

Working Title Case Officer	Name		
Position Number	Reports to Position No., Class & Level Manager, Dispute Resolution and Hearings	Division, Branch/Unit Condominium Dispute Resolution Tribunal	Ministry Service Alberta and Red Tape Reduction
Present Class New	Requested Class PS4	Levels to Deputy Minister (Not including incumbent level)	
Dept/Agency Code	Program Code	Project Code (if applicable)	

CHANGES SINCE LAST CLASSIFICATION REVIEW: Describe changes that have significantly impacted responsibilities. Include duties added and where they came from, and duties removed and where they went to.

Last Classified: N/A - This position is new.

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context In 2 to 3 sentences describe why the job exists, its purpose and what its accountable for – essentially an executive summary.

The Condominium Dispute Resolution Tribunal's (Tribunal) mandate is to provide timely, fair, and independent dispute resolution services and adjudicative proceedings, consistent with relevant legislation, regulations, bylaws, rules, guidelines, and the principles of natural justice. The quasi-judicial Tribunal decides matters of importance to condominium corporations, owners, lawyers in relation to the *Condominium Property Act* (CPA), the Condominium Property Regulation (CPR), the Condominium Dispute Resolution Tribunal Regulation (Tribunal Regulation), condominium corporation bylaws and rules of individual condominium corporations. The Tribunal derives its jurisdiction from the CPA, the CPR and the Tribunal Regulation.

Reporting to the Manager, Dispute Resolution and Hearings, the Case Officer is responsible for effective and efficient case management of all cases accepted by the Tribunal for early dispute resolution and adjudication services related to the condominium sector. As a subject-matter-expert, the Case Officer is responsible for developing and delivering technical training for Tribunal Members and public stakeholders. The Case Officer guides parties involved in each dispute from the initial application, through multiple dispute resolution pathways, to file closure. Responsibilities include facilitating guided negotiation between parties; scheduling and supporting formal mediation and hearing proceedings; and supporting cases through formal Tribunal adjudication. Communication and interpretation of the Tribunal's mandate, policies, procedures, and processes are provided to all parties as needed. Ongoing professional communication is maintained between parties and operational staff to advance resolution.

Communication and support are provided to the Tribunal Chair, Tribunal Members, and Managers across multiple topics (e.g., transition between pathways, recommendations to the respective Manager to address roadblocks to case progress). The Case Officer is also a key contributor to the development and maintenance of Tribunal case management policies and

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procedures. Collectively, this work ensures cases before the Tribunal are fairly, effectively and efficiently managed to achieve timely, independent resolution of complex disputes.

Responsibilities (4-6 core results and 4-6 corresponding activities) What the job does and why the work is done.

Early resolution of disputes is achieved through guided negotiation and mediation services.

- Together with the Manager, Dispute Resolution and Hearings, lead the development and coordination of a process to facilitate the identification, refinement and resolution of issues prior to the dispute reaching the Tribunal adjudication.
- Provide guidance to the parties from the initial/application to the Tribunal through to the adjudicative hearing.
- Facilitate guided negotiation between the parties using the technology-enabled communication portal for the purpose of reaching an agreement.
- Coordinate scheduling of mediations with parties and book necessary facilities (telephone or videoconference).
- Monitor guided negotiation discussions and mediation meetings to address technical issues that might arise.
- Engage with mediators and monitor mediation processes to ensure fair, effective and efficient delivery of services.
- Facilitate the drafting of negotiation and mediation agreements.

Adjudicative procedures are effectively managed to contribute to timely and comprehensive Tribunal decisions.

- Coordinate scheduling of adjudication hearing with parties and book necessary facilities (telephone or videoconference).
- Set deadlines for the submission and facilitate the distribution of submissions (if any).
- Facilitate the notification of witnesses to attend adjudication hearings or to provide written testimony.
- Lead and conduct analysis on evidence provided by all parties on cases as needed.
- Facilitate the Tribunal's review of materials related to each file and decision meetings with Tribunal Members so that decisions are supported by sound reasons.
- Draft Tribunal decisions and case management correspondence based on direction provided by the hearing panel.
- Review, in collaboration with the Legal Officer, all draft Tribunal decisions to ensure they reflect the decision of the Tribunal, are supported by applicable legislation and policy, have a logical flow and format, and include sufficient detailed reasons as decided by the Tribunal.

Tribunal mandate is achieved through effective and efficient case management.

- Problem solving a myriad of issues and anomalies that arise during the life cycle of an application in a timely manner and ensuring that Tribunal Members, Manager, Director and Legal Officer are briefed on issues as required.
- Design, develop and update decision templates in collaboration with Manager, Legal Officer and Tribunal Chair.
- Managing preliminary/procedural requests, changes, and objections from the parties in a timely manner while ensuring processes are correct and fair.
- Provide recommendations to shape the development and evolution of case management processes and procedures.
- Review incoming files and make recommendation to the Chair regarding potential barriers to dispute resolution pathways including guided negotiation, mediation or adjudication.
- Guide parties and stakeholders from the initial application through to adjudication stage, addressing issues that impede progress.
- Provide advice to ensure roles and procedures are understood by all parties enabling a fair, equitable and efficient dispute resolution processes.
- Ensure all parties have relevant information related to their engagement with the Tribunal.
- Track and monitor case load progress, addressing barriers as needed.
- Consolidate results and statistics to inform Tribunal strategic plans and decisions regarding Tribunal services etc.
- Apprise the Manager and/or Tribunal Director of significant emerging issues related to cases and provide options to the Manager and/or Tribunal Chair for their resolution.

Responsibilities (4-6 core results and 4-6 corresponding activities) What the job does and why the work is done.

- Alert the Manager, Tribunal Director about potential security concerns regarding the parties and identify appropriate safety and communication protocols to address and resolve any risks.

Productive relationships are developed and maintained with the Tribunal Members, parties involved in an application, and other stakeholders

- Prepare and deliver briefs and training material on technical issues for Tribunal Members and public stakeholders at workshops and other events.
- Develop and maintain relationships with parties, stakeholders (both internal and external), the Tribunal Chair and Tribunal Members to foster trusted communication and enable fair, equitable and efficient processes.
- Lead discussions with parties to the dispute to ensure understanding of disclosure and adjudicative hearing processes.
- Translate complex issues/terminology into language that is understood by complainants, respondents, Tribunal Members and stakeholders.
- Represent the interest of the Tribunal at departmental activities, interdepartmental activities, or stakeholder input sessions (e.g. policy working teams, quasi-judicial teams, United Way, etc.).
- Provide information regarding the Tribunal mandates, responsibilities, roles, legislation, etc. to internal and external stakeholders.

Case management processes are clear and consistently applied in line with the Tribunal mandate, legislation and policy, and leading practice.

- Contribute to the develop a repository of best practices for case management.
- Apply and encourage the use of standard case management practices, methodology and processes.
- Provide recommendations to management regarding policy, program and procedural changes/revisions.
- Identify trends, issues and GoA policies/legislation as well as other jurisdictional legislation that may impact the functioning of the Tribunal and its decisions.
- Provide management with an assessment of Tribunal decisions that impact GoA ministries.
- Facilitate the review of case management processes to improve the effective use of resources.

PROBLEM SOLVING: Describe the types of problems the position routinely solves; the degree of originality of the solutions; and the assistance available – thinking environment and thinking challenge. The types of decisions and independence to make decisions. Direct or indirect impacts of decisions reflect the 'answerability' of the job for actions and outcomes, and the extent to which stakeholders are affected by job outputs

Typical problems solved:

- Providing tailored guidance to multiple, ongoing applications from intake through to conclusion that address specific case needs and maintain compliance to existing legislation, policy, process, and procedure. Cases may be contentious, requiring advanced communication skills to ensure all parties are clear on the process and follow it, are motivated toward resolution, and to help parties address roadblocks and move to a successful conclusion. The Case Officer makes recommendations to the Manager and the Chair regarding how best to advance cases to conclusion (e.g., recommend mediation when guided negotiation is at a standstill).
- Monitoring case management processes and procedures to identify what is working well or might need adjustment. The Case Officer recommends updates as necessary to the appropriate Manager.

Types of guidance available for problem solving:

The Manager and Tribunal Director are available to support problem solving. Guidance is also available via the Tribunal Mandate, applicable legislation, and operational policy, and procedure. Problem-solving is also shaped by advice from in-house Legal Officers; professional expertise and knowledge; and relevant case management practices. Within this framework, when problems arise, the Case Officer synthesizes and evaluates multiple inputs to determine the best path forward.

The Case Officer has considerable latitude to determine areas of focus, priorities, and methods for achieving results. If a precedent is not applicable the Case Officer applies strategic and critical thinking skills to develop an alternative approach and resolution to the problem. The Case Officer balances and/or adjusts competing interests with external stakeholders that may affect the way in which work is conducted. The Case Officer often works independent of immediate and direct

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supervision. Judgment is required to determine which issues should be raised to management and which issues can be resolved independently.

Direct or Indirect Impacts of Decisions

The work of this position impacts.

- The integrity and quality of the Tribunal's dispute resolution pathways, which impact the provision of fair, efficient, and timely resolution of multiple and varied disputes. Outcomes and decisions reflect upon the Minister, Ministry, and the Tribunal's reputation in the community.
- Effective and efficient case management of all Tribunal files from intake through multiple alternate dispute resolution processes to resolve cases.
- Albertans, including condominium corporations, owners, lawyers and others in the condominium sector. Over 20 percent of Albertans own or live in a condominium.
- Development and evolution of Tribunal operational policy, processes and procedures.

KEY RELATIONSHIPS Major stakeholders and purpose of interactions

Internal

- Dispute Resolution Manager and Director - provide reports and status updates related to case management; participate and make recommendations for overarching Tribunal policies and processes; escalate emerging issues of significance and research and provide recommendations on resolution.
- Tribunal Staff – collaborate with all staff to support effective Tribunal operations; engage staff to advance case management (e.g., complete research, respond to queries).
- Tribunal Chair and Members – provide ongoing support related to dispute resolution and adjudication policy and procedure; research relevant background information and issues; respond to queries; prepare and review draft documents; facilitate progress of cases.
- Other ministries - network with other ministries on common initiatives as needed.

External

- Applicants and their legal counsel; other parties involved in the dispute resolution (e.g., Condominium corporations, owners, lawyers and others in the condominium sector) – manage case flow, ensuring parties have the information needed; facilitate and monitor pathways, stepping in to address process issues as needed; explain Tribunal processes; respond to inquiries on Tribunal matters and resolve issues and concerns.
- IT providers – represent Tribunal needs in the development and evolution of IT solutions/platforms; facilitate resolution of escalated IT platform issues.

REQUIRED EDUCATION, EXPERIENCE AND TECHNICAL COMPETENCIES: Job-specific experience, technical competencies, certification and/or training. Add job-specific knowledge of legislation, programs and practical procedures or training.

Education and Experience

- Bachelor's degree (e.g., Arts, Public Administration)
- Minimum 4 years related experience
- Experience in case management and/or dispute resolution environments
- Equivalents for education and experience will be considered

Technical Competencies, certification and/or training

Knowledge

- Expert knowledge in interpreting legislation, mandates, priorities and operational policies and procedures
- In-depth knowledge of leading practice and strategies for effective multi-faceted case management principles and methods
- Knowledge of administrative law concepts, principles of natural justice and fairness, and quasi-judicial processes, and associated procedure and process

Skills

- Highly developed communication and facilitation skills, including persuading, encouraging and motivating, to engage and motivate all parties to focus on successful conclusion
- Highly developed negotiation and conflict-resolution skills to work on complex cases and to de-escalate situations that can derail progress
- Highly developed writing skills to prepare tribunal resolution agreements and decisions
- Strong analytical, problem solving and critical analysis skills
- Ability to manage available resources, and time commitments of concurrent cases involving collaboration with multiple stakeholders
- Astute situational awareness to monitor dispute resolution processes and intervene when needed
- Ability to translate complex administrative law and quasi-judicial processes into lay terms to ensure all parties understand roles, responsibilities, and requirements
- Ability to network and build strong and lasting relationships
- Project management and organization skills
- Ability to lead and complete research into diverse topics (e.g., jurisdictional scans, leading practices, background research of specific topics)
- Ability to work both independently and in a team-oriented, collaborative environment
- Adaptable to shift priorities to meet changing demands/priorities and timelines.
- Proficiency with MS Office applications (Word, Excel, PowerPoint) and other Tribunal applications and/or platforms.

BEHAVIORAL COMPETENCIES (3-5) / APS Competencies – how they are demonstrated

Systems Thinking Level B: Considers the inter-relationships of multiple factors related to determine how to best proceed within Tribunal process and procedure. Maintains alignment in all case management processes with overarching Tribunal mandate, legislation, policy and process. Considers broader and potentially long-term impact of decisions.

Creative Problem-Solving Level B: Asks questions to gain a deeper understanding of the present issues from multiple perspectives to assess and determine the best path forward. Utilizes different conflict resolution strategies, as needed, to fit with each situation. Reviews case challenges to determine how to mitigate future risk and improve future policy, procedure, or process.

Drive for Results Level B: Monitors a suite of specific cases and takes steps to efficiently and effectively advance them through to conclusion in line with existing legislation, policy and procedure. Leverage experience to advance cases and facilitate resolution. Examines delays and roadblocks within cases to identify resolution strategy for that case and the overall procedure.

BEHAVIORAL COMPETENCIES (3-5) / APS Competencies – how they are demonstrated

Build Collaborative Networks Level C: Engages strategies to develop a safe space for dispute resolution where all stakeholders understand the process, have necessary information, and there are clear roles and responsibilities. Engages and values others' input and expertise. Proactively deals with conflict and inappropriate behaviour to foster respectful interactions across all parties.

BENCHMARKS/COMPARABLE POSITIONS: List comparable GOA benchmarks

[Alberta Public Service benchmark listings | Alberta.ca](http://Alberta.ca)

024PS11 – Senior Technical Advisor

024PS68 – FOIP Access and Privacy Advisor

Signatures

The signatures below indicate that the manager (incumbent) and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (See Writing Guide [Page 15](#)).

Incumbent

Name Signature Date

Manager

Name Signature Date

Division Director/ADM

Name Signature Date

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.