

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

Working Title Case Officer		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
	50018301, AO2	CJS, FSOS/MEP	Justice
Present Class AS6		Requested Class	
Cost Centre ID	Program Code	Project Code (if applicable)	
601072	00114		

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 Maintenance Enforcement Program (MEP) is authorized by the *Alberta Maintenance Enforcement Act* (MEA) to ensure that individuals meet their obligations to pay spousal or child support under the terms of their court order or agreement.

The Case Officer is the primary decision maker and point of contact for clients and stakeholders of the MEP on matters related to the collection and enforcement activities on MEP files. They are required to be proactive in the detection of file issues, as well as reactive to file inquiries, and to design and implement solutions to secure compliance or resolution by way of conducting inquiries, negotiations, initiating collection and/or enforcement actions, as well as displaying the creativity necessary to craft solutions for unique or unusual situations, all delivered in a responsible, professional and impartial manner while acting as the frontline ambassador for the program. The Case Officer operates within a changing and highly legislated environment and are therefore required to be adaptive to change.

Case Officer report to a team lead, who in turn reports to a manager. Case Officers are assigned to one of three work areas within the MEP and may be moved among these areas as operational, training, or skill development requires.

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](#)).

Reading and interpreting court orders and court filed agreements regarding child support, spousal or partner support, legal costs, and related expenses.

- Identifying required financial adjustments to the MEP file system to ensure accuracy in financial obligations of the parties.
- Identifying and applying court ordered terms that impact MEP's enforcement tools and processes.
- Engaging clients and stakeholders in clarification of vague court order terms to ensure MEP complies with the intent of the order.

Collection and enforcement of arrears

- In conjunction with automated actions, ensure enforcement on files are applied in a fair and impartial manner. In depth understanding and application of MEP collection progression, policy and procedures, administrative fairness, and impact of enforcement actions are required to ensure all files in default are managed effectively.
- Requesting, reviewing and analyzing payor financial disclosure including but not limited to, Statement of Finances, bank statements, tax documents, corporate and business statements.
 - Identify a payor's ability to pay outstanding arrears in a timely fashion
 - Identify income and assets for potential attachment or seizure
- A Case Officer would use intuition, experience, file history, communication techniques, emotional intelligence, diplomacy, and any other communication skills required to negotiate and achieve an appropriate payment arrangement on outstanding arrears and securing ongoing future compliance to court ordered lump sum or periodic obligations.
- Excellent understanding and application of stays of enforcement granted through the courts as per the MEA or

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Bankruptcy Insolvency Act (BIA) to ensure payors are not subject to over-enforcement, yet are still held responsible for compliance to their support obligations.

- On files where payors are non-compliant to their support obligations and are avoiding the collection and enforcement efforts of MEP, Case Officers will conduct skip tracing activities to identify possible income sources and/or assets for attachment to encourage payors to contact the Case Officer to discuss compliance on the file.

File Management

- A Case Officer is responsible to manage a caseload of MEP files from newly registered through payment in full and closure. A MEP file can involve several court order variations, family and financial circumstance changes, periods of default and enforcement along with periods of compliance and can span decades.

- Applying professional judgment, knowledge and experience of existing operational policy and procedures as well as several pieces of legislation such as but not limited to; the *Maintenance Enforcement Act and Regulations*, the *Family Law Act*, the *Divorce Act*, the *Interjurisdictional Support Orders Act*, *Alberta Civil Enforcement Act*, *Bankruptcy and Insolvency Act*, and *Family Orders and Agreements Enforcement Assistance Act*.

- Reviews, analyzes and actions information received from clients and stakeholders to update the MEP file for accuracy and ensuring current file status is appropriate.

- Maintaining proficient knowledge on resources for client referrals when MEP is unable to resolve concerns.

- Assists clients in troubleshooting MEP Accounts Online and providing high level technical support.

- Engages in crucial conversations with clients and stakeholders throughout the life of the file. Often requiring the use of de-escalation techniques of highly emotional and potentially threatening, suicidal and abusive clients, while striving to maintain a professional yet empathic understanding of the complexities of the nature of family support and relationships. Working towards building trusting relationships to facilitate long term compliance to court orders.

- Using expertise and knowledge, liaises with other government departments (provincial, federal, and international) and professionals such as lawyers, bankruptcy trustees, and accountants to educate on MEP's role and responsibilities in reference to compliance to court orders.

- Utilizing interpersonal skills to identify issues and finding solutions using knowledge-based intellect and experience to obtain appropriate resolutions.

Collaborates with internal and external stakeholders

- Case Officer peers - once proficient in the role, acts as a mentor/coach during training of new Case Officers

- Supervisor / Manager – identifying and briefing on high risk, complicated, complex or contentious files

- Special Investigations – identifying files where compliance is being deliberately thwarted or frustrated by the payor and file information shows an ability to pay or need for further in-depth skip tracing, asset identification, court application tools.

- Policy compliance unit – assist in complaint investigations by reviewing and providing expertise on file work/status

- Policy and Legislation Unit - assist with training new staff, providing feedback and recommendations for improvements to policy and procedures set in the FSOS Manual

- Registration and Adjustments Unit – referring files for manual future adjustments, provide feedback on adjustments completed

- Recalculation Program (RP) – assist RP on mutual files by ensuring file accuracy and discussing common issues such as child status.

- Children Support Services, Income Support, and AISH – to confirm subrogation of support, client income support or AISH benefit status as well as child status information

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](#)).

This position requires a minimum 2-year diploma in Business, Finance, Paralegal, Law Enforcement, Social Services, or related field in order to provide theoretical guidance and accuracy in delivering the program.

The position requires knowledge of issues, trends, and research in key subject areas appropriate to ensure compliance to court orders, accuracy of financial records, and high emotional intelligence to focus on human interactions in highly emotionally charged situations.

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](#)).

The position requires knowledge of, proficiency in, and the ability to explain to a variety of clients and stakeholders; policy and legislation, resources available (legal, financial, social, etc), the appropriate avenue for resolution of client needs, the role of the judicial system in relation to ordered support and enforcement.

Knowledge in the principles of communication, client relations, conflict resolution, investigations, order and legislative interpretation, financial concepts, and financial statements. Program know how to deliver program services to Albertans. Formal technical training is a requirement to manage the diversity of the Program's Maintenance Information and Management System (MIMS) to ensure Case Officers can successfully interact with their clients. Provincial, national, and international legislation, program standard operating policy and procedures, provide the core principles that guide problem solving.

Supervisors, mentors, and peers provide practical suggestions and input that can help guide a Case Officer in developing the case file plan for problem solving.

Managers provide direction and oversight in contentious or repetitive file issues to assist in problem solving.

All problem-solving practices include elements of mitigating potential future conflict or complication to program delivery.

Direct Impact

Clients - by removing the financial component of support between the parties they can focus on co-parenting the children of the relationship.

Recipients - receiving court ordered financial support to maintain the standard of living for the children or dependent partner. In many cases this allows the family to meet its basic needs.

Payors - helping them meet their legal financial obligations to remain unencumbered by enforcement or financial impacts of non-compliance. Compliance to financial obligations may support a payor's relationship with their children

Children of the relationship - Enforcing section 7 expenses supports children in engaging in extra-circular activities, receiving medical and health related services as well as being able to attend post-secondary education.

Alberta Provincial Treasurer - Collection of subrogated support for Income Support, AISH, and Children's Services.

Indirect Impact

Alberta income support and AISH programs. By collecting support on behalf of a recipient, the recipient will have less need for income support and AISH programs.

Court and Resolution Services. Case Officers can assist clients to avoid using the court system by providing options that mutually satisfy the clients' needs and can be implemented on the MEP file. There are circumstances that MEP has no authority to change or adjust which requires clients to seek resolution or relief via the courts.

Employers, financial institutions, provincial, federal, and international government agencies. Issuance of enforcement actions have an administrative impact on these stakeholders.

Extended family of the clients such as new partners, other children, parents, etc. These parties are peripherally impacted when financial obligations are being met.

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](#)).

Overcoming client resistance to support obligations.

A Case Officer, on a daily basis, manages files where payors are not in compliance of their support obligations and are not cooperative in becoming compliant. A Case Officer must be able to identify and utilize the available tools that would be appropriate for the specific circumstances for each unique file. Applying their vast and comprehensive knowledge of the file history, program policy, and legislative requirements, and considering impacts such as economic environment, climate or public health emergencies, the Case Officer designs a custom plan for the file as there is not a standardized workflow that fits all MEP files.

High conflict interactions (communication with clients and stakeholders that are abusive, threatening and/or suicidal).

Due to complexities of familial relationships, economic hardships (real or perceived), medical and/or mental illness, as well as numerous other aspects of a client's life, a Case Officer will be faced with high conflict interactions. While delivering program services a Case Officer is required to identify, navigate, and deescalate volatile situations. They achieve this by being able to remain calm, evaluate the underlying concerns, offer appropriate and tailored resources, and engage other parties if required (i.e. supervisor, emergency services, etc) to assist the party in the immediate needs for their situation.

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

The position is in contact with a variety of internal and external parties for the purpose of successful delivery of the program to Albertans

MEP Clients - payors, recipients, and the Crown. Delivering services to facilitate payment or enforcement of support obligations with the goal of compliance - Daily

Legal community - Lawyers, paralegals, court clerks, resolution service coordinators and arbitrators. Providing information and education on MEP mandate, administrative role, and functions. - Several times per week

Provincial, national, and international employers both public and private sector. Coordinate wage garnishments to secure consistent monthly payments - Daily

Alberta, extra-provincial, and federal government departments. Discuss and negotiate matters in regards to subrogation and/or enforcement - Daily

Financial institutions such as banks, finance and mortgage companies, and investment companies. Coordinate garnishments and review documentation for skip tracing and investigating payor's income and assets to determine their ability to pay support obligations - Daily

First responders, emergency services, parole and probation officers. Collaboration for mutual stakeholders in personal and public safety as well as reintegration into society after a period of incarceration - On demand

Family Support Order Services (FSOS) units

Special Investigations Unit - Case Officers are required to identify and refer files, in collaboration with Special Investigations peace officers, where there is perpetual non-compliance with a demonstrated ability to pay, assets for seizure, or requirements for peace officer external investigations. Other referrals would include review for application to set aside an order that contravenes the MEA, Help Us Find postings, piercing the corporate veil and employer/income source non-compliance - Weekly

Policy, Legislation, and Communications - Contribute to policy and procedure updates by providing feedback and

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suggestions, act as a subject matter expert during policy creation and updates, assist in training of new Case Officers by providing mentor-ship during their training period as well as offering assistance to the FSOS trainer during theory training. Assist in action request resolution on their files, through open and collaborative communication with the complaint review team - Daily

Registrations and Adjustments Unit - identify and refer files for administrative data entry functions - On demand

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

N/A

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).

Responsibilities Added:

As of September 14, 2020, Case Officers became the single point of contact in the program for clients and stakeholders of the Maintenance Enforcement Program (MEP) within the Family Support Order Services (FSOS) branch.

The MEP's clients consist of both payors and recipients (including representative reciprocal jurisdictions), who often have competing agendas regarding the enforcement of their support orders. Case Officers must use discretion, remaining fair and impartial to all parties, in order to make decisions on files that result in compliance with court ordered child and spousal/partner support.

Responsibilities Removed:

Some administrative tasks have been removed; specifically, entering out of system payments, data entry of receipt based section 7 expense claims, and data entry for bankruptcy claims. These were deemed to be heavily administrative taking Case Officer resources away from their purpose of collecting and enforcing support. Case Officers remain responsible for discussing these actions on files with their clients and stakeholders, fully understanding the administrative steps taken and impact on the MEP file.

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.