

Working Title Case Coordinator	Name		
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
		Advisor Office, Appeals Commission for Alberta Worker's Compensation	Jobs, Economy, Trade and Immigration
Present Class Administrative Support 5		Requested Class N/A	
Dept ID	Program Code	Project Code (if applicable) N/A	

**PURPOSE:**

The Advisor Office is established as an independent office of the Appeals Commission for Alberta Workers' Compensation, deriving its authority from the *Workers' Compensation Act* (WCA) under the Alberta Public Agencies Governance Act effective December 1, 2018. The Appeals Commission is accountable to the Minister of Labour and is independent from all other entities in the workers' compensation system including the Workers' Compensation Board (WCB) and the Department of Labour. The role of the Advisor Office is to provide a client-focused and resolution-based approach to concerns with the workers' compensation system by providing a service that informs, advises, and advocates for clients in a fair, timely and transparent manner.

The Advisor Office has two independent divisions: one representing the interests of workers (Worker Advisor Branch) and the other representing the interests of employers (Employer Advisor Branch). The role of the Worker Advisor is to advance the interests of injured workers or their dependents with respect to their entitlements under the WCA. The Worker Advisor carries out this role by providing advice, assistance and advocacy services for injured workers or their dependents with respect to decisions that are under review or appeal. The Employer Advisor advances the interest of employers by providing independent assistance and advice to employers on workers' compensation matters. Services include consultation, education and representation through all levels of appeals in accordance with the WCA.

The primary focus of the Advisor Office is on resolution prior to proceeding with a formal review or appeal. If a resolution cannot be achieved at an internal review level, the Advisor will initiate a request for review on a client's behalf and act as the client's representative throughout the review process. Advisors may represent their clients at Dispute Resolution and Decision Review Body and Appeals Commission hearings. The services are provided at no cost to workers or employers. Services are provided within the provisions of the WCA and WCB policies and are focused exclusively on the entitlements of injured workers or their dependents.

Case Coordinators provide the initial intake function for the Advisor Office by identifying client needs, providing accurate and timely information about Advisor Office programs and services, then assisting with guidance throughout the process. The Case Coordinators' duties will include administrative assistance to the staff of the Advisor Office while providing excellent customer service. The role assesses problems and situations and applies applicable policies and procedures in order to identify options and develop an appropriate course of action within parameters provided. The Case Coordinator is required to resolve routine procedural problems, resolve conflicts in work assignments and priorities, as well as identify and involve appropriate resources to address issues needing immediate response.

**RESPONSIBILITIES AND ACTIVITIES:****Specific Accountabilities include:**

- Responsible for providing excellent customer service to all walk-in, on-line and telephone inquiries.
- Monitoring mailboxes for incoming intake forms.

## RESPONSIBILITIES AND ACTIVITIES:

- Handles all Advisor Office correspondence (physical mail, e-mail, and faxes) ensuring it is triaged and distributed in a timely fashion.
- Triage clients by identifying needs and providing guidance on Advisor Office services.
- Entering information into systems/databases to create or update existing client files.
- Ensuring the proper completion and distribution of intake forms and related correspondence.
- Answering basic questions about the appeal process.
- Completing an initial contact checklist and updating the file accordingly.
- Acting as the client's primary Advisor Office contact until the Advisor's first contact.
- Provides administrative support services including reception duties, mail distribution, photocopying, data entry and proofing of correspondence.
- Responsible for taking and transcribing minutes for Advisor Office meetings, including following up on action items assigned by leadership.
- Responsible for monitoring progress on files/issues, and monitor for any incoming claim files and request file updates throughout the life of a claim.
- Accurately updates business systems doing data entry.
- Updates and maintains statistical records to support management goals.

## SCOPE:

Case Coordinators provide administrative assistance to the staff of the Advisor Office while also providing excellent customer service to all clients in order to support them throughout their appeal process while always treating them with respect and fairness. This role assesses problems and situations and applies applicable policies and guidelines, identifies options, and develops appropriate course of action within parameters provided. The Case Coordinator is required to resolve routine procedural problems, resolve conflicts in work assignments and priorities, as well as identify and involve appropriate resources to address issues needing immediate response

This position balances multiple priorities and determines how best to complete multiple requests within expected timelines and in accordance with expectations for accurate and comprehensive response and format. This position must be able to influence others, applying sound interpersonal skills and knowledge in order to complete work within required time frames and within established office requirements. This position is heavily relied upon to provide Advisor Office leadership with sound advice related to various matters from an administrative perspective. This position works within the parameters of established government and office policies, processes and procedures and within the priorities established by Advisor Office leadership.

## Problem Solving/Decision Making:

- Analyzes and resolves routine problems independently and must be able to make decisions within the parameters of existing administrative support guidelines.
- Must be able to identify and involve appropriate resources to address issues of greater complexity.
- Requires the ability to deal with matters in the absence of Advisor Office leadership, either by delegation or by conveyance of concern to the appropriate party(s).
- Acts with independent thought and action in terms of planning and setting priorities for high-volume workloads involving complex issues and general operations.
- Completes many tasks independently on behalf of leadership as requested.
- Solves problems by consulting/referring to appropriate person(s) or manual(s).

## Job Impacts:

- Breaches in confidentiality could have potentially serious results.
- Inappropriate action may impact relationships with other divisions, workers' compensation system partners and other external stakeholders.
- Errors could be time-consuming, expensive and create an inconvenience to others.

## **KNOWLEDGE, SKILLS & ABILITIES:**

### **Knowledge:**

- High school diploma and post-secondary education in office administration.
- Knowledge of government legislation, policies, procedures and practices.
- Knowledge of legislation and policy procedures, from a government perspective, including the Freedom of Information and Protection of Privacy Act (FOIP Act) and Records Management Regulation.
- Understanding of Government of Alberta records management policies and procedures.
- Some knowledge of internal and external resources to solve urgent or emerging issues.
- A suitable combination of education and experience may be considered.

### **Experience:**

- A minimum of three years administrative experience.
- Experience in a claims environment, insurance, rehabilitation or other related fields desirable.
- Some experience in interpretation/application of policy and/or legislation.

### **Skills & Abilities:**

- Ability to manage a demanding workload.
- Demonstrated organizational, time management, team skills, decision-making ability and problem solving skills.
- Ability to work independently, take initiative, prioritize work and follow through with tasks.
- Ability to build and maintain internal and external stakeholder relationships.
- Positive attitude, team player with a strong customer service focus.
- Strong interpersonal and excellent oral and written communication skills are essential. Ability to prepare correspondence, presentations, etc. for a range of audiences and follow up on correspondence as necessary.
- Ability to negotiate acceptable solutions to administrative problems as they arise.
- Accurate keyboarding and document formatting skills.
- Basic research skills to compile information for projects.

### **Core Competencies include: Systems Thinking:**

- Understands how work contributes to the achievement of department goals.
- Asks questions to understand broader goals and objectives. Works with others to align activities.
- Works with others to identify and address interdependent activities that require collaboration.

### **Creative Problem Solving:**

- Breaks straightforward problems down into manageable components to identify what needs to be done.
- Asks questions to get a deeper understanding of the present issue.
- Acts with customers in mind. Establishes and maintains effective relationships with customers and gains their trust and respect.

### **Agility:**

- Remains calm and composed even in difficult or stressful situations. Is able to see the positive side to a difficult situation. Remains optimistic and perseveres in finding solutions.
- Anticipates the emotional triggers of others and prepares to mitigate reactions and maintain composure and productivity, especially during conflict or highly challenging situations.
- Recognizes how own emotions affect performance. Knows the signs that indicate feelings and uses them as a guide. Ensures that own emotions do not affect others negatively.

### **Drive for Results:**

- Identifies underlying causes for success or lack of success which may or may not involve self and takes action to ensure future success.

## **KNOWLEDGE, SKILLS & ABILITIES:**

- Sets and accomplishes goals and priorities in order to deliver outcomes consistent with Government direction, departmental objectives and public expectations.
- Identifies ways to exceed performance expectations. This may involve identifying potential efficiencies, different ways of working, or opportunities to contribute to the work of others.

### **Developing Networks:**

- Seeks to understand the perspectives and needs of colleagues, clients and stakeholders.
- Builds relationships by following through on commitments, demonstrating integrity, respect for others, and taking an interest in their work-related issues and activities.
- Effectively helps and follows through on inquiries, requests, and concerns from colleagues, clients and stakeholders.
- Informs key stakeholders of relevant information in a timely manner. Is aware of own impact on others and the impression being made through interactions. Is professional and respectful in all interactions.
- Influences others by considering the meaning of what is being said, the environment and how the information is being presented.

### **Building Collaborative Environments:**

- Easy to approach and talk to. Spends the extra effort to put others at ease. Builds rapport well. Is a good listener, using diplomacy and tact. Is a team player and is cooperative. Relates well to people both within and outside the organization. Easily gains trust and support of peers. Encourages collaboration.
- Contributes positively by actively sharing information, and listening and accepting others' points of view in an open, honest and non-defensive way.
- Recognizes when there is a conflict and respects the other person's point of view

### **Developing Self and Others:**

- Seeks feedback and works to deploy strengths and works on compensating for weakness and limits.
- Understands that different situations require different skills and approaches and watches for others reactions to their attempts to influence and perform.
- Contributes to team learning by initiating and contributing to group reflection and discussions. Uses this information to plan future activities and projects.

## **CONTACTS:**

Reporting to the Managers of the Worker Advisor Branch and Employer Advisor Branch and working directly with an assigned group of Appeals Advisors, the incumbent functions with limited supervision. This position requires considerable contact in person and on the telephone, with injured workers, employers, and medical professionals.

### **Main contacts include:**

- **Stakeholders and the Public:** responds to inquiries, coordinates meetings and seeks information on behalf of Advisor Office leadership as needed. Liaises with senior level management from external agencies, external stakeholders, as well as injured workers, employers, medical professionals and external consultants. There is considerable public reception associated with this position. Handles general public inquiries.
- **Advisor Office:** there is extensive telephone, on-line and personal contact with all levels of staff from front-line through supervisory, management, and executive levels. Shares information on behalf of leadership, routes information requests as needed and provide guidance on administration as needed.
- **Office Management:** provide administrative supports, including updates and reports on branch administrative functions.
- **Administrative Staff across the Advisor Office:** provides guidance as needed and works together to ensure consistent and high quality services are provided in compliance with current policies, procedures and standards. Coordinates and leads administrative projects as directed.

**CONTACTS:**

- **Vendors:** maintains supplies and coordinates the provision of goods.

**SUPERVISION EXERCISED:**

- This position has no direct reports.

**CHANGES SINCE LAST CLASSIFICATION REVIEW:**

- Not applicable.