Government of Alberta ■

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

| Working Title | Name |
|---|---|
| Assistant, Trust Administration | |

| Position Number | Reports to Position No., Class & Level | Division, Branch/Unit | Ministry |
|---|---|---|---|
| | | Community and Social Services - Office of the Public Guardian and Trustee, Trust Administration | Seniors |

| Present Class | 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**).

The Office of the Public Trustee protects and administers the property of vulnerable Albertans including represented adults, minor children and deceased persons, where the office is the most appropriate resources to provide support and protection. The Public Trustee derives its authority to act for various parties under the *Public Trustee Act*, the *Adult Guardianship and Trusteeship Act*, and the *Minors Property Act.*

OPT Vision:
We are helping to create a province where vulnerable Albertans can maximize their potential and live with dignity. The OPT works collaboratively to offer excellent, proactive, timely and respectful service to Albertans. We honour the importance of serving Albertans in need and their families.

**Position Purpose**
Reporting to the Supervisor, Trust Administration or Intake Coordinator, the Assistant, Trust Administration supports Public Trustee Representatives and Financial Advisors in the day-to-day administration of a caseload of estates and trusts that may include represented adult, deceased estate, and official guardian files which are of varying degrees of complexity, financial value and sensitivity or supports the Supervisor, Trust Administrations and Intake Coordinators in the intake and assessment of potential client files. The Assistant, Trust Administration is a contact for clients, family members and other parties depending upon the nature of the contact and supports the Manager, Trust Administration, Supervisor, Trust Administrations, Intake Coordinators, Financial Advisors and Public Trustee Representatives in the protection and administration of the property and financial affairs of represented adults, deceased estates and minors under the legislated jurisdiction of the Office of the Public Trustee. The OPT currently serves in excess of 18,000 represented adults, minor children, deceased persons and trusts with assets in excess of $500 million.

The Assistant, Trust Administration is a member of a multi-disciplinary professional team consisting of lawyers, tax officers, financial advisors, administrative staff and other professional stakeholders as the needs of the client dictate. Discretion is used to protect the dignity and rights of those who are vulnerable and where the Office of the Public Trustee is the most appropriate resource to provide support and protection. Administration is carried out in compliance with the applicable legislation, regulations, policies and procedures.

**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**).

## 1. Trust Administration

As a member of the Client Services Team, is responsible for providing high quality, client-centric service on represented adult, minor and deceased estate client files. The Assistant, Trust Administration supports the Manager, Trust Administration, Supervisor, Trust Administrations, Intake Coordinators, Public Trustee Representatives and Financial Advisors and represents the Office of the Public Trustee in dealing directly with clients, family members, internal and external stakeholders and other third parties on Public Trustee client files.

Activities:

- In order to provide high quality, client-centric service, develops an ongoing relationship with the client with a view to understanding the client's desired financial and personal outcomes as directed by the Supervisor, Trust Administration, the Intake Coordinator or the Public Trustee Representative.
- In order to provide high quality, client-centric services, develops an ongoing relationship with family members of clients, internal and external stakeholders and other third parties with a view to understanding the client's financial circumstances as directed by the Supervisor, Trust Administration, the Intake Coordinator or the Public Trustee Representative.
- Works with the other members of the multi-disciplinary team, and other divisional and ministry resources, to provide high quality, client-centric service.
- Contacts OPT clients, family members, guardians, beneficiaries and other third parties via telephone, email or using other communication methods to provide or gather information on less complex matters or as directed by the Supervisor, Trust Administration, Intake Coordinator, Public Trustee Representative or Financial Advisor.

## 2. Program Delivery and Administration

Responsible for supporting the delivery of program services consistent with the strategic directions of the ministry, division and branch operations plans. Participates as a member of a multi-disciplinary team in the efficient and effective administration of represented adult, minor and deceased estate client files in compliance with legislation, policy and procedures.

Activities:

- Requests opening and closing of client case files on the PTIS system, where appropriate.
- Organizes documents and other client file material for initial set up of client case file.
- Creates electronic file folders for storage of client file material, including digital photographs taken during initial investigations.
- Completes disbursement requests and bill payments, including authorization, for routine transactions in accordance with the client financial plan and within certain monetary limits as per OPT policy, including completing disbursement requests, completing bill payments, ensuring correct coding for all transactions, ensuring correct Business Partner in place for all transactions, ensuring appropriate supporting documentation obtained, requesting information required to set up business partners, and requesting and ensuring receipt of supporting documentation.
- Ensures compliance with OPT policies and procedures, where appropriate, by ensuring actions on client case file comply with applicable OPT policy or procedure.
- Documents client case file regarding decisions made including noting factors considered and

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authorizations obtained.

- Makes client case file decisions where authorized by OPT policy in relation to matters that are within the scope of authority of the position.
- Drafts, prepares and signs correspondence to clients, family members and other parties, where appropriate, including the completion of standard precedent correspondence identified by checklist, completing initial information gathering letters on new client case files according to appropriate checklist and completing other routine client case letters.
- Prepares correspondence and memoranda as directed by the Manager, Trust Administration, Supervisor, Trust Administration, Intake Coordinator, Public Trustee Representative or Financial Advisor including preparing dictated correspondence and memoranda and standard precedent correspondence.
- Provides and/or obtains necessary documents and information within Trust Administration and other services areas within the office including areas such as the legal department, tax and financial services.
- Monitors client case file to ensure timely receipt of requested information and documents from client, family members of clients, internal and external stakeholders and other third parties.
- Prepares Advisory Board materials and case conference materials.
- Completes activities on client case files as directed by the Public Trustee Representative or Financial Advisor. Includes completing client benefit applications (to obtain financial benefits from international, federal, provincial or private benefit providers), contacting client, family members or other parties to obtain information, informing parties of available resources, both internal and external to the department and GoA, completing registry searches and completing client case file PTIS input forms
- Ensures the accuracy and progress of case files and documentation including updating client and contact information in client case file in PTIS and diarizing file as appropriate.
- Tracks client, families, property and vehicle and real estate information through research and registry searches by completing searches (motor vehicles, PPR, vital statistics, LTO, CASES, City of Edmonton etc.). Ensures that all search requests are appropriate and are authorized under the various registry access agreements.
- Reviews and completes research and analysis on OPT client case files, including determining appropriateness of expenses, whether the client is eligible for reimbursement for certain expenses and whether the client is eligible for other benefits.
- Identifies represented adult client case files which require a court application for review of trusteeship or for examination and approval of accounts.
- Identifies individuals who are required to be served with court application documents.
- Corresponds with internal and external stakeholders, including capacity assessors and other medical professionals, to obtain required forms for represented adult client court applications.
- Prepares legal documents relating to court applications for review of trusteeship or examination and approval of accounts.
- Prepares and maintains separate represented adult court order review file.
- Coordinates joint reviews of trusteeship and guardianship.
- Completes PTIS trust transaction forms to process disbursements, legal costs and administration fees relating to review of court orders.
- Updates client case file to reflect appropriate information after court application completed.
- Prepares court applications for grants of authority from the court or other legal documents on the instructions of the Public Trustee Representative.
- Assists in the identification of estate assets and liabilities and obtains the necessary supporting documentation to confirm assets and liabilities.
- Obtains required documentation to confirm beneficiaries for deceased estates by searching for birth, marriage and death certificates and kinship documentation to confirm beneficiaries for deceased estates,

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and searching for supplementary identification.

- Requests appropriate kinship documentation from family members and potential beneficiaries of deceased estates and monitors to ensure timely receipt of requested documentation.
- Reviews kinship documentation received or obtained to ensure authenticity and sufficiency of information contained in the documentation.
- Assists in development of family tree for deceased estates, where appropriate, and for tracking and monitoring receipt of all required kinship documentation.
- Advises Public Trustee Representative on status of kinship documentation and works with Public Trustee Representative to obtain secondary information, where appropriate.
- Prepares accounting, release and reporting documentation for legally entitled beneficiaries of deceased estates.
- Assists with requests for expenditure of funds on behalf of minors and consults with other members of the multi-disciplinary team, where appropriate.

- Runs monthly distribution reports for Trust Administration prior to preparation of official guardian files for approval to proceed with final distribution materials.
- Reviews official guardian files in advance of distribution to ensure accurate client and financial records information before distribution contact, including fee and interest calculations and eligibility for distribution.
- Creates and distributes accounting, release and reporting documentation for former minors as they reach the age of majority. This may include manual preparation of some documentation and manual calculation or revision of administration fees according to policy and procedure.
- Meets or communicates with former minors to complete distribution, including answering questions on accounting materials and oversight of proper completion of release documents.
- Completes final distribution of funds to former minors by mailed cheque, electronic funds transfer, wiring of funds or manual cheque, by completing appropriate request.
- Reviews information provided regarding potential OPT clients and contacts external stakeholders to gather additional information to allow the OPT to assess whether the OPT is the most appropriate resource to provide support and protection.
- Contacts financial institutions, legal offices, social workers, medical offices, other government agencies and other external stakeholders to gather information regarding potential OPT clients.
- Prepares temporary client case files and monitors receipt of requested information on potential OPT clients.
- Prepares court applications relating to applications to appoint the OPT.

**3. Supports the Office of the Public Trustee as an Organization**

Supports the OPT in continuous improvement by making recommendations for business process and other improvements, new policies, or amendments to existing policies; serving on internal and external committees; participating in and supporting internal training; and participating in and supporting external public speaking engagements.

Activities:

- Provides suggestions for new process improvements or improvements to existing process improvements to improve efficiency and effectiveness of the organization
- Monitors business processes for efficiency and effectiveness and making recommendations for

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improvements where appropriate

- Provides suggestions for new policies and procedures or improvement to existing policies or procedures to improve efficiency and effectiveness of the organization and to strengthen internal controls
- Monitors internal policies, procedures and internal controls and making recommendations for improvements where appropriate
- Carries out special project assignments, as required by considering the impact of special project assignments on client assets and accumulating require information to complete special project assignments
- Supports the development of materials for internal training and information sessions
- Assists with public speaking engagements and the delivery of information such as developing PowerPoint presentations, completing research, scheduling presentations, preparing speaking notes and providing technical support.
- Develops working relationships with other government departments and agencies to address common interests and concerns.

**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).

- Communicates with all levels of the business, legal and medical communities, governments, consular officials, law enforcement agencies, clients, other stakeholders and the public.
- Supports a team of Public Trustee Representatives in the administration of estates and trusts with assets of varying degrees of complexity and value.
- Interacts directly, where appropriate, with clients who may have complex needs and challenges and with other parties in complex and sensitive situations to discuss specific matters and gather required information.
- Exercises professional judgment and independence in the application and interpretation of legislation, regulations, policies and procedures.
- Maintain effective working relationship and utilizes effective consultation skills with members of the multi-disciplinary team consisting of lawyers, tax officers, financial advisors, administrative staff and other professional stakeholders as the needs of the client dictate.
- Works independently within established guidelines to interpret policy and procedures to determine benefit eligibility, disburse payments and complete other activities.
- Works independently to generate official guardian distribution documentation and to ensure timely distribution of funds to minors as they reach the age of majority. Includes preparation of accounting, release and reporting documentation, manual revision of documentation where required, review of release and authorization of distribution of funds.
- Works with Public Trustee Representatives to establish beneficiaries of deceased estates and to request, gather and monitor receipt of kinship documentation, including secondary information, where appropriate.

**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).

- A High School diploma and related experience in the field of legal, estates, trusts, social services and/or office administration is required. University graduation or a two-year diploma in these fields would be an asset. Knowledge of and experience using MS Office applications is 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**).

- Knowledge and experience in the field of estate and trust administration, human services or office administration.
- Experience in client-focused program delivery with an emphasis on understanding and meeting the needs of vulnerable clients.
- Knowledge of the administration of estates belonging to represented adults, deceased estates and minors.
- Knowledge of legislation and the policies and procedures used in the Office of the Public Trustee, including knowledge of the operational requirements of the *Public Trustee Act*, *Adult Guardianship and Trusteeship Act*, the *Minors' Property Act*, the *Wills and Succession Act*, the *Freedom of Information and Protection of Privacy Act* and the *Trustee Act*, along with knowledge of the Surrogate Rules of Court.
- Analytical skills and ability to apply relevant legislation, policies and procedures with respect to court order applications on represented adult client files, distributions on official guardian client files and identification of beneficiaries on deceased estate client files.
- Strong inter-personal communication skills for conflict resolution and to establish good relationships with a variety of clients, stakeholders, the public and staff under stressful and sensitive circumstances.
- Effective use of oral, written, analytical and decision-making skills.
- Sound knowledge of computer applications.
- Knowledge of legal terminology and legal concepts relating to represented adults, deceased estates, minors and trusts required.

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

- Contacts are for the purpose of gaining detailed information required for the administration and resolution of estate issues and for making decisions about whether the OPT is the most appropriate resource to provide support and protection. Position will also have considerable contact with clients and relatives as well as individuals within other government agencies such as Canada Revenue Agency, Canada Pension Plan, Department of Veterans Affairs, Assured Income for the Severely Handicapped in carrying out their responsibilities either to gain information or to explain decisions. Position requires refined communication skills and strong interpersonal skills to gather information from clients, family members, third parties, internal and external stakeholders.
- Represents the OPT in a professional manner in contacting clients, family members, third parties, internal and external stakeholders in challenging and sensitive situations.
- Communicates with all levels of business, legal and medical communities, governments, consular officials, law enforcement agencies, clients, other third parties and the public.
- Contacts clients, third parties, and other professionals to discuss specific issues, and exchange information keeping in mind office may be dealing with individuals who oppose Office of the Public Trustee involvement or they may be in family crises.

| Clients | Frequency | Nature and Purpose of Contact |
|---|---|---|
| **Internal** | | |
| Public Trustee | As Required | Strategic direction and alignment |
| Assistant Public Trustee, Client Services | As Required | Complex client case file discussions, performance management issues |
| Assistant Public Trustee, Business Support Services | As Required | Resolution of issues between business units |

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| | | |
|---|---|---|
| Manger, Trust Administration | As Required | Complex client case file discussions, performance management issues |
| Manager of Standards, Policy and Quality Assurance | As Required | Resolution of policy or quality assurance issues |
| Supervisor, Trust Administration | Daily | Client case file discussions, performance management issues |
| Client Services Intake Coordinators | Daily | Potential client case discussions |
| Public Trustee Representatives | Daily | Client case file discussions |
| Financial Advisors | Daily | Trust Administration matters |
| Investigators | As required | Client case file discussions |
| **External** | | |
| Human Services Organizations | As required | Collaboration to meet needs of vulnerable clients |
| Clients | As required | Address less complex client case file issues, where appropriate and on the direction of the Manager, Trust Administration, Supervisor, Trust Administration, Public Trustee Representative or Financial Advisor |
| External Stakeholders | As required | Request information or documentation relating to OPT clients |
| Public | As required | Respond to public requests/inquiries/complaints |

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

This position has no supervisory responsibilities.

**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**).

**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 *(yyyy/mm/dd)* |
| **Supervisor** | Name | Signature | Date *(yyyy/mm/dd)* |
| **Division Director/ADM** | Name | Signature | Date *(yyyy/mm/dd)* |