

Ministry

Jobs, Economy, Trade and Immigration

Describe: Basic Job Details

Position Name (200 character maximum)

Early Resolution Officer

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Organizational Structure

Division, Branch/Unit

Appeals Commission, Advisor Office

Supervisor's Position Name (30 characters)

Case Coordinator - Team Lead

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Advisor Office is established as an independent agency, as part of the Appeals Commission for Alberta Workers' Compensation, deriving its authority from the Workers' Compensation Act. The Appeals Commission is accountable to the Minister of Jobs, Economy, Trade and Immigration and is independent from all other entities in the workers' compensation system including the Workers' Compensation Board (WCB) and the Department of Jobs, Economy, Trade and Immigration. The role of the Advisor Office is to provide a client-focused and resolution-based approach to concerns with the workers' compensation system by providing a service that informs, advises, and advocates for clients in a fair, timely and transparent manner.

The Advisor Office has two independent branches: one representing the interests of workers (Worker Advisor Branch) and the other representing the interests of employers (Employer Advisor Branch). The services are provided at no cost.

The Early Resolution Officer is the front end decision maker for all Worker Advisor Branch intake and is responsible for reviewing and assessing more than 1,000 incoming files annually to determine suitability for Advisor Office services. Using expert knowledge of the Workers' Compensation Act, and WCB policies, the Early Resolution Officer identifies the issues under review or appeal, assesses file complexity, and determines whether files are:

- Appropriate for early resolution through negotiation with the Workers' Compensation Board - Alberta (WCB),
- Premature or not yet ready for Advisor Office services,
- Require client education or redirection, or
- Ready for assignment to a Worker Advisor, including recommendations regarding complexity and appropriate Manager/Advisor assignment level.

The Early Resolution Officer ensures clients receive timely, accurate, and empathetic interim support while waiting for Advisor assignment and plays a critical role in ensuring that only complete, properly framed files proceed to the advisory stage. This supports operational efficiency, improves early resolution outcomes, and ensures the Advisor Office provides high quality representation and service.

Responsibilities

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

1) High Volume File Intake, Screening & Complexity Assessment

- Reviews 1,000+ files per year, screening for completeness, jurisdiction, appeal readiness, and identifies all appealable issues.
- Determines whether files are premature for Advisor Office involvement and provides direction or education to clients accordingly.
- Assesses the complexity level of each file and recommends assignment to the appropriate Manager or Advisor based on issue type, level of analysis required, urgency, and risk factors.
- Identifies missing information, conflicting evidence, or procedural deficiencies and takes steps to clarify or correct them prior to assignment.

2) Early Resolution & Issue Identification

- Uses expert knowledge of legislation and policy to identify opportunities for early resolution and engages directly with WCB personnel where needed.
- Determines which matters can be resolved through clarification, negotiation, or procedural correction without requiring an Advisor.
- Ensures all appealable issues are correctly identified, framed, and documented so that Advisor resources are used efficiently and strategically.

3) Client Education & Redirecting Premature Files

- Provides detailed education to clients on WCB processes, obligations, timelines, and what is required before an appeal or review can proceed.
- Redirects clients whose files are not yet ready for formal review, explains missing prerequisites, and provides guidance on steps required before Advisor Office involvement.

- Deescalates client stress and confusion by providing clear explanations of complex rules.

4) Interim Client Support & Customer Service

- Serves as a point of contact for clients awaiting assignment, ensuring timely, consistent communication and addressing concerns that arise during the waiting period.
- Offers interim guidance when urgent issues emerge (e.g., deadlines, documentation needs, sudden changes in entitlement).
- Ensures a trauma informed and empathetic approach when interacting with clients experiencing frustration, hardship, or uncertainty.

5) Evidence Review, Policy Interpretation & Procedural Integrity

- Interprets the Workers' Compensation Act, WCB policy, medical evidence, and prior decisions to identify next steps.
- Prepares early resolution correspondence, requests for clarification, or procedural submissions where needed.
- Ensures procedural fairness and statutory timelines are preserved during intake and triage.

6) Advisory Support & Organizational Efficiency

- Acts as the quality control gatekeeper ensuring Advisors receive complete, well-defined files so they can focus on substantive advocacy.
- Provides recommendations to leadership on trends, systemic issues, or gaps emerging from intake data.
- Supports team learning by mentoring new Early Resolution Officers or Case Coordinators when required.

Problem Solving

Typical problems solved:

The Early Resolution Officer regularly analyzes incomplete, conflicting or ambiguous information within WCB claim files to determine whether decisions have been correctly made under the *Workers' Compensation Act* and WCB policy. The role identifies appealable issues, confirms whether files are premature for Advisor Office involvement, and determines whether matters may be resolved early through negotiation with WCB personnel. The position must accurately assess complexity levels, identify procedural deficiencies, and determine the appropriate next steps for the client, including when interim guidance or urgent escalation is required. These issues require critical thinking, legislative interpretation, and the ability to synthesize medical information, client statements, and prior WCB decisions.

Types of guidance available for problem solving:

Problem solving is guided by the Workers' Compensation Act, WCB policies, Appeals Commission rules, and established Advisor Office procedures. The Early Resolution Officer receives general direction from their supervisor, but works with substantial independence, drawing on precedent decisions, internal expertise, and policy interpretation tools. Complex situations may be discussed collaboratively with leadership, including General Counsel, though the Early Resolution Officer is expected to independently interpret legislation, review evidence, and provide recommendations on file readiness, issue validity, and appropriate assignment.

Direct or indirect impacts of decisions:

Decisions made by the Early Resolution Officer directly affect a client's eligibility for Advisor Office services, opportunities for appeal within the workers' compensation system, access to justice, statutory deadlines and entitlement outcomes. Accurate complexity assessments determine the appropriate allocation of Advisor resources, influencing caseload distribution and organizational efficiency. Early resolution efforts impact the speed and quality of outcomes for injured workers, while misidentifying premature files may delay access to benefits or compromise timelines. The quality of triage decisions also affects the Advisor Office's reputation for fairness, accuracy, and client centered service.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders

Supervisor and Worker Advisor Branch Managers

- Receives recommendations regarding file complexity, appeal issues, and appropriate assignment of cases.
- Consults on unusual, high risk, or ambiguous files requiring leadership input.
- Provides guidance on workload distribution, emerging issues, and procedural refinements.

Worker Advisors

- Receives fully triaged, issue identified, ready for assignment files.
- Coordinates on complexity or evidence gaps prior to formal advisory involvement.
- Ensures seamless transition from intake/triage to full representation.

Case Coordinators

- Collaborates on intake flow, data gathering, and ensuring file completeness.
- Shares information on procedural barriers, documentation needs, and client stability.
- Works jointly to manage high volume intake and maintain service quality.

Advisor Office Leadership

- Provides upward feedback on trends, systemic issues, and policy/application inconsistencies encountered during triage.
- Participates in discussions on resourcing, workflow optimization, and potential process improvements.

External Stakeholders

Injured Workers and Their Dependents (Clients)

- Primary contact during application review, early resolution attempts, and readiness assessment.
- Provides client education on WCB processes, rights, responsibilities, deadlines, and appeal pathways.
- Offers interim guidance while clients await assignment to a Worker Advisor.



Workers' Compensation Board (WCB)

- Collaborates to seek early resolution of issues where possible before escalation to formal review/appeal.
- Clarifies WCB decisions, gathers additional evidence, resolves procedural deficiencies, and verifies status updates.
- Communicates to correct errors, misapplications of policy, or misunderstandings affecting entitlement.

Appeals Commission for Alberta Workers' Compensation

- Ensures timelines, procedural steps, and appeal prerequisites are met before files advance to the appeal stage.
- Consults on urgent matters, and requirements affecting file readiness.
- Prepares clients for expectations and processes related to Appeals Commission proceedings.

Other External Agencies and Supports

- Provides referrals where clients require non-WCB supports (financial hardship, housing instability, mental health assistance).



Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)			

If other, specify:

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

Knowledge

- University degree in a related field (e.g. commerce, social sciences, public administration, etc.) supplemented with legal, business or insurance courses.
- In-depth knowledge and application of the following:
 - Workers' Compensation Act, related legislation, regulations, policies, procedures, systems and applications
 - The Alberta Permanent Clinical Impairment Guide
 - The Interpretation Act
 - The laws of natural justice, tribunal processes and the Appeals Commission for Alberta Workers' Compensation's rules and regulations
- The ability to access and interpret additional legislation for specific appeal issues.
- General knowledge of records management

Experience

- Experience in case management within a legal, regulatory, or oversight setting, with the ability to intake files effectively.
- Experience interpreting and applying policies and procedures, ensuring compliance with established guidelines and regulatory requirements.
- Analytical and critical thinking skills to assess files and determine jurisdictional applicability. Excellent attention to detail to ensure file accuracy, completeness, and proper documentation.
- Strong organizational and time management skills, with the ability to review and process multiple files simultaneously.
- Ability to work independently and collaboratively in a fast-paced, high-volume environment.
- Effective communication skills to tailor content to different audiences.

Skills & Abilities

- Proven critical and creative thinking skills for business enhancements.
- Demonstrate flexibility, adaptability, initiative, sound judgment, and creativity.

Other

Work experience in the field of law, health and safety, medical or vocational rehabilitation is considered an asset. An equivalent combination of education, training and experience will also be considered.

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	

Drive for Results



Works to remove barriers to outcomes, sticking to principles:

- Forecasts and proactively addresses project challenges
- Removes barriers to collaboration and achievement of outcomes
- Upholds principles and confronts problems directly
- Considers complex factors and aligns solutions with broader organization mission