

# JOB DESCRIPTION POINT RATING EVALUATION PLAN

Working Title Health and Funeral Benefits Unit Assessor		Name	
Position Number	Reports to Position No	Division, Branch/Unit	Ministry Assisted Living and Social Services
Present Classification		Requested Classification	
Dept ID	Program Code	Project Code (if applicable)	

## PURPOSE:

The Health Benefits Unit Assessor is responsible for the assessment of applications to determine eligibility for Alberta Child Health Benefit (ACHB) and Alberta Adult Health Benefit (AAHB) programs, Alberta Funeral Benefits, Residential Accessibility Modification Program (RAMP), Safer Spaces (Bill 204) Program, Coal Workforce Transition Program (CWTP) and Continuous Positive Airway Pressure (CPAP) Requests. The Assessor interprets complex legislation, policies and guidelines for these programs, and in doing so, exercises considerable discretion and judgment in making decisions about eligibility.

Reporting to the Supervisor, the Assessor also performs contact centre duties that involve responding to a large number of client calls in order to liaise between both internal and external stakeholders, provide updates on the status of applications, trouble shoot issues, provide interpretations of legislation and policy, and provide complex information on unit programs and services.

## RESPONSIBILITIES:

### Activities:

1. Receive and analyze all applications for Alberta Child Health Benefit (ACHB) and Alberta Adult Health Benefit (AAHB) programs, Alberta Funeral Benefits, Residential Accessibility Modification Program (RAMP), Safer Spaces (Bill 204) Program, Coal Workforce Transition Program (CWTP) and Continuous Positive Airway Pressure (CPAP) Requests. The process to determine eligibility can range from the relatively straightforward to the complex.
  - Prescreen applications for completeness.
  - Identify applications with missing, invalid or incorrect information and determine the appropriate action to obtain information required to complete the assessment, including writing letters to applicants requesting information, reviewing applicant files to analyze history of previous assessments. The Assessor will then determine the effects of obtained information on applicant's eligibility.
  - Determine eligibility according to program legislation and administrative procedures.
  - Perform income/medical review requests as required.
  - Complete system processing within specified periods to ensure timely issuance of benefits. This involves coding applications with processing errors, determine income year, effective date, shelter benefit eligibility amounts the award on the automated system to manually disbursed funds in accordance with monthly benefits eligibility.
  - Prepare letters and emails to applicants, to delivery sites staff, physicians, and service providers regarding decisions and incomplete applications, and for collection of missing information.
  - Work effectively with internal and external stakeholders including, but not limited to: Service Alberta, Alberta Health, Alberta Blue Cross, Alberta Dental Services, Community and Social Services, Labour and Immigration
  - Conduct research and collect applicable documentation from clients and/or stakeholders to ensure client eligibility.
  - Interpret program policies and legislation to make sound judgements regarding client eligibility and assistance

- Prioritize workload effectively in response to demands of peak periods.
- Handle confidential client information
- Support other branch, inter-ministry and intra-ministry program and service areas.
- Provide support to colleagues, supervisor, managers and Director in achieving branch plans and priorities, including but not limited to: reporting and analytics, trends, recommendations and projects aiming for continuous process improvements.
- Apply program policies and legislation to client files to determine eligibility.
- Ensure that decisions regarding client eligibility are independent and based on sound evidence.
- Exercise knowledge of programs delivered by other units by providing holistic assessment and delivers information and referrals, as needed.
- Cross-trained in each program of delivery and staff are distributed as required.
- Primary link between delivery sites and third-party medical consultant regarding CPAP requests for AISH (Assured Income for the Severely Handicapped) and Income Support (IS) programs.
- Primary link between delivery sites and clients regarding Health Benefit Exception Committee requests for Alberta Health Benefits, AISH (Assured Income for the Severely Handicapped), and Income Support (IS) programs.
- Primary link between Funeral Service Providers and clients regarding Funeral Benefit grant applications.
- Primary link between applicants, social workers, occupational therapists, physicians, and home modification service providers.
- Primary link between Health Benefit clients, health service providers, and health/dental vendors.
- Primary link between applicants who are victims of abuse and emergency protection and shelter service providers.
- Proactive collection and preparation of CPAP requests information for AISH and Income Support.
- Enter application information into online databases, SharePoint sites, and computer systems.
- Responds to written and oral inquiries in respect to the programs, or, the issue or non-issue of benefits within established time frames and in a professional courteous manner, ensuring at all times that the information being provided is according to program legislation and established policies and procedures.
- Promotes unit programs by identifying community agencies/resources dealing with low income families and contacting them via phone or correspondence to promote program awareness, facilitating presentations of programs to other professionals, community resources and other government department.
- Establish and maintain tracking systems of contacts, distribution of program materials and statistical information.

#### **Activities:**

**2.** Provide province wide first line contact services to clients and the public by telephone and email for Alberta Child Health Benefit (ACHB) and Alberta Adult Health Benefit (AAHB) programs, Alberta Funeral Benefits, Residential Accessibility Modification Program (RAMP), Safer Spaces (Bill 204) Program, and Coal Workforce Transition Program (CWTP).

- Interpret and assess information on program legislation, regulations and policy for clients and Albertans by telephone and email.
- Provide holistic assessment and provide guidance to clients on program eligibility, application/appeal procedures and processes.
- Where issues are of a particularly complex nature the assessor must be able to liaise with many different levels of staff and both internal and external stakeholders to ensure the provision of consistent and accurate information and timely accurate eligibility decisions. These include: the unit leads, supervisor, ministry policy and delivery supports, external government agencies such as Service Canada, other Government of Alberta ministry programs, other internal ministry programs, municipal and federal crime and protection services such as police and RCMP, funeral and home modification service providers, financial institutions, health care providers, and social service/community advocates

Provide linkages and referrals to other CSD contact centers, Income and Employment Supports, and GOA programs and services or Government of Canada programs and services.

#### **SCOPE:**

The Assessor provides a comprehensive and diverse range of services required to support the effective and efficient

**SCOPE:**

functioning of the unit. Decisions range from making determination about eligibility for several programs as well as associated contact centre services. Decisions and recommendation provided by the Assessor directly influence a client's eligibility for unit programs.

The Assessor must evaluate applicant eligibility for critical grant funding, health benefits, and emergency assistance by interpreting and applying criteria and guidelines specific to applicable programs. This requires that the Assessor has a sound working knowledge of the various legislation, policy and procedures with respect to a variety of programs

The Assessor is required to ensure that complete and accurate information is available prior to finalizing eligibility decisions and recommendations. This position must frequently contact, clients, delivery sites staff, service providers, and both internal and external government and health service agencies in writing or by phone to obtain and/or clarify information, and is often required to compose original letters when corresponding with clients. The assessor must possess strong ability to communicate both verbally and in writing. The Assessor must be tactful, professional, and discrete in these situations. They must be able to manage and de-escalate difficult conversations and unique client scenarios, maintaining confidentiality of clients while balancing the requirement to obtain information necessary to appropriately apply program criteria and guidelines.

This position completes work within the parameters of established policies and processes of the unit and branch. The Supervisor sets unit priorities to control work effectively and written instructions are typically provided for major changes to current program delivery, new programs, or system modifications. The Assessor's work is reviewed in terms of achievement of outcomes, with the Assessor meeting with the Supervisor to discuss statistics, trends, suggestions for delivery and policy improvements, individual and unit performance, with the primary goal of appropriateness, timeliness, and accuracy of decisions made.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Possess and in-depth knowledge of all applicable legislation, regulations, policies, criteria, guidelines, processes and procedures for client funding.
- Knowledge of program legislation, regulations, policies, business rules and procedures is required to determine eligibility and calculate assessments.
- Excellent, accurate, articulate and concise verbal, writing, and mathematical abilities.
- Be able to both research, create and analyze information provided on IT systems and paper application/correspondence.
- Utilize software tools necessary to carry out all responsibilities (i.e. SharePoint, online databases and information sources, The Microsoft Office Suite, including Outlook, Excel, Word, and PowerPoint).
- Analytical, research, and decision-making skills, including ability to pay close attention to detail.
- Organizational and time management skills, including ability to function effectively in a high volume work environment.
- Strong interpersonal skills
- Excellent verbal and written communication skills are required to clarify facts, explain policies/legislation, direct client and to deliver site staff and other stakeholders to the most appropriate course of action.
- Strong focus and commitment to the provision of excellent client service.
- Ability to effectively manage stress and difficult situations.
- Confidence and ability to efficiently and effectively diffuse hostility and resolve conflicts.

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

**Signatures**

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

<b>Incumbent</b>	<hr/>	<hr/>	<hr/>
	Name	Signature	Date (yyyy/mm/dd)
<b>Manager</b>	<hr/>	<hr/>	<hr/>
	Name	Signature	Date (yyyy/mm/dd)
<b>Division Director/ADM</b>	<hr/>	<hr/>	<hr/>
	Name	Signature	Date (yyyy/mm/dd)