

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current 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**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Maximize recoveries of health service costs incurred by the Crown on behalf of recipients injured due to the wrongdoing of third parties. Do so in accordance with the *Crown's Right of Recovery Act* and regulations and pursuant to the Third Party Liability unit policies and procedures. This includes maximizing the recovery of health service costs on files up to \$75,000.00.

Responsibilities

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

1. Develop and settle claims up to \$75,000. Develop claims over the delegated authority of \$75,000.00 and forward to Director/Senior Claims Officer for review and handling.

Activities :

- Understand and interpret the *Crown's Right of Recovery Act* and regulations to determine if the Crown has a claim.
- Determine which health services provided to an injured recipient were the result of injuries sustained. This requires knowledge of medical terminology, the mechanisms of injuries, and the causes and effects of traumatic and non-traumatic medical conditions. Must be able to review reports, chart notes, and other documents from hospitals, physicians and other health service providers.
- Must be able to read, interpret, and act upon medical-legal reports written by physicians and other health experts. Must be able to evaluate and interpret medical and hospital information to prepare accurate cost assessments. Must be able to provide clear, concise instructions to health service providers to ensure the correct information is received.
- Determine limitation dates for claims and decide what steps need to be taken to ensure the Crown's claim is protected. Must have knowledge of the *Limitations of Actions Act*.
- Decide what steps need to be taken to protect the Crown's interests. This typically includes, but is not limited to, hiring legal counsel and giving them instructions, ensuring that the Crown's claim is protected and advanced in legal proceedings, and negotiating agreements with insurance companies.
- Decide upon and complete appropriate settlements in claims files. In order to settle files, must have working knowledge of legal liability issues, quantum of damages issues, and other legal issues that may affect the claim. Must also have working knowledge of contributory negligence law. Settlement decisions are made without any requirement for further approval, and can be on claims ranging in value up to \$75,000.
- Ensure that all necessary steps are taken to conclude claims, including payment of appropriate amounts of legal fees and disbursements, providing legal releases, and ensuring that the necessary court documents are filed to conclude the Crown's involvement in claims. Must have working knowledge of the litigation process and requirements to settle claims in litigation.

2. Improve Program Policies/Procedures and Operating System

Activities:

- Identify problems or weaknesses in policies and procedures, and make recommendations for the improvement of same. Implement these changes when necessary.
- Identify and suggest solutions to streamline procedures within the work unit.
- Identify and provide recommendations to enhance the design and operation of the third party liability computer system, including tables and letter templates.

3. Communicate with and provide Advice to Stakeholders

Activities:

- Communication is used for the exchange of information both internally and externally. A major focus of this role is to educate and inform lawyers, insurance companies and adjusting companies by providing information, advice, and instructions on the TPL program, on governing legislation and regulations, and address their issues and concerns.
- Promote and ensure compliance of lawyers and insurance companies with the *Crown's Right of Recovery Act* and regulations and other relevant legislation and procedures affecting the Crown's claims. Must have the ability to clearly and effectively communicate with legal and insurance professionals and have working knowledge of relevant law.

4. Assist with Projects as required

Activities:

- Provide assistance with projects such as research and document gathering, as required.

Problem Solving

Typical problems solved:

- This position works independently and has full authority to negotiate settlements on claims ranging in value up to \$75,000 for files.
- Must decide how to maintain and settle files to maximize the recovery of health care costs. Settlement negotiations are complex, and must be based on sound knowledge of legal liability issues, causation, assessment/quantum of damages, and the use of effective negotiation skills.
- Develop claims over the delegated authority of \$75,000.00 and forward to Director/Senior Claims Officer for review and handling.
- Claims can be very complicated depending upon the nature of the injury, the effect of the injury, and any pre-existing health conditions. Diligence must be exercised, as inaccuracies can affect the credibility of the Crown.
- Must take appropriate action to ensure that the Crown's interests are protected and claims advanced, and that legal counsel is made aware of the nature of the Crown's claims and the legal requirements to advance such claims.
- Must have working knowledge of lawsuit processes, policies, procedures and requirements. Knowledge must include legislation, regulations and the Rules of Court. Must also have strong foundation in and knowledge of medical terminology, the cause and effect of medical conditions, and the diagnosis, treatment and nature of traumatic and non-traumatic medical conditions.
- Position requires a thorough understanding of liability, quantum and damages issues
- Complexity demonstrated by need for legal knowledge, substantial medical knowledge and highly developed communication skills.
- Creativity consistently required in negotiating and settling claims, understanding medical issues, dealing with complex legal matters, and finding and implementing ways to improve claim notification, program processes and procedures, and meet or exceed revenue targets and minimize expenditures.

Types of guidance available for problem solving:

- *Crown's Right of Recovery Act* and Regulations and other relevant legislation (eg. *Insurance Act, Limitations Act, Contributory Negligence Act*, etc.)
- Alberta Rules of Court
- Third Party Liability Policy and Procedure Manual
- Director, Third Party Liability, Senior Claims Officer, Advanced Claims Officer and Intermediate Claims Officer

Direct or indirect impacts of decisions:

- Job impacts Government of Alberta revenue and budgetary expenditure targets.
- Amount of health care costs recovered directly affects insurance company reserves and lawyers who represent the Crown.

Key Relationships

Major stakeholders and purpose of interactions:

Stakeholders include other government departments such as Alberta Justice; insurance companies and adjusting companies in Alberta, other provinces in Canada and the United States; the public; lawyers in Alberta and elsewhere in Canada and the United States; and all possible wrongdoers causing injuries to recipients.
- Purpose of interaction is to maximize recoveries of health service costs incurred by the Crown on behalf of recipients injured due to the wrongdoing of third parties.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Legal and/or insurance coursework, as indicated in more detail below

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

- Must have working knowledge of personal injury principles, legal terminology and documents, principles and practices including the Alberta Rules of Court, and insurance principle and practices.
- Requires exceptional negotiation skills, as will often deal with lawyers and insurers opposed in interest to the Crown.
- In-depth knowledge of medical terminology and the causes and effects of traumatic injuries. Must be able to decide which health services were provided as a result of an injury and which were not. Must be able to read, interpret, understand and apply medical information from experts.

Knowledge

- Lawsuit processes, policies, procedures and requirements.
- The *Crown's Right of Recovery Act* and regulations and other relevant legislation (i.e. *Insurance Act*, *Limitations of Actions Act*, and the *Health Information Act*);
- Insurance policies and procedures;
- Medical/trauma knowledge;
- Knowledge of Class, Stakeholder, SSDIR (Self Service Document Image Retrieval System), Third Party Liability System, and the RITMs System;
- Knowledge of the *Freedom of Information and Protection of Privacy Act* (FOIP).
- Extensive knowledge of the Schedule of Medical Benefits and all supporting resource material.

Skills and Abilities

- Ability to negotiate effectively;
- Strong writing skills and inter-personal communication skills;
- Excellent critical thinking skills, investigative abilities and multi-tasking abilities;
- Strong networking skills required to maintain and increase rapport with stakeholders.

Education/Courses/Certificates and/or Licenses

- Course work in Legal Practices & Procedures, Legal Terminology, Bodily Injury Claims, Medical Terminology, Negotiation Skills, Civil Law and Insurance Principles, and the *Health Information Act* or equivalencies.

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		
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <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 	Collaboration is important for this role, including internally within other areas of Health. TPL obtains health service costing information from numerous other areas and so sharing information, and learning the processes, from such areas is vital to ensure that the most appropriate costing information is obtained and utilized.

			- For this role it is important to maintain a mutually beneficial relationship with stakeholders including insurance companies and counsel who act for the Crown and so strategic communication and resolving any concerns or conflict is imperative.
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	Knowledge of the legal system, navigating communication and negotiating with insurance companies and law firms assists in maximizing the recoveries of health care costs incurred by the Government of Alberta on behalf of recipients injured due to the wrongdoing of third parties. This helps ensure fiscal accountability and responsibility with respect to ensuring that public funds are recovered from the responsible wrongdoer.
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	Developing networks is important for this role, especially with legal counsel that is retained to represent the Crown to recover the Crown's health care costs incurred due to wrongdoing. It's important to ensure that such counsel act in the Crown's best interests. Networking with other areas of Health and AHS is also important to obtain costing and other information.
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Understands need for change and manages own emotions: <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from 	Agility is important for this position and will assist with managing and prioritizing approximately 450 files while also ensuring that the demands for tight timelines and urgent

		affecting others negatively <ul style="list-style-type: none"> • Looks for information on changes • Open to new ideas and helping co-workers 	priority work are met.
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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.

_____ 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