

## NON-MANAGEMENT JOB DESCRIPTION POINT RATING EVALUATION PLAN

|                                       |   |   |                                      |
|---------------------------------------|---|---|--------------------------------------|
| Working Title<br><b>Board Officer</b> |   | Name  |                                      |
| Position Number                       | Reports to Position<br>No., Class & Level | Division, Branch/Unit<br><b>Land and Property Rights Tribunal</b> | Ministry<br><b>Municipal Affairs</b> |
| 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](#)).

This position is responsible for the case management of complex applications with various specializations of a quasi-judicial Tribunal that decides matters of importance to municipalities, rural landowners, property owners, energy companies and the Government of Alberta (GoA). The Land and Property Rights Tribunal is an administrative tribunal established under the *Land and Property Rights Tribunal Act*. The Land and Property Rights Tribunal is the product of the amalgamation of four separate boards that each had separate mandates. Decisions of the Tribunal are final unless overturned by the Court of King's Bench or the Court of Appeal. Although the Tribunal reports to the Minister of Municipal Affairs, it operates at arms-length to the Ministry.

The Tribunal's mandate is to provide timely, fair, and independent appeal processes and proceedings, consistent with relevant legislation, rules, guidelines, and the principles of natural justice. The Tribunal's diverse jurisdiction includes property assessment, surface rights, expropriation, and land use planning matters. Each of these areas has its own legislation and process requiring tailored operational leadership. Tribunal decisions impact all Albertans as stakeholders to Tribunal proceedings can include the GoA, municipalities, rural landowners, property owners and energy companies.

Reporting to the Director, Hearings and Training, the Board Officer is responsible for the case management of complex applications to resolve disputes within an area of specialization (determining or reviewing the compensation payable to owners/occupants for loss or damages arising or in connection with surface rights operations on land subject to surface leases and right of entry orders and granting right of entry. The Board Officer also assists with the case management of complex subdivision and development appeals, New Home Buyer Protection Board appeals, annexation applications, inter-municipal disputes, expropriations, and designated industrial assessment complaints. This position is responsible to ensure timely, independent, quasi-judicial adjudications are conducted that result in fairness and equity consistent with the authority of the legislation, principles of administrative law and natural justice. The Board Officer is expected to act independently in the majority of activities but also to work as part of an interdisciplinary team as required and directly with board members.

The Board Officer is also responsible for supporting and promoting a positive workplace culture based on the established Government of Alberta (GoA) core values. This position promotes a culture of continuous improvement by supporting initiatives such as Lean Six Sigma projects designed to ensure effective business solutions promoting high quality and highly efficient outputs.

**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. The Board Officer provides case management of complex applications/appeals to ensure consistent application of the legislation and to resolve the applications/appeals in a timely and efficient manner that is consistent with the principles of natural justice. This involves:

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- Providing guidance and procedural information to the parties from the initial filing through to the hearing.
  - Resolving scheduling conflicts, identifying preliminary issues, coordinating exchange of information with parties and facilitating hearing settings.
  - Facilitating the review of application/appeal materials by the Board to ensure a thorough understanding.
  - Summarizing submissions/exhibits/disclosures for panel members in a concise and simplified manner.
  - Facilitating decision meetings with panel members.
  - Providing advice and guidance regarding the drafting of decisions to ensure conformity to the principles of administrative law and legislation and are founded on evidence presented.
  - Drafting and completing board decisions and orders based on the decision of the panel.
  - Ensuring Board orders and decisions are issued in a timely manner, as prescribed by legislation when applicable.
  - Travelling throughout the province and coordinating hearings in various locations.
2. This position is responsible for providing advice and awareness of issues and challenges to facilitate Board understanding to render thorough decisions or alternative solutions. This is accomplished by:
- Leading discussions with intake staff and parties with respect of deficient filings.
  - Leading and conducting background research and analysis on cases.
  - Evaluating and assessing relevant board decisions, and court cases including interpreting legislation and providing impact and application analysis.
  - Proactively identifying sensitive issues for panel consideration and providing panel members with relevant information in advance of hearings.
3. The Board Officer is responsible for developing productive relationships with board members, parties, stakeholders and both internal and external multidisciplinary resources to ensure roles and procedures are understood by all parties enabling a fair, equitable and efficient dispute resolution processes. This includes:
- Leading discussions with parties to the applications/appeals to ensure understanding of the Board's disclosure and hearing processes.
  - Providing information and advice regarding the Board's mandate, responsibilities, roles, legislation, etc. to internal and external stakeholders.
  - Responding to complex enquiries regarding the Boards mandate, legislation, regulations, rules and guides including accessing forms and information on the website.
  - Providing timely responses to Inter-Ministerial/Ministry program areas, MLA, and Minister's/DM's and ADM's office requests for information. This includes providing all salient information to the staff that respond to Ombudsman and FOIP requests.
4. This position is responsible for developing and administering training to Board Members and other stakeholders, when required, to ensure roles and procedures are understood by all parties. This includes:
- Preparing information bulletins, briefing materials, newsletter articles for presentation to Board members and internal and external stakeholders.
  - Preparing and delivering training material on technical issues for Board Members.
  - Translating complex issues/terminology into language that is understood by Board Members and stakeholders.
  - Attending speaking engagements for stakeholder groups.

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5. The Board Officer is responsible for supporting and contributing to the success of the Boards through the management of a portfolio of cases enabling consistent and efficient case management. This involves:
  - Recommending board members for composition of hearing panels.
  - Facilitating the review of case management processes to improve the effective use of resources.
  - Identifying issues with legal complexities that require escalation to Director, Case Manager or Board Solicitor for further review.
  - Creating and modifying templates for letters, decisions and Orders.
  - Encouraging the use of standard case management practices, methodology and processes.
  - Providing recommendations to management regarding policy, program and procedural changes/revisions, rules.
  - Identifying trends, issues and GoA policies/legislation as well as other jurisdictional legislation that may impact the functioning of the Boards.
  - Providing management with an assessment of Board orders/decisions that impact other GoA ministries.
6. The position is responsible for promoting a culture of continuous improvement at the Boards by providing support as required to address workload issues and identifying and participating in opportunities to improve processes and practices. This includes:
  - Mentoring Case Coordinators.
  - Proactively identifying opportunities to improve processes and streamline procedures to more effectively manage application caseloads.
  - Assessing application processes to recommend changes and improvements to forms, templates, guides, and information provided to applicants to improve the completion of the application and provision of required supporting documentation.
  - Participating in an effective manner in team meetings and continuous improvement projects such a Lean Six Sigma; and sharing information and learnings with the Case Coordinator team and other staff.
  - Delegating administrative tasks to appropriate staff when required; and providing support and direction to the staff responsible for completing the administrative tasks.
7. The Board Officer is responsible for participating in various board/ministry committees or initiatives, as assigned by the Chair/Executive Director/Director.

**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](#)).

The Board Officer duties involve advising Board Members concerning technical and procedural matters that arise frequently during hearings and often without notice, requiring immediate resolution in a fair and transparent manner.

The position functions independently in identifying issues, documenting history and background to the disputed issue(s), relevant legislation, and board and court decisions to ensure the hearing panel has a thorough understanding of the issues/terminology to make an informed decision. The position facilitates and drafts clear decisions, provide guidance to disputants, municipalities and the general public concerning the interpretation and application of the *Municipal Government Act*, *Surface Rights Act*, and *New Home Buyer Protection Act* and related legislation. As the decisions frequently have significant financial and political consequences for all parties involved, including landowners/operators, municipalities and other GoA ministries, the Courts may scrutinize for fairness and legal accuracy.

**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](#)).

The position is required to brief the Chair/Board management regarding decisions of a politically sensitive nature.

**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](#)).

The position requires a post secondary degree in a related field (business administration, public administration, law, planning, etc.) with a minimum of 5 years of directly related experience or assessment accreditation with extensive years of related experience. Equivalencies will be considered.

The position requires extensive knowledge and understanding in the following areas:

- Administrative law (principles of natural justice and fairness) and quasi-judicial dispute resolution processes
- *Municipal Government Act, Surface Rights Act, Expropriation Act, New Home Buyer Protection Act*
- GoA related legislation, policies and strategic intent including administrative policies and directives
- Ministry policies, directives, business planning and priorities
- LPRT procedures, rules, and practices
- Relevant case law and previous decisions of the boards
- Case/Project management methods, principles and techniques
- Knowledge of land planning in Alberta, municipal administration
- Knowledge of energy and agriculture sector activities related to both private and crown lands.
- Knowledge of surface rights and related compensation issues.

The position requires the following skills and abilities:

- Strong leadership skills
- Strong communication skills including persuading, encouraging, negotiating and motivating
- Strong public speaking skills
- Effective facilitation, consensus and team building skills
- Strong analytical, creative problem solving and critical analysis skills
- Ability to manage resources, and time commitments of concurrent cases involving collaboration with multiple stakeholders
- Ability to network and build strong and lasting relationships/partnerships/alliances
- Ability to synthesize information and provide recommendations
- Ability to weigh multiple needs to maximize results and achieve the best solution
- Ability to effectively prioritize
- Excellent project management and organization skills
- Excellent writing and editing skills as well as the knowledge and ability to prepare board decisions and orders and other material
- Ability to work both independently and in a team-oriented, collaborative environment
- Ability to shift priorities to meet changing demands/priorities and timelines.

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

Property owners/agents/lawyers/senior Government Officials/municipal and other Government

Representatives: To set up hearings and encourage dispute resolution or issue identification.

Hearing Parties: To set up hearings and encourage application/appeal resolution. Discuss processes and procedures.

Staff members: To access various areas of expertise, including legal, assessment, and scheduling.

External Resources: To access expertise for hearings and provide information to Board Members.

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

**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](#)).

**ORGANIZATION CHART:** An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

*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, 6<sup>th</sup> 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**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Manager**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Division Director/ADM**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date