

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current Class

Requested Class

Supervisory Level

Agency (ministry) code

Cost Centre

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

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

Why the job exists:

The Appeals Secretariat administers the appeal process for over 4,000 Albertans who are dissatisfied with decisions from the ministries of Assisted Living and Social Services (ALSS), Children and Family Services (CFS), Education and Childcare (EC), Primary and Preventative Health Services (PPHS), and Mental Health and Addiction (MHA) on services they receive or applied for. This includes decisions on their eligibility and benefit amount, and licensing. Appeals are heard by the Citizen's Appeal Panel (CAP), with the exception of Time Extension requests, which are adjudicated by the Minister's Delegate at the Secretariat.

Reporting to the Manager, Appeals Operations, the Appeals Operations Coordinator provides supervision to front-line staff located across the province providing support services to Albertans and appeal parties. The role ensures Albertans wanting to appeal social service decisions receive information on the appeal process, and monitors and coordinates the efficient and effective flow of all front-line appeal operations. In fulfillment of their responsibilities the role must also provide support to Appeal Panels, and training for CAP members and Secretariat staff. The role also leads appeals operations initiatives related to information technology and must ensure that the systems meets appeals' dynamic demands and is well-

positions to achieve future outcomes.

Responsibilities

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

Coordinate appeals logistics and direct delivery of administrative support to affect the efficient operations of the appeal process.

- Ensure availability of hearing rooms throughout the province for scheduling in-person hearings.
- Ensure updated service provider listing to support appeals, including interpreters, court reporters, and security.
- Respond to inquires from MLA's and the public regarding the appeal process.
- Track notices of appeal for timely input into appeals IT systems and track scheduled hearings to ensure timely scheduling of hearings.
- Provide reports on active appeals and scheduled hearings on a regular basis to Manager, Operations.
- Communication with appeal parties regarding scheduling and dismissal of hearings due to resolution.
- Responding to inquires from appellants on the appeal process.

Provide Appeals Secretariat staff, CAP members, including leadership with appeals IT systems training to support their ability to fulfill their roles.

- Monitor information technology needs of panel members and provide support as required.
- Coordinate ongoing training with developers for the Secretariat and CAP.
- Deliver training as often as required.
- Respond to day-to-day access to and issues with appeals IT systems and ensure issues are resolved in a timely manner.

Supervise Appeals Assistants by fostering excellent performance, professional behavior, and safety.

- Plan, direct, assign and evaluate work.
- Manage and distribute workload based on number of appeals and location of hearings.
- Mentor and provide feedback on performance and training needed to ensure staff competencies are enhanced and work is successfully completed.
- Set performance goals, complete progress reviews and annual appraisals.
- Ensure appeal records are tracked in appeals IT systems in accordance with GoA policies and retention schedules.
- Ensure appeal records are maintained in accordance with records management best practices.

Ensure appeals IT systems, which is essential to ongoing daily operations, meets dynamic demands and is well-positioned to achieve future outcomes.

- Ensure emergency preparedness to minimize appeals disruptions should systems malfunction.
- Identify application issues and troubleshoot problems.
- Act as an intermediary between the Appeals Secretariat and developers to coordinate systems enhancements into production.
- Manage enhancement requirements by facilitating meetings and documenting key life-cycle actions.
- Coordinate and maintain appeals IT systems, including day-to-day systems administration, preparing service requests, testing and implementing changes and enhancements.

Problem Solving

Typical problems solved:

The Appeals Operations Coordinator works with a fair degree of independence in decision-making, problem-solving, answering questions, providing information and guidance, assigning tasks, and following up on processes and initiatives/actions. The position identifies needs and takes action to remedy through initiating corrective action or providing necessary mentoring, training and guidance. The decisions taken are critical to regulating and safeguarding the appeals process amidst a myriad of complex challenges and requests that frequently arise.

Types of guidance available for problem solving:

The Appeals Operations Coordinator reports directly to the Manager, Appeals Operations and will receive

direction, guidance and support from the Manager on the appeal process. A critical aspect of their role will be ensuring the appeals IT systems are developed and maintained to meet the dynamic demands of appeal operations. This means that the Operations Coordinator will closely collaborate with the IT development team and attain information and knowledge from them on IT related issues. In developing training on IT systems, they will also gather insights from CAP and Secretariat leadership including the Chair, Vice Chair and Director, on how to effectively prepare and deliver training for CAP members.

Direct or indirect impacts of decisions:

This position works in a highly sensitive environment while exercising an important function that impacts thousands of Albertans each year. Ineffective coordination and delivery of appeals logistics and administrative support can cause delays in the appeals process and prevent Albertans from accessing the appeals process in a timely manner. It is important for the Appeals Operations Coordinator to track and monitor appeals so the appeals process is conducted efficiently and respond to inquiries from appeal parties so they are aware of the status of their appeals. Reporting on active appeals and status of scheduled hearings will assist the Appeals Secretariat management make well-informed decisions related to operations. A well developed and maintained IT digital system for appeals will play a crucial role in allowing all staff to complete their tasks effectively and meet the demands of a changing appeals process.

Key Relationships

Major stakeholders and purpose of interactions:

Appeals Assistants - Directly supervise appeals assistants and provide them direction and guidance in the administration of appeals.

Manager, Operations - Track and provide reports on status of active appeals and scheduling information including issues related to accommodations and service providers

Appellants - Respond to general inquiries on the appeals process and regarding scheduling and dismissal of hearings due to resolution.

Program Area staff - Answer inquiries and provide information regarding the scheduling of appeals.

Citizen's Appeal Panel Members and Leadership - Provide information on active appeals and provide training and information on appeal IT systems

External Vendors and Support agencies - Contact vendors and support service agencies including interpreters, court reporters, security services, external disability support organization etc. to maintain lists and updated contact information.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

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

High school diploma and three years of related experience. A related post-secondary training or education would be considered an asset.

The position requires the following knowledge and abilities:

- Understanding processes
- Understanding the principles of natural justice and procedural fairness
- Understanding and applying business and administrative policies, regulations, and procedures
- Information technology systems and applications
- Ability to organize and prioritize short and long-term projects

- Ability to track issues and ensure time responses
- Ability to respond to changing priorities or circumstances, and meet changing timelines
- Ability to multi-task
- Ability to lead/supervise a team as well as functioning independently
- Ability to exercise judgment in dealing with sensitive and confidential situations/information
- Ability to develop positive professional working relationships

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		
Creative Problem Solving	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is open to new ideas and breaks problems down to identify solutions: <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	Collaborate with IT development team to develop and maintain efficient digital systems for the administration of appeals. This includes identifying issues with current IT systems, providing feedback, and creative solutions that meets and dynamic demands of the appeal operations.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	The Appeals Operations Coordinator supervises a team of Appeals Assistants and must aim to continuously improve work processes for their team. Must also remain optimistic and calm when helping Appeals Assistants deal with issues in a sensitive and demanding work environment.
Systems Thinking	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Observes and understands larger impact of role: <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 	The incumbent must understand the impact of a fair and efficient appeals process on the lives of individuals appealing government decisions. In particular, must ensure that appeals inquiries are responded to in a timely manner and maintain active list of resources to help Appellant access the

