

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

Working Title AISH Adjudicator		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Delivery Services	Ministry Community and Social Services
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](#)).

Community and Social Services (CSS) continue to work to improve Albertans' experiences with navigating social support systems. Delivering better services means focusing on the needs of individual Albertans (being "citizen-centred") rather than focusing on programs. With many programs in place to meet a variety of needs, Albertans may need to navigate several programs, making it difficult to know where to go for help or what help is available. Integrating the service delivery system will allow Community and Social Services to provide Albertans with better support and more simplified access to help they need – in person, online or over the phone – and help them achieve better outcomes for themselves. To achieve a well-integrated accessible system, the Ministry must transform service delivery by working collaboratively with governments, communities, partners and stakeholders to deliver high quality citizen-centered programs and services.

The Delivery Services Division is working to help better connect Albertans to programs and services and to ensure Albertans have access to the right services at the right time through a common front-end experience whether through our contact centres or in-person offices.

The Common Service Delivery (CSD) branch holds expertise in delivery of centralized, citizen centred services, including contact centre and benefit administration services. CSD delivers centralized services on behalf of other program areas within CSS as well as other Ministries across the Government of Alberta.

Within the Assured Income for the Severely Handicapped (AISH) program the AISH Adjudicator is a key position reporting to an AISH Adjudicator Team Lead. The AISH Adjudicator as the sole authority, as delegated by the Director, to determine medical eligibility for the AISH program. The AISH Adjudicator also has the sole authority, as delegated by the Minister to determine financial hardship eligibility in circumstances when one cohabiting partner is residing in a facility. The AISH Adjudicator is responsible for ensuring that medical eligibility is adjudicated in an objective, equitable, and timely fashion.

AISH applications highlight complex and comorbid medical conditions reflective of the medical, psychological, psychiatric, neurological, developmental, cognitive, and addiction domains which are typically compounded by social factors. The AISH Adjudicator possesses a diverse understanding of how concurrent medical conditions impact one's ability to earn a livelihood pertaining to the AISH Act and Regulation. The AISH Adjudicator must apply legislation and interpretation to the adjudication process to determine eligibility as it pertains to a 'severe handicap'. Fundamental to adjudicating multifaceted medical conditions is awareness of treatment modalities, remedial therapy, vocational approaches, and employment and training options. This position demonstrates strong critical thinking, judgement, independence, accuracy, and decision making skills that are exemplified by research, analysis, consultative and collaborative approaches, investigative and conceptual skills that are organized within detailed writing abilities.

The AISH Adjudicator also provides reviews of medical eligibility decisions for appeals and delivers written and verbal communication of the decision and rationale to Albertans, provincial AISH Appeal Panels, Delivery Supports, Regional AISH staff, and other Corporate Resources. The AISH Adjudicator represents the director at appeals on all matters related to medical eligibility.

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 AISH Adjudicator has other key responsibilities within the AISH program which includes; consulting and reviewing documentation received from internal medical and psychological contracted resources, facilitating the AISH Benefits Administration Program, and preparing and drafting ministerial communication regarding processes.

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. Adjudicate medical eligibility for the AISH program by:

- a. Determining the relationship between diagnosis(es), prognoses, and an applicant's ability to earn a livelihood by assessing relevant medical evidence and non-medical information, such as remedial rehabilitation and employment training options, against legislation to determine eligibility.
- b. Interpreting medical evidence and non-medical information to render consistent decisions on eligibility (initial, reconsideration, and ongoing eligibility) and identifying when further medical documentation is required to support the adjudication process.
- c. Understanding vocational rehabilitation and approaches from a disabilities perspective to support the adjudication process and how remedial therapy affects one's ability to earn a livelihood.
- d. Collaborating with internal stakeholders (i.e. AISH Adjudicator Team Leads, AISH Adjudicators, Supervisors, AISH Generalists) and external stakeholders (i.e. Applicants, physicians, psychiatrists, nurses, social workers, community based programming) when required.
- e. Researching medical conditions, remedial therapy, treatments available, and trends.
- f. Understanding and determining the most appropriate assessment to pursue based on the medical information submitted. Assessments include: Psychological/Disability, Neuropsychological, Psychiatric, Chronic Pain, Cognitive, Functional Capacity, Vocational, and/or a combination of the aforementioned.
- g. Consulting with the AISH Medical Consultant when needed to support interpretation of medical evidence.
- h. Providing communication that rationalises a detailed decision as it related to the applicant's ability to earn a livelihood.
- i. Reviewing existing AISH client files to ensure continued medical eligibility.
- j. Preparing written decisions to Albertans in accordance with the AISH Act and Regulation and AISH policy.

2. Completes Review of Decisions and represents the Director for medical appeals by:

- a. Reviewing initial application, medical documentation, and any other documentation received after the initial decision, reviewing previous decision(s) completed by peers, and determining if the initial or subsequent decision(s) is confirmed, reversed, or varied.
- b. Contact appellants to discuss decision being appealed
- c. Completing Review of Decisions in the Appeals Information Management System (AIMS) within 14 days of receiving and appeal. This involves preparing written documentation in accordance with the AISH Act and Regulations.
- d. Acting as a Department Representative at appeal hearings regarding medical eligibility appeals.

3. Financial Hardship Determination by:

- a. Reviewing the family income, monthly budget, and calculating the allowable expenses to support eligibility determination based on the level of income exemption and how often it is reviewed once approved.
- b. Identifying, requesting, and interpreting financial statements, investments, bills, and budgets to determine if the income reported would exceed the AISH allowable maximum.
- c. Providing written communication and rationale of the decision to the applicant/client and AISH Generalist.

4. AISH Benefits Administration Program (ABAP) by:

- a. Reviewing Trust Agreement documents and budgets for completion.
- b. Facilitating communication between AISH and key stakeholders involved in the Memorandum of Understanding.

5. Informal program monitoring and support to AISH Delivery Services:

- a. Assisting in the development of training material and delivering training on AISH medical eligibility to relevant stakeholders when needed by identifying key areas for development and drafting examples to

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](#)).

- support adult learning.
- b. Preparing responses or corroborating feedback to support Ministerial inquiries, action requests, telephone action requests, and other communication.
- c. Providing direct consultation to AISH Delivery Services staff/management in regards to the interpretation of medical eligibility criteria as required.
- d. Identifying application issues/processes/trends and informing the AISH Adjudicator Team Leads.
- e. Responding to telephone inquiries from doctors, applicants, and others relating to the adjudication process.
- f. Participating in project teams and working groups to improve program services as required.
- g. Participating in departmental and external meetings as required.

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](#)).

Reporting to the AISH Adjudicator Team Lead, this position is autonomous with minimal direct supervision within the parameters of established provincial processes, legislation, and policies. In this high volume and sensitive area, the position is primarily responsible for initial medical eligibility decisions, ongoing medical eligibility decisions, compiling materials for and presenting appeals and additional reviews relating to medical eligibility.

Issues or errors related to decisions of medical eligibility may occur after the decision has been communicated to the applicant/client or the AISH appeal panel. This emphasizes the need for involvement with the Team Lead to ensure accuracy, accountability, and quality assurance. The consequence of errors may impact individuals living with a permanent disability who are unable to earn a livelihood. Determining medical eligibility for the AISH program would support an improved quality of life with benefits that include a monthly living allowance, medication, a variety of personal and health benefits and employment exemptions to promote community inclusion for clients and their families. It is also noted that errors in decisions may also impact Ministerial forecasted budgets and due to the types of applications and individualized responses required, standardised decisions are not practicable. The position exemplifies decision making through interpreting complex medical and non-medical information through the adjudication process and providing timely written responses of eligibility and the rationale of decisions to applicants, clients, AISH appeal panels, internal ministry, and external staff. The work requires enhanced interpersonal communication skills to explain processes, service delivery, and eligibility decisions to Albertans in need of financial and medical supports and the community they are connected with. The position is responsive to sensitive time lines of completion and there is a need to manage the workload of initial applications to ensure they are addressed in a timely manner and the completion of Review of Decisions for Appeals are completed within 10 days. In addition, the level of effective writing skills and computer fluency is pertinent to the success in the position.

The position is responsible for the number of applications approved and responding to legislative timelines by regulating workload pressures in the number of applications, appeals, and medical reviews completed. The positions also determines how contracted resources (Medical Consultants and/or Psychological Contracts) are utilized through identifying when a referral is required, the type of referral needed, and the type of assessment warranted based on the medical and non-medical information provided. The position required competencies achieved through research, self-directed learning, professional development, and collaborating with internal and external professionals, contracts, and identifying and communicating trends to program leadership.

The position includes decision making in determining financial hardship and the AISH Benefits Administration Program. This requires basic understanding and application of relevant legislation, financial instrument, statements, transactions, legal and financial framework for financial administration of the program (i.e. trust funds, financial statements for investments, mortgages, etc.) and collaborating within other internal and external departments.

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:

- The AISH Act and Regulations and the Applications and Appeals (Ministerial) Regulation and how this legislation applies to policy interpretation is essential.
- Significant understanding and/or experience with complex concurrent medical conditions and how the disability impacts the applicant's ability to earn a livelihood. This is inclusive of diagnosis in the areas of medical, psychiatric, psychological, neurological, developmental, cognitive, and addictions that are compounded by social variables.
- Understanding of treatment modalities, vocational, rehabilitation approaches, and employment and training options from a disabilities perspective and how remedial therapy affect's one's ability to earn a livelihood.
- Ability to interpret medical documentation (eg. Diagnostic imaging, specialist's reports, assessments, consultations, etc.) and determine when further medical or psychological consultation is required.
- Knowledge and familiarity of the types and uses of psychological assessments.
- Understanding of medical terminology, jargon, and acronyms.
- Knowledge of medications, applied diagnostic uses, and off label diagnostic uses.
- Maintaining up to date knowledge on trends and emerging medical conditions and the program's regulations and processes that support all aspects of adjudication.
- Knowledge of AISH program issues and trends with an ability to identify concerns with programming.
- Understanding of the healthcare system (Alberta and other jurisdictions).
- Working knowledge of how other Departmental programs and outside legislation interface with AISH and impacts our client group. Includes awareness of applicable regulations, policies, and procedures within the Government of Alberta.
- Working knowledge and general eligibility of other government financial programs and private insurance plans.
- Basic understanding and application of financial instruments, statements, transactions, legal and financial framework for financial administration of the program (eg. Trust funds, financial statements for investments, mortgages, etc.)

Skills:

- Strong analytical, judgement and problem solving skills to review medical and non-medical documentation in conjunction with the legislated definition.
- Excellent interpersonal communication skills (verbal and written) to interact and deal effectively with internal staff, external stakeholders, applicants, clients, and their representatives.
- Excellent organizational skills and command of written communication to support rationale of decisions.
- Excellent computer skills with knowledge of Microsoft Office (Word, Excel, PowerPoint), Outlook/email, Lync/Skype, SharePoint, internal programs such as Imaging, TOI, AIMS, CCD, AISH Connects (policy) and internet. Demonstrated ability to make independent decision-making skills and ability to work in a high volume work environment.
- Ability to multitask such as manoeuvring through multiple IT and IM systems/programs simultaneously.
- Ability to research information on medical conditions, treatment, rehabilitation and vocational options and new treatments/and emerging technology that may modify vocational options available to applicants/clients.
- Investigative skills to determine and retrieve appropriate information regarding specific medical conditions and financial assets and income types.
- Attention to details and accuracy.
- Excellent decision-making skills, writing skills, and organizational skills.
- Strong time management and analytical skills with an ability to respond to deadlines.
- Ability to interpret and examine significant amounts of medical and non-medical information and the ability to draw conclusions.
- Conflict resolution and mediation skills when dealing with differences of opinion with peers, supervisors, applicants, and other internal/external contacts.
- Proven ability to work as part of a team and establish effective working relationships with peers and supervisors

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](#)).

located in various locations throughout the province.

- Presentation and training skills (AISH appeals, medical reviews, application processes, remedial therapy, earning a livelihood)

Education/Experience:

- Post-secondary education in the health related profession such as social sciences, psychology, health services, social work, community rehabilitation, and disability studies is required.
- Education and experience is needed that focuses on areas such as health, treatment, intervention, vocational rehabilitation, disability management is required. In order to be successful in this position, the Adjudicator must have the ability to review the medical condition(s) and understand the issues and barriers related to the medical condition(s), prognosis and treatment, review non-medical information, and determine the individual's skills and limitations, identify transferrable skills, and apply this information to the types of employment and modifications available as it applies to an individual's ability to earn a livelihood.

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

- Daily contact with AISH Adjudicator Team Lead for direct supervision, day to day needs, consultation on complex medical cases, or problem-solving.
- Participation in discussion and make recommendations relative to processes or policies affecting service delivery of the program within AISH Delivery Services.
- Contact with applicants, appellants, clients, and/or their formal/informal supports
- Regular contact with the contracted medical consultants and psychological services to refer and review interpretation of medical data and specialized assessments.
- Regular contact with the Appeals Secretariat to resolve issues related to appeals.
- Regular contact with physicians, psychologists, psychiatrists, and other medical experts as required for clarification on medical and non-medical information submitted.
- Provide training to new staff, as requested (e.g. applications, appeals, medical reviews, medical eligibility criteria, remedial therapy, and earning a livelihood)
- Phone calls to AISH Applicants to clarify information submitted, to request additional information, explain the application process, explain the decision, and answer questions relating to their application.

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

n/a

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](#)).

The centralization of AISH applications to CSD was implemented province-wide in April 2019. This transitioned the responsibility for application receipt, first contact, application review, and application completion. The Assessors at CSD were also responsible for gathering additional medical information as required by Adjudicators.

The second iteration of the Centralized AISH Application Process (CAAP) projected implementation in 2020 moves the responsibility for straightforward medical eligibility to the AISH Adjudicators. The responsibility for representing the Director at appeals moved from the AISH Generalist to AISH Adjudicators for appeals relating to initial medical eligibility. AISH Adjudicators also have not been responsible for contacting AISH applicants to request additional information or providing information to applicants. These changes warranted a change to the job description.

<hr/>

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

<hr/>	<hr/>	<hr/>
Name	Signature	Date

Manager

<hr/>	<hr/>	<hr/>
Name	Signature	Date

Division Director/ADM

<hr/>	<hr/>	<hr/>
Name	Signature	Date