces to ensure compliance with the Child Support Guidelines.
- Prepare, explain and review child support calculations for family law applications and divorces. Respond to questions or concerns about Child Support Guideline reviews from lawyers or the public.
- Liaise and develop collaborative relationships with other RCAS personnel as necessary to ensure proper completion and legal compliance of forms and orders.
- Attendance in Masters, Justice and Family Law Chambers in the Court of Queen's Bench as a Court Generated Orders (CGO) clerk to prepare orders for self-represented litigants and for matters addressing family violence issues. Orders are prepared in court for the Justice's signature, for filing and for service on the parties. Orders may also include civil and/or criminal matters and may also be prepared in other courtroom settings or following court at the request of the presiding Justice. May also include the preparation of Caseflow orders.

**3. Other Duties:**

**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](#)).

- Collect statistical information and prepare reports regarding Information Services clients and activities.
- Preparation of documentation and other administrative duties, such as photocopying, and filing at the discretion of the Team Lead and Leader, Information Services.
- Develop and maintain collaborative relationships within a team environment to support service delivery, including cover-off as required.
- Provide input into development of new and revised business processes relating to service delivery.
- Provide feedback and recommendations relating to the Information Coordinator role and its potential application for other programs and services.
- Researches, develops, and maintains program and service resource materials to facilitate consistent service delivery and training of staff members.
- Train and mentor new staff members.

**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](#)).

#### **Diversity**

The Information Coordinator works directly with a large and diverse client base, including low-income individuals from across age groups and individuals facing physical challenges, emotional/mental disabilities, literacy and cultural barriers. Services are provided to Albertans in relation RCAS programs and service including civil, family, criminal, traffic, surrogate, and landlord and tenant matters in Provincial Court, Court of Queen's Bench and the Court of Appeal. Requires frequent contact with the judiciary, RCAS employees, other GOA departments, NGOs and local stakeholders.

#### **Degree of Complexity**

This position ensures that members of the public receive reliable, accurate and current information about RCAS programs and services including family, civil and criminal law and court procedures and that documentation is provided on a timely basis. The position also requires extensive knowledge of various Provincial and Federal statutes and court procedures as well as a strong knowledge of services offered by other government departments and non-government agencies. Well-developed interpersonal skills and strong written and oral communication skills are required to manage a diverse clientele. The position deals with diverse, complex situations and people who are often highly emotional due to their circumstances and staff must be detail-oriented, compassionate and able to respond to people in crisis.

#### **Decision Making**

The Information Coordinator is expected to perform all duties independently, using their knowledge of applicable legislation, regulations, forms and procedures with minimal supervision. The Information Coordinator is expected to independently use initiative and sound judgment in determining expedient methods of managing day-to-day and emergent situations. Complex matters that go beyond the scope of the individual's knowledge, expertise or authority, or those that may be sensitive to the department or the judiciary will be referred to the Team Lead, Information Services for consultation.

#### **Physical Demands**

Counter/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 or on the phone. Work can be repetitive in nature at times. Heavy manual work may be required at times (i.e.: packing files, moving records).

Courtroom Duties: Can involve prolonged sitting and limited opportunity for free movement. Repetitive tasks include typing and writing.

#### **Risk**

Security: Staff in both secured and unsecured 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 in emotionally charged situations and may display strong emotion when interacting with staff.

**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](#)).

**Courtroom:** The position comes into contact with lawyers, enforcement agencies, the judiciary and member of the public in a courtroom setting.

**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](#)).

### Knowledge

- Thorough knowledge of RCAS programs and services, including Assessment Services and Dispute Resolution Services and applicable Family, Criminal and Civil provincial and federal statutes and regulations.
- Thorough knowledge of the Alberta *Rules of Court* and practice notes.
- Thorough knowledge of civil, family, criminal, traffic, surrogate, and landlord and tenant court processes and procedures for the Court of Queen's Bench and Provincial Court.
- General knowledge of Court of Appeal procedures.
- 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 which could include: Microsoft Word, Excel, Access, SharePoint, ChildView, HOTDOCS, RTCOE, FTR Digital Recording software and CASES and JOIN.
- Knowledge of the RCAS continuum of services model and how the Information Coordinator role interconnects with the whole system.
- Awareness of social barriers, human behaviour, human development, family dynamics (including family violence), grief and loss, mental health & addition in relation to dealing with Albertans.

### Skills

- Ability to communicate and build relations with stakeholders, staff, Albertans, and collaborators.
- Strong communication skills, including oral, written, and active listening.
- Strong organizational skills to handle the volume and complexity of the work in a detail-oriented manner.
- General assessment skills.
- Problem-solving & research skills.
- Advisory and consultation skills.
- Analytical and decision making skills.
- Interpersonal and relationship management skills.
- Crisis intervention/management skills and ability to de-escalate stressful situations when necessary.
- Exceptional keyboarding skills and operating computer systems.
- Flexible and dynamic to accommodate changing tasks and roles in a fast-paced environment.

### Abilities

- Use a person-centered approach to deliver service.
- Develop rapport with clients by empathizing, understanding client situations and demonstrating desire to help Albertans get to the correct resource in a timely way.
- Interact effectively with people having physical, mental and cognitive impairments using English as a second language or having diminished capacity, including limited advocacy on behalf of clients with diminished capacity to ensure appropriate services.
- Deal effectively with difficult, volatile, sensitive and/or stressful situations and behaviours.
- Focus on serving Albertans and providing support and information to the general public in a calm, respectful, and informative manner.
- Demonstrate understanding of cultural diversity.
- Demonstrate self-management skills with a strong results orientation.

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- Demonstrate flexibility, adaptability, initiative, sound judgement, and creativity.
- Ability to multi-task and navigate many tasks calmly and effectively.
- Demonstrate a positive attitude in delivering client service, along with commitment to team work, continuous improvement, and confidentiality.
- Employ reasoning and questioning strategies to capture, analyze, interpret and synthesize information for clients and programs.
- Work effectively in a sometimes stressful environment with changing priorities, short timelines and limited resources.
- Work independently as well as contribute in a team environment, assisting with the workload of others whenever possible/required.
- Capacity to work well in a team environment; sharing information, supporting team efforts, and ability to work with others to get their ideas on issues, situations, problems, and potential opportunities.

**Competencies:**

**Systems Thinking:** Considers the inter-relationships among different aspects of an approach including how they relate to other programs or areas. Considers emerging trends when contributing ideas to the development of broader priorities, strategies and approaches. Seeks insight about the implications of different options from both a people and an organizational perspective. Seeks information and analyzes long-term outcomes. Focuses on the goals and values in addition to the process. Identifies unintended consequences of a plan.

**Creative Problem Solving:** Asks questions to get a deeper understanding of the present issue. Looks for ways to improve activities and results by doing something that may be new and different in the organization. Explores different methods in how we complete our work, which a goal to achieving more efficient and effective outcomes. Regularly reviews and debriefs on what made projects or actions successful. Shares learning with others and applies learning to other projects and actions. Collects a breadth of data and variety of perspectives to make a choice between potential solutions and evaluate how effective the solution will be. Uses judgment to develop pros-and-cons lists when evaluating alternatives considering the implications of proposed solutions.

**Agility:** Takes advantage of opportunities to change how work is done to better anticipate obstacles and improve service. Anticipates changing environmental demands and changes behaviour accordingly. Remains calm and composed even in difficult or stressful situations. Is able to see the positive side to a difficult situation. Remains optimistic and perseveres in finding solutions. Proactively seeks advice and support when priorities change to appropriately assess, prioritize and meet changing demands. Works creatively within policies and procedures to proactively meet goals.

**Drive for Results:** Takes past experiences into consideration when making plans and adjusts plans based on past learning. Identifies underlying causes for success or lack of success which may or may not involve self and takes action to ensure future success. Holds self and others responsible for achieving results and agreed upon targets. Identifies and acts on opportunities to partner with other groups to achieve desired outcomes. Identifies ways to exceed performance expectations. This may involve identifying potential efficiencies, different ways of working or opportunities to contribute to the work of others.

**Develop Networks:** Identifies key stakeholder contacts in the organization with whom a relationship must be established. Makes an effort to have informal or casual contact with a range of colleagues, clients and stakeholders. Actively supports the interest of colleagues, clients and stakeholders by making choices and setting priorities that incorporate their needs. Influences others by considering the meaning of what is being said, the environment and how the information is being presented.

**Build Collaborative Environments:** Builds on the skills and knowledge of others to create results. Demonstrates that he or she genuinely values and respects others input and expertise and is willing to learn from others. Encourages or facilitates conflict resolution directly by initiating open and respectful discussion of issues. Confronts and deals with

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inappropriate behaviours, including bullying, harassment or discrimination. Recognizes the performance of all groups involved and shows appreciation for contributions.

**Develop Self and Others:** Reflects on own areas of strengths and opportunities for development. Considers developmental needs when assessing options for development including both formal and informal opportunities. Takes initiative to stay current on a broad range of topics with new approaches and/or technologies that may impact his or her area. Takes courses and continually expands knowledge through experience and others. Contributes to team learning by sharing information, knowledge, and experiences even when not asked. Understands the strengths and development needs of direct reports. Actively coaches and mentors relative to day-to-day work.

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

Internal Contacts: Daily contact with the Team Lead, Information Services to exchange information and receive tasks. Daily contact with other Resolution Services Information Coordinators, Court Counsellors and other RCAS staff and service providers to exchange information and communicate scheduling confirmations.

External Contacts: This position is in direct, daily contact with Albertans and will also interact with non-Albertans, Judiciary, other GOA departments, and community resources

**SUPERVISION EXERCISED:** List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

None exercised

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](#)).

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**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, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.*