

New

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

OPS Support: Overpayments

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Team Lead

Program Services 4

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

This role primarily focuses on overpayments for the Benefit Programs, administered under the Ministry of Assisted Living and Social Services (ALSS).

This role works on multiple internal and external databases to gather information on client circumstances, follows overpayment policy to recover losses and when applicable, enters the overpayment into the Recovery System.

The role will operate within a team but have autonomy to act independently.

Responsibilities

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

1. Review and action overpayments for the benefit programs administered under ALSS.

- Reviews initial requests for overpayments and benefit program worker's notes.
- Reviews Mobius / TOI to determine if the Benefits Program has taken any further action in regards to the allegation and period of assistance in question.
- Coordinates with Benefit Program workers to determine circumstances and information supporting potential overpayments.
- Collects supporting evidence/information, including interviewing witnesses and clients.
- Determines and calculates overpayments, following steps outlined under IS/AISH Policy.
- Assists in preparation of appeal packages and attends appeal hearings when requested by ISIU Leadership and/or Benefit Program staff.
- Writes concluding reports and identify areas for improvement in case management practices.
- Prepares documentary package with results of file for District Offices.
- Documents progress on file and actions taken in records management system.

2. Work with Investigators to determine financial losses associated to files where evidence supports fraud allegations however criminal and/or regulatory charges are not pursued

- Reviews initial requests and Investigator's notes / work product.
- Coordinates with Investigators to determine circumstances and evidence supporting potential overpayments.
- Determine and calculate overpayments, following steps outlined under IS/AISH Policy.
- Assists in preparation of appeal packages and attends appeal hearings when requested by Benefit Program staff.
- Writes concluding report in relation to overpayments.
- Documents actions taken in records management system.

3. Review and action repayments

- When a client chooses to voluntarily repay the amount owed, follow steps outlined under IS/AISH Policy and Procedures.
- Assists in preparation of repayment agreements and payment from clients.
- Documents actions taken in records management system.

4. Enter debts into the Recoveries System.

- Reviews initial requests and investigator's and/or benefits program worker's notes.
- Coordinates with Investigators and/or Supports and Financial Services Coordinator to obtain additional information and/or documentation, if required.
- Enters a permanent debt in Recoveries, ensuring the debt reflects the amount of benefits the individual was not entitled to receive.
- Documents actions taken in records management system.

Problem Solving

Typical problems solved:

Operational Support is responsible for pursuing overpayment of benefits that clients were not eligible to receive.

Operational Support regularly interacts with internal and external stakeholders and during information gathering must remain diplomatic and professional. The position frequently communicates with frontline members (Support and Financial Services Coordinators, AISH Generalists) to gather information or clarify information previously noted on client files

The position interacts with clients and empathizes with them while explaining overpayments and their right to appeal overpayment decisions.

Knowledge of both the Income Support and AISH programs are imperative as the position follows policy and legislation and utilizes multiple record management systems, including the Recoveries Program.

Types of guidance available for problem solving:

Benefit program policy and regulations as well as related legislation (IS Act, AISH Act). ISIU direct reports and colleagues as well as ALSS members for consultation.

Direct or indirect impacts of decisions:

Clients may face temporary hold on benefits or file closures in some circumstances; clients may appeal decisions.

Key Relationships

Major stakeholders and purpose of interactions:

- Work with investigators, ministry colleagues and other agencies to gather information related to overpayments.
- Promote a supportive working relationship with Benefit Program District Office staff throughout the Province.
- Assist in determining financial losses associated to clients receiving benefits to which they were not entitled, and action accordingly following benefit program overpayment policy.
- Connect with benefit program recipients to request additional information and/or inform them of their rights and responsibilities according to the Acts, Regulations and program policy.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Social Sciences, Humanities, Business or another related field and experience.

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

- Case management and time management skills.
- Decision making ability based on sound judgment and fairness.
- Effective communication skills both written and verbal.
- Strong knowledge of the various Benefit Program policies and procedures.
- A working knowledge of computers is essential as the role will be using internal Government databases and performing searches on outside programs.
- Be proficient in Microsoft applications, primarily Outlook, Word and Excel.
- Familiar with Adobe Acrobat Pro.
- Experience using a records management system.
- Experience using the Recoveries System.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	<p>Regularly works with ALSS members and Supervisors to confirm and clarify information.</p> <p>Is empathetic and ensures client's clearly understand accountability to Program and opportunity to appeal, when applicable.</p>
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	<p>Collaborates with direct report, colleagues and other ministry members to assess and evaluate situations, implement plans and outcomes.</p>
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts 	<p>Works independently, managing a caseload, prioritizing and ensuring continued progression on each.</p>

		behaviour to change <ul style="list-style-type: none"> • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	Continuously reviews and evaluates operational processes while ensuring program integrity maintained. Recognizes trends/patterns and proposes solutions.
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight: <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	Identifies areas for improvement and provides recommendations. Shares interpretation and/or opinions in a clear concise manner and is open to feedback.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Program Integrity - Operational Support

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____	_____	_____
	Date yyyy-mm-dd	
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
ADM Name	Date yyyy-mm-dd	ADM Signature
DM Name	Date yyyy-mm-dd	DM Signature