

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Case Coordinator		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Land and Property Rights Tribunal (Surface Rights Board, Land Compensation Board, Municipal Government Board and New Home Buyer Protection Board)	Ministry Municipal Affairs
Present Class LA2		Requested Class	
Dept ID 1902	Program Code 10500	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](#)).

The Surface Rights Board, Land Compensation Board, Municipal Government Board and New Home Buyer Protection Board are administrative tribunals established under the *Surface Rights Act*, *Expropriation Act*, *Municipal Government Act* and *New Home Buyer Protection Act*, respectively (the “Boards”). The mission of the Boards is to provide timely, fair and independent dispute resolution processes, including hearings, consistent with relevant legislation, rules, guidelines and the principles of natural justice. While each of these four Boards has its own unique legislative mandate, the Boards have an amalgamated organizational structure so as to reduce duplication and improve efficiency. Case Coordinators will typically specialize in specific application types before the Boards. However, they may cross specialize over time, depending on the particular operational requirements of the Boards.

Reporting to the Team Lead, Application Processing or Team Lead, Rental Recovery, or the Director, the primary role of the Case Coordinator is to process applications and appeals received by the Boards from intake to final resolution; whether by settlement between the parties or by a decision/order of the Boards. This includes reviewing applications against applicable legislation, regulations and jurisdiction of the Boards. The position identifies applications and issues that should be resolved in conjunction with a Team Lead, Board Officer, Case Manager, Director, Board Member and/or legal counsel.

This position is also responsible for supporting and promoting a positive workplace culture based on the established GOA core values. This position also promotes a culture of continuous improvement by supporting innovation and initiatives such as Lean Six Sigma projects designed to ensure effective business solutions promoting high quality and highly efficient outputs.

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, with 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](#)).

1. The Case Coordinator is responsible for reviewing and processing assigned applications in accordance with existing policies, procedures and guidelines and to provide support from intake through to resolution in a fair and timely manner. This involves:
 - Reviewing and analysing applications including assessing each application against applicable

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legislation/rules/regulations.

- Serving as the primary point of contact with stakeholders to provide relevant information on application status, Board processes and other related application types within the jurisdiction of the Boards.
- Maintaining each application by ensuring that all relevant information is uploaded and entered into the appropriate case management system and reviewing final documentation to ensure records are properly stored in accordance with audit guidelines prior to closing the file.
- Anticipating the need for and securing advice from Team Lead, Board Officers, Case Managers, Director, Board Member and/or legal counsel when required.
- Coordinating and scheduling dispute resolution conference (DRC) calls, mediations and hearings; including providing parties and board member(s) with proceeding materials/information and moderating the proceedings as required.
- Tracking applications to ensure the applications move forward from intake through to the dispute resolution process in a timely and efficient manner.
- Drafting and completing standard Board decisions/orders, including reviewing and formatting for accuracy and distributing final decisions/orders to all parties.
- Verifying accuracy of financial information contained in decisions/orders.

2. This position is responsible for providing customer service support and resolving day-to-day issues that arise during the application process. This includes:

- Problem solving a myriad of issues and anomalies that arise during the life cycle of an application in a timely manner and ensuring that Board Members/Board Officers/Case Managers/Director/legal counsel are briefed on issues as required.
- Drafting and/or issuing appropriate correspondence to address matters arising during the application process.
- Ensuring the timely flow of the proceeding processes (pre-hearing conference, mediation, hearing) by tracking receipt of the notices/applications, scheduling conference calls and/or hearings and issuing board decisions.
- Managing preliminary/procedural requests, changes, and objections from the parties in a timely manner while ensuring processes are correct and fair.
- Responding appropriately and professionally and managing politically and emotionally charged situations with stakeholders.
- Responding to enquiries from applicants, respondents, interested parties, and the public regarding the Boards' processes. This responsibility includes assisting in drafting/determining the responses with awareness of the sensitivities and interests of various internal and external stakeholders.
- Outlining information about board processes for all parties including options available prior to, during and after the proceedings/hearing and final decision without providing legal advice, recommendations or opinions.

3. The Case Coordinator, after determining that an issue needs further input or consultation, analyses the application and provides a case summary along with recommendations to Board Officers, Case Managers, Board Members, Director and/or legal counsel to ensure the application process is effective, efficient and consistent with the principles of natural justice and fairness under administrative law. This is accomplished by:

- Identifying and outlining issues to Team Lead/Board Officers/Case Managers/Board Members/Director/legal counsel.
- Identifying and flagging issues related to the application process (e.g.: potential jurisdiction, procedural, confidentiality, conflict of interest).
- Preparing case summaries for Board Officers/Case Managers/Board Members/Chair/Director/legal counsel.
- Coordinating and scheduling hearings, DRC and/or mediation proceedings including logistics

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and location and ensuring the venue is appropriate (e.g.: room size, amenities, necessary video/teleconference equipment, etc.).

- Responding to Board Officers/Case Managers/Board Members various requests/questions throughout the hearing processes (e.g.: research required, preparing proceeding materials, accommodation and/or travel, etc.)
- Ensuring all proceedings documentation/records, statistics, and correspondence are accurate, timely, recorded, tracked and maintained as required.
- Providing advice to the Board Chair in determining/assigning the appropriate Board Member to avoid potential conflicts of interest and to best utilize Board Member skills and expertise.
- Ensure that the appropriate reports/decisions have been provided to all parties.
- Reviewing final hearing/decision documentation to ensure complete official records prior to closing the file and submitting for filing. The appropriate record must be provided to Court upon judicial review, for appeals and to Ombudsman investigators.
- Effectively delegating administrative tasks to appropriate staff; and providing support and direction to the staff responsible for completing the administrative tasks.

4. The position is responsible for promoting a culture of continuous improvement at the Boards by providing support as required to address workload issues and identifying and participating in opportunities to improve processes and practices. This includes:

- Proactively identifying opportunities to improve processes and streamline procedures to more effectively manage application caseloads.
- Assessing application processes to recommend changes and improvements to forms, templates, guides, and information provided to applicants to improve the completion of the application and provision of required supporting documentation.
- Responding to general enquiries regarding the Boards' mandate, legislation, regulations, rules and guides including accessing forms and information on the website.
- Following records management standards set for the Boards. Providing timely responses to Inter-Ministerial/Ministry program areas, MLA, and Minister's/DM's and ADM's office requests for information. This includes providing all salient information to the staff that respond to Ombudsman and FOIP requests.
- Participating and providing input during team meetings and continuous improvement initiatives such Lean Six Sigma projects.

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](#)).

Case coordinators manage applications to the Boards independently and in conjunction with the Team Lead, a Board Officer or Case Manager. The Case Coordinator may also assist Board Officers/Case Managers handle more complex applications or components of more complex applications under their direction. The Board Officers/Case Managers/Board Members rely on this position for all the necessary documentation, case summaries, identification of emergent issues and coordination of all logistical matters in order for them to proceed with timely dispute resolution conferences, pre-hearings conferences, mediations and hearings. The application and file coordination provided to the proceedings by the position supports and maintains the neutrality of the Boards.

The work of the Case Coordinator has a direct impact on the effective administration of the *Surface Rights Act*, *Expropriation Act*, *Municipal Government Act* and *New Home Buyer Protection Act* across Alberta and may have an impact on the disbursement of funds in accordance with the applicable Acts, guidelines and policies. Case Coordinators ensure that all applications are fairly and objectively assessed against the relevant legislation and the Boards' Dispute Resolution Program is fairly and efficiently administered for all Albertans.

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The position is the primary point of contact for applicants, respondents and stakeholders impacted by the *Surface Rights Act*, the *Expropriation Act*, and the *Municipal Government Act*. The position establishes and maintains on-going positive and professional relationships with all affected parties, Ministry, government staff and other internal and external stakeholders and as the focal point for application-based communications with applicants, the Case Coordinator has a direct impact on the reputation of the Boards.

The Case Coordinator supports a culture of continuous improvement at the Boards by participating in initiatives such as Lean Six Sigma projects and determining the most efficient manner in which to complete day-to-day responsibilities and manage workload and priorities. Case Coordinators are responsible for delegating work to administrative support staff as available and for providing coaching/direction, as required.

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](#)).

The position requires post-secondary education in a related field, and 3 years of directly related experience or equivalent education and experience.

The position requires strong knowledge and understanding in the following areas:

- Mandate and principles of the Boards
- Relevant legislation and regulations under which the Boards operate and the ability to apply the regulations, rules and guides
- Land Titles, Lease Agreements, survey plans, licensing and licensing authorities.
- Quasi-judicial appeal/hearing processes and principles of natural justice and procedural fairness to adjudicate hearings
- Quasi-judicial processes and principles of natural justice and procedural fairness
- Basic research methodologies
- Internal and external stakeholders affected by and working under the legislation and decisions of the Board
- Microsoft Office applications
- SharePoint and website as communication and document sharing tools

The position requires the following skills and abilities:

- Strong communication and interpersonal/diplomacy skills (to facilitate pre-hearings, interact with a very diverse internal and external stakeholder group and maintain positive working relationships with all parties)
- Analytical and problem-solving skills
- Conflict management skills
- Critical thinking skills to assess applications and determine appropriate process
- Critical attention to detail to ensure applications are complete and accurate as well as the Board decision accompanying documentation
- Ability to apply judgement and knowledge in determining whether an issue/file requires additional consultation with a Team Lead/Board Officer/Case Manager/Board Member/Director/legal counsel.
- Ability to prioritize and coordinate multiple applications in a timely and effective manner
- Ability to track issues to ensure timely response
- Ability to respond to changing priorities and meet changing timelines
- Ability to multi-task and prioritize in a fast paced, politically sensitive environment
- Ability to work independently and collaboratively in a cooperative team environment
- Ability to draft and edit documents/templates and hearing related correspondence for distribution including the review of affidavits, applications, land titles and survey documents
- Ability to deal with a high volume of complex, time sensitive, high conflict applications within strict

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timelines while maintaining a high degree of accuracy

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

Parties with applications before the Boards, including representatives: To provide information regarding processes, legislation, regulation, applications/forms, rules and guides.

Chair/Board Members: To provide information, application packages, case coordination, identification of issues, and ensuring completeness and accuracy of orders/decisions.

Team Lead/Board Officers/Case Manager/Director/Legal Counsel: To provide information on preliminary issues including obtaining legal advice as required.

Internal and external stakeholders: To provide and receive information.

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

Position does not supervise.

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](#)).

The position may now resolve matters in conjunction with Team Lead, Case Managers, Board Members, Director, legal counsel and the Chair in addition to Board Officers. Given the focus of the organizational amalgamation to increase effectiveness and efficiency, there is now a stronger emphasis on the continuous improvement component of the position.

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, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 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 (see Writing Guide [Page 16](#))

Incumbent

Name

Signature

Date

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date