

**New**

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (200 character maximum)

Requested Class

Job Focus

Supervisory Level

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

**Design: Identify Job Duties and Value****Job Purpose and Organizational Context**

Why the job exists:

The Alberta Automobile Care-First Tribunal (ACT) was established as an independent appeal body under the Automobile Insurance Act to resolve disputes between claimants and insurers about decisions made on claims for compensation under the Care-First system. The Tribunal reports, through its Board, to the President of Treasury Board and Minister of Finance.

The Director is responsible for providing senior operational leadership to support the Tribunal's mandate under the Automobile Insurance Act. As the senior administrative official, the Director oversees the staffing and administrative functions necessary for the Tribunal's operations. This role ensures the effective functioning of the Tribunal's appeal processes by supporting activities authorized under section 85, including the management of notice requirements, electronic filing systems, appeal procedures, document handling, and coordination of inquiries, mediation, and hearings. The Director ensures that Tribunal operations uphold procedural fairness and natural justice, maintaining systems, resources, and administrative practices that allow Tribunal Members to carry out their adjudicative duties efficiently and independently.

In addition to operational oversight, the Director plays a critical leadership role in strategic planning, policy

development, and compliance within the broader legislative and regulatory framework. The position ensures adherence to ministerial directives, supports the publication of Tribunal information and decisions, and manages the Tribunal's responsibilities related to forms, procedures, timelines, and information management.

The Director also provides senior-level guidance on complex or emerging issues, facilitates interdepartmental coordination, and ensures that the Tribunal's work contributes to the overall integrity and public confidence in Alberta's automobile injury compensation system. Through strong leadership, the Director ensures that the Tribunal's administrative operations, staff, and processes function at a high standard, enabling Tribunal Members to deliver fair, timely, and consistent appeal decisions.

## Responsibilities

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

### **1) Provides strategic leadership for tribunal operations and dispute resolution services**

- Leads the overall delivery of the Tribunal's mandate, ensuring appeal and dispute-resolution services are fair, timely, efficient, and aligned with principles of procedural fairness and natural justice under the Automobile Insurance Act.
- Oversees end-to-end operations, including intake, triage, early resolution, mediation, and hearings, ensuring consistent, neutral, and accessible processes.
- Establishes and sustains operational frameworks, systems, and service standards that support high-quality decision-making and effective case progression.
- Identifies systemic issues, workflow barriers, and emerging risks (e.g., backlogs, timeliness pressures), and implements corrective and preventative strategies.

### **2) Leads and develops a high-performing Secretariat**

- Provides leadership, direction, and oversight to Secretariat staff, including case management and dispute-resolution functions.
- Establishes clear roles, performance expectations, and accountability frameworks to support effective program delivery.
- Recruits, develops, and coaches staff, fostering a culture of professionalism, collaboration, and continuous learning aligned with APS values.
- Ensures workforce capacity, structure, and succession planning align with current and future operational demands.

### **3) Ensures legislative compliance and administrative justice**

- Ensures all Tribunal operations comply with the Automobile Insurance Act, regulations, Tribunal rules, and administrative law principles.
- Interprets and applies legislative and procedural requirements related to appeals, evidence, timelines, and decision-making authorities.
- Establishes and oversees quality assurance, audit, and compliance mechanisms to ensure procedural fairness, consistency, and defensibility of processes.
- Oversees adherence to requirements for notices, disclosure, privacy, records management, and publication of decisions.
- Identifies compliance risks and leads the development of policies, procedures, and controls to mitigate them.

### **4) Oversees intake, triage, and case management systems**

- Directs the design and continuous improvement of intake, screening, and triage frameworks, including escalation protocols and risk indicators.

- Ensures effective assignment and progression of files through appropriate resolution pathways.
- Maintains tools, templates, and guidance to support consistent, transparent, and defensible decision-making across case management functions.
- Ensures integration of case management processes with scheduling, forecasting, and resource allocation systems.

#### **5) Drives strategic planning, performance, and continuous improvement**

- Leads strategic and operational planning, aligning resources, processes, and technology with anticipated demand and program priorities.
- Establishes and monitors key performance indicators, service standards, and reporting frameworks to assess program effectiveness.
- Conducts forecasting, trend analysis, and scenario planning to anticipate changes in volume and complexity.
- Champions innovation, modernization, and digital transformation to enhance efficiency, accessibility, and user experience.
- Provides strategic advice to senior leadership on operational performance, risks, and system improvements.

#### **6) Manages operations, resources, and program governance**

- Oversees operational planning, workload distribution, and capacity management across the Secretariat.
- Manages budget, procurement, and external service delivery (e.g., mediation services), ensuring alignment with strategic objectives.
- Acts as business owner for case-management systems and technology solutions, ensuring they meet operational needs.
- Coordinates with corporate and shared services to ensure effective support for Tribunal operations.

#### **7) Strengthens stakeholder relationships and public confidence**

- Leads stakeholder engagement with insurers, claimants, representatives, and government partners to support effective system navigation and reduce barriers.
- Represents the Tribunal in consultations, working groups, and cross-jurisdictional initiatives related to dispute resolution and administrative justice.
- Promotes transparency, accountability, and understanding of Tribunal processes through public-facing communications and decision publication.
- Identifies stakeholder trends, issues, and risks, and incorporates insights into program and policy improvements.

#### **8) Supports the Tribunal Chair and Members**

- Provides strategic and operational advice to the Chair and Tribunal Members on emerging issues, risks, and program performance.
- Supports governance processes, including meeting planning, briefings, and non-hearing activities.
- Ensures Members are supported with accurate, timely, and relevant information to inform decision-making.
- Oversees preparation of required reports, including the Annual Report, and financial components such as fees, levies, or assessments.
- Carries out additional duties required to support the effective functioning of the Tribunal.

## Problem Solving

Typical problems solved:

The Director, Tribunal Operations resolves complex, high-impact issues that span policy, operations, stakeholder relationships, and system performance. The role requires balancing strategic oversight with expert judgment in administrative justice, ensuring the Tribunal delivers fair, timely, and credible dispute resolution services.

Key problem-solving responsibilities include:

- **Resolving complex and escalated disputes** - Provides expert direction on sensitive, high-risk, or precedent-setting cases requiring advanced interpretation of legislation, procedural fairness, and evidence, ensuring consistent and defensible outcomes.
- **Addressing stakeholder escalation and reputational risks** - Manages concerns raised by ministries, insurers, claimants, and advocacy groups, particularly where issues extend beyond routine operations or may impact public confidence in the Tribunal.
- **Maintaining public trust and system credibility** - Responds to challenges related to fairness, independence, transparency, and timeliness, ensuring Tribunal processes and outcomes remain accessible, understandable, and trusted.
- **Resolving operational and system-wide pressures** - Identifies and addresses bottlenecks such as backlogs, service delays, or capacity constraints, implementing solutions that stabilize operations and improve access to dispute resolution.
- **Ensuring consistency and quality in decision-making** - Establishes frameworks, guidance, and quality assurance mechanisms to support coherent application of legislation and policy, ensuring decisions are fair, consistent, and publicly defensible.
- **Interpreting and operationalizing legislation and policy** - Provides authoritative interpretation of the Automobile Insurance Act and related regulations, particularly in situations involving ambiguity, novel issues, or conflicting perspectives.
- **Coordinating across systems and partners** - Aligns Tribunal operations with ministries, regulators, and system partners to address gaps, reduce duplication, and ensure cohesive service delivery.
- **Managing legal, compliance, and procedural risk** - Anticipates and mitigates risks that could result in judicial review, procedural challenges, or loss of confidence in the Tribunal.
- **Leading change and system improvement** - Guides the organization through legislative reform, evolving mandates, and modernization initiatives, ensuring continuity of service while advancing efficiency and accessibility.

Types of guidance available for problem solving:

The Director has access to multiple sources of guidance that inform effective and consistent problem solving within the Tribunal environment. The Tribunal Members are available to support problem solving, particularly for matters involving procedural complexity, emerging risks, or potential impacts on Tribunal operations or jurisprudence.

Guidance is also available through:

- **Legislation and regulations** - the Automobile Insurance Act, regulations, and any enabling orders that define the Tribunal's mandate, powers, procedural requirements, and limits.
- **Ministerial direction and government policy** - mandate letters, policy statements, and guidance from the Minister that shape priorities, expectations, and accountability.
- **Tribunal governance documents** - codes of conduct, delegation instruments, and decision-making frameworks approved by the Tribunal.
- **Precedents and jurisprudence** - prior Tribunal decisions and relevant court rulings that inform consistent, defensible approaches to disputes and procedures.
- **Operational policies and procedures** - internal service standards, escalation protocols, risk management

frameworks, and business continuity plans.

- **Ethics and administrative justice principles** - guidance on fairness, independence, natural justice, transparency, and proportionality in administrative decision-making.
- **Legal counsel advice** - legal advice on statutory interpretation, judicial review risk, and compliance with administrative law.
- **Intergovernmental and cross-agency guidance** - best practices or protocols shared by ministries, regulators, or comparable tribunals.

Direct or indirect impacts of decisions:

The work of the Director directly impacts:

- **Integrity, independence, and legitimacy of the Tribunal:** Director decisions set the standards and expectations that govern all dispute-resolution pathways. These decisions determine whether Tribunal processes consistently uphold legislative intent, natural justice, and administrative fairness, directly affecting the credibility and defensibility of Tribunal outcomes.
- **Procedural fairness, legal risk, and system stability:** By providing authoritative interpretation of legislation, policy, and Tribunal rules, the Director shapes how complex or precedent-setting procedural issues are resolved. These decisions influence judicial-review risk, consistency of outcomes, and the Tribunal's ability to operate as a reliable and independent adjudicative body.
- **Strategic resource allocation and organizational performance:** Decisions regarding structure, staffing models, funding priorities, and service-delivery approaches directly affect the Tribunal's capacity to meet mandate obligations, manage caseload pressures, and adapt to changes in demand while maintaining service standards.
- **Stakeholder alignment and external accountability:** As the Tribunal's primary external representative, the Director's decisions directly influence relationships with ministries, insurers, legal stakeholders, and system partners, ensuring alignment with mandate expectations while protecting adjudicative independence.

The work of the Director indirectly impacts:

- **Public trust in the Tribunal and the Care-First auto insurance system:** The effectiveness, transparency, and perceived fairness of Tribunal operations reflect directly on public confidence in Alberta's Care-First system and the broader administrative justice system.
- **System-wide consistency and insurer behaviour:** Decisions shape how insurers and claimants understand and respond to Tribunal expectations, influencing compliance, dispute-resolution behaviour, and reliance on early resolution versus formal hearings.
- **Evolution of Tribunal mandate, policy, and legislative frameworks:** Through trend identification, risk analysis, and strategic advice, the Director indirectly influences future policy development, legislative refinement, and modernization of dispute-resolution practices across the Care-First system.
- **Organizational culture, leadership capacity, and institutional resilience:** Leadership decisions set the tone for ethics, accountability, inclusion, and psychological safety, affecting staff engagement, retention, succession planning, and the Tribunal's long-term sustainability.
- **Government confidence and system stewardship:** By ensuring sound governance, performance reporting, and risk management, the Director supports government confidence in the Tribunal as a trusted steward of an essential public dispute-resolution function.

## Key Relationships

Major stakeholders and purpose of interactions:

Internal Relationships:

- **Tribunal Chair and Members** - Strategic leadership and governance partnership; safeguarding adjudicative independence; setting Tribunal-wide direction; approving rules, procedures, and performance expectations;

addressing systemic risks and emerging jurisprudential issues.

- **TBF Officials / Deputy Minister** - Accountability for mandate delivery; strategic advice on Care-First system performance; escalation of risks, pressures, and reputational issues; alignment with government priorities while preserving Tribunal independence. Executive accountability for fiscal stewardship, funding requests, and compliance with government frameworks; advancing modernization, digital transformation, and cross-government initiatives.
- **Secretariat Staff** - Establishing values, expectations, and leadership tone; supporting workforce capacity, engagement, and resilience; enabling consistent, high-quality service delivery through effective governance and resourcing.
- **Shared Services and Centralized Functions (Communications, HR, Finance, IT)** - Coordination on workforce strategy, financial stewardship, technology modernization, information management, and proactive communications, including media and issues management.

External Relationships:

- **Claimants and the Public** - Oversight of accessibility, transparency, and fairness of Tribunal services; responding to escalated or systemic concerns that may affect public confidence or trust in the Care-First system.
- **Insurers and Industry Associations** - Engagement on systemic issues, compliance expectations, and dispute-resolution effectiveness; managing reputational risk and system-wide impacts without involvement in individual cases.
- **External Legal Counsel** - Ensuring sound statutory interpretation, procedural integrity, and defensible Tribunal practices; managing judicial-review risk and advising on rule or policy evolution.
- **Mediation and Alternative Dispute Resolution Providers** - Strategic oversight of service models, quality standards, neutrality, and outcomes to support early resolution and system efficiency.
- **Healthcare, Assessment, and Expert Service Providers** - Setting expectations for evidence quality, timeliness, and consistency; addressing system-level access or capacity issues affecting adjudication.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

law, business administration/management, administrative law

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

**Experience**

- Senior executive or director-level leadership experience in an administrative tribunal, regulatory body, public-sector agency, or comparable quasi-judicial organization.
- Demonstrated experience leading complex dispute-resolution or adjudicative systems, ideally within insurance, injury compensation, workers' compensation, or administrative justice environments.
- Experience working with legislation and regulations, including interpreting enabling statutes and implementing them through rules, procedures, and policy frameworks.
- Proven accountability to a government ministry, agency, or board, including mandate delivery, performance reporting, risk escalation, and stewardship of public resources.
- Experience managing reputational, legal, and system-wide risk, including responding to public scrutiny, media attention, or judicial review.
- Change leadership experience, such as implementing new legislative frameworks, modernizing processes, or scaling operations in response to policy reform or demand growth.

- Stakeholder engagement at the executive level, including ministries, insurers, legal communities, and consumer or advocacy organizations.

**Knowledge:**

- **Administrative law and tribunal governance:** Deep understanding of natural justice, procedural fairness, adjudicative independence, and decision-making integrity.
- **Legislative and policy interpretation:** Ability to translate statutory intent into operationally sound, defensible rules, procedures, and service models.
- **Risk management and legal defensibility:** Identifying and mitigating judicial-review, compliance, and reputational risks.
- **Strategic planning and performance management:** Setting organization-wide priorities; using metrics, trends, and forecasting to guide resource allocation and service standards.
- **Public-sector financial and resource stewardship:** Budget oversight, business-case development, and alignment with Treasury Board requirements.
- **Issues management and executive communications:** Leading responses to complex or sensitive issues; engaging media and stakeholders with clarity and credibility.
- **Systems thinking and cross-government collaboration:** Understanding how Tribunal decisions affect insurers, claimants, healthcare providers, and broader Care-First system outcomes.

**Certification and Training**

- Legal education (JD, LLB) or equivalent experience is a strong asset, particularly for tribunal governance and statutory interpretation.
- Executive leadership development (e.g., public-sector executive programs, governance training, or leadership institutes) is highly desirable.
- Administrative justice or tribunal-specific training, such as courses on adjudicative independence, procedural fairness, or decision-writing frameworks.
- Risk management, governance, or financial stewardship training aligned with public-sector or quasi-judicial environments.
- Experience-based equivalencies may be considered where candidates demonstrate deep subject-matter expertise and executive-level accountability in comparable systems.

**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		

<p>Systems Thinking</p>	<p>○ ○ ○ ○ ●</p>	<p>Shapes APS goals with a view of entire network:</p> <ul style="list-style-type: none"> <li>• Considers whole system and links; sets goals for long-term outcomes and broad perspectives</li> <li>• Evaluates short, medium, and long-term impacts to inform progress</li> <li>• Shapes organization to meet client needs; helps others see their role in this</li> </ul>	<p>Anticipates how Tribunal decisions and service standards affect insurer behaviour, claimant access, healthcare assessments, and Ministry policy objectives across the Care-First system.</p> <p>Integrates legal risk, operational capacity, public perception, and fiscal constraints when setting Tribunal priorities or approving procedural changes.</p> <p>Uses trend analysis and performance data to identify systemic bottlenecks (e.g., assessment delays, intake issues) and works with partners to address root causes rather than symptoms.</p> <p>Balances adjudicative independence with accountability to government, ensuring alignment without compromising fairness or neutrality.</p>
<p>Drive for Results</p>	<p>○ ○ ○ ○ ●</p>	<p>Aligns different groups to achieve goals and realize broader outcomes:</p> <ul style="list-style-type: none"> <li>• Defines work mission to achieve APS goals and integrate projects</li> <li>• Provides bold advice to stakeholders</li> <li>• Proactively improves overall performance, measured through metrics</li> </ul>	<p>Sets clear, Tribunal-wide performance expectations tied to service standards, backlog reduction, and quality outcomes, and holds senior leadership accountable for delivery.</p> <p>Makes timely executive decisions to reallocate resources or adjust service models in response to caseload surges or legislative change.</p> <p>Tracks outcomes through dashboards and reporting to ensure commitments to government, stakeholders, and the public are met.</p> <p>Ensures the Tribunal delivers its mandate efficiently while</p>

			maintaining procedural fairness and defensibility.
Creative Problem Solving	○ ○ ○ ○ ●	<p>Creates the environment for innovative problem solving:</p> <ul style="list-style-type: none"> <li>• Generates new ways of thinking; ensures right questions are being asked about a problem</li> <li>• Eliminates barriers to creativity and innovation</li> <li>• Encourages a culture of innovation</li> </ul>	<p>Develops innovative dispute-resolution approaches (e.g., expanded early resolution or mediation models) to reduce hearing demand without compromising fairness.</p> <p>Navigates legislative or procedural constraints by designing practical, defensible workarounds that preserve natural justice.</p> <p>Resolves complex stakeholder conflicts by reframing issues at a system level and identifying shared interests.</p> <p>Leads IT modernization initiatives to improve accessibility and efficiency.</p>
Agility	○ ○ ○ ○ ●	<p>Creates an adaptable environment:</p> <ul style="list-style-type: none"> <li>• Fosters agility, proactive and flexible practices</li> <li>• Leads and creates momentum for change</li> <li>• Champions plan of action and overcomes barriers through proactive anticipation</li> <li>• Quickly understands and reacts to environment, establishing flexible culture</li> </ul>	<p>Quickly adapts Tribunal operations in response to legislative amendments, court decisions, or emerging system pressures.</p> <p>Responds decisively to escalated issues, media scrutiny, or reputational risks while maintaining credibility and composure.</p> <p>Adjusts strategic priorities as data and environmental conditions evolve, without losing focus on mandate delivery.</p> <p>Leads the organization through uncertainty by providing clear direction and stabilizing leadership during periods of change.</p>

<p>Develop Self and Others</p>	<p>○ ○ ○ ○ ●</p>	<p>Champions development and learning in all groups:</p> <ul style="list-style-type: none"> <li>• Actively learns about the broader organization</li> <li>• Brings others together to identify issues and successes, and takes a systems thinking approach</li> <li>• Champions development and leadership building</li> </ul>	<p>Builds leadership capacity by coaching senior managers, delegating authority appropriately, and creating opportunities for stretch assignments.</p> <p>Promotes a learning culture by encouraging reflection on Tribunal decisions, and stakeholder feedback to improve practice.</p> <p>Invests in professional development related to administrative justice, leadership, and system stewardship.</p> <p>Models ethical leadership, accountability, and respect, setting the tone for psychological safety, inclusion, and high performance across the organization.</p>
--------------------------------	------------------	--	---

**Benchmarks**

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

**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.