

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Appeals Officer

Current Class

Program Services 1

Requested Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

VACANT

Organizational Structure

Division, Branch/Unit

Strategic Services, SPPCA

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Appeals Lead

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Appeals Secretariat administers the appeal process for over 4,000 Albertans who are dissatisfied with decisions from the ministries of Assisted Living and Social Services (ALSS), Children and Family Services (CFS), Education and Childcare (EC), Primary and Preventative Health Services (PPHS), and Mental Health and Addiction (MHA) on services they receive or applied for. This includes decisions on their eligibility and benefit amount, and licensing. Appeals are heard by the Citizen's Appeal Panel (CAP), with the exception of Time Extension requests, which are adjudicated by the Minister's Delegate at the Secretariat.

Reporting to the Appeals Lead, the Appeals Officer supports the appeal process by providing effective case management to ensure a fair and efficient appeal process by problem solving sensitive and complex file issues, coordinating the scheduling of hearings, preparing time extension files and finding efficiencies in the process. Once a notice of appeal has been filed, the Appeals Officer must conduct a thorough review of the file and ensure it has all necessary and submitted information for parties to make their case and appeal panel to decide the case. The incumbent maintains contact with parties throughout the appeal process, and identify and address any pre-hearing matters to ensure full participation in hearings.

The Appeals Officer establishes themselves as the active and primary contact with all parties to an appeal. During the hearing, they are also required to provide panels with administrative support. The role is an essential link between the filing of a notice of appeal and the delivery of a timely hearing and decision in accordance with the principles of natural justice and procedural fairness, applicable legislation, policies and procedures.

Responsibilities

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

Senior administrative support for all appeals by identifying parties and making contact to obtain, clarify and confirm pertinent information required to facilitate timely appeals (i.e., contact information, party representation, need for special requirements).

- Coordinating parties' availability and scheduling appeal hearings.
- Coordinating and scheduling support services for appeals, including interpreters, security services and other accommodations requested by parties.
- Reviewing appeal packages prior to distribution to parties and hearings.
- Constant communication with parties throughout their appeals for late submissions, new developments, early resolution matters, etc.
- Drafting appeals correspondence to address matters that arise during appeals.
- Tracking appeals and doing file follow-ups to ensure movement of appeals through the process in support of timely appeals, including follow-ups on hearing no shows and adjournments.
- Answering appeal panel inquiries about specific files.
- Responding to appellant inquiries about the appeal process and their appeals.
- Informing, educating and consulting with parties and stakeholders on appeals.

Managing complex, difficult, and sensitive situations to support appeals in accordance with the principles of natural justice and procedural fairness.

- Assessing client sensitive situations and developing/implementing problem-solving to address issues that may arise
- Communicating with parties and their representatives on complex and sensitive appeal issues
- Outlining for parties the options available prior to, during, and after the hearing and final decision without providing legal advice, any recommendations or opinion that may create a perception of bias.
- Identifying and bringing complex issues to Appeals Leads as required, including escalating difficult files.
- Coordinating with Appeals Leads and other unit staff to address complex appeal-related issues.
- Preparing appeal files requiring time extension decisions for Appeals Leads to exercise their ministerial delegated authority.
- Assessing when an individual presents an immediate threat to others' safety, attempting to de-escalate the situation, if appropriate, and taking all necessary actions to secure everyone's safety.

General support in upholding a fair and independent appeal process and office.

- Providing support in the development and implementation of appeals and unit processes.
- Following privacy and records management standards set for the Appeals Secretariat.
- Sharing information and learnings with administrative support team and other unit staff.
- Challenging and encouraging efficient processes and practices.

Problem Solving

Typical problems solved:

This position reports to a supervisor but is expected to work independently on a large number of appeals. The position has autonomy to make decisions within their purview. There is limited degree of discretion in order to provide case management of all types of appeals under the jurisdiction of CAP. The position encompasses a breadth of knowledge in facilitating and coordinating administrative processes combined

with a depth of knowledge specific to quasi-judicial processes and social services in Alberta.

The incumbent is responsible for identifying Appellants and key individuals that may be parties to appeals filed, and obtaining/providing information to all parties to ensure appeal panels have all the information parties' wish to submit for them to consider in their appeal. This requires understanding of legal terminology and quasi-judicial practices and the ability to communicate to facilitate understanding by different audiences.

This position in providing case management for complex appeals must exercise critical thinking and creative problem solving skills to enable timely appeals. In these cases, the incumbent is responsible for dealing with individuals living with severe disabilities or emergent situations impacting their livelihood who need to understand the appeal process and have access to resources required to be able to participate in the process, and a hearing/decision within a reasonable time. This requires developing a plan to manage timelines effectively, while being able to exercise strong interpersonal and communication skills, along with a strong outcomes-focused competency.

Appeal panels and management also look to this position to provide information on all appeals to assist with decision-making and reporting.

Types of guidance available for problem solving:

The incumbent applies a thorough knowledge of the appeal process and all legislation relative to the appeal process, including those that CAP has jurisdiction to hear appeals on. The position has Appeals Assistants to assist with routine administrative tasks; and Appeals Leads and the Operations Manager for guidance in problem solving. They are available to provide assistance in complex appeals (Appellants and appeal types) and for clarity on handling sensitive matters.

In addition, the Appeals Secretariat and CAP has adjudicative/operations policies and procedures that the position follows to fulfill their role.

Direct or indirect impacts of decisions:

This position works in a highly sensitive environment while exercising an important function that impacts thousands of Albertans each year. Their decisions impact the appeal timelines, client satisfaction index, information sharing and informed-decisions. As the primary contact person for appeal parties, it is important for the Appeals Officer to exercise sound judgment, high degree of discretion and professionalism in their role.

Key Relationships

Major stakeholders and purpose of interactions:

Appeals Leads - Report to an Appeals Lead and provide information on ongoing appeals including escalating complex and sensitive issues and preparing files for time extension decisions.

Appeals Secretariat Staff - Coordinate appeal supports and address complex issues.

Appeals Secretariat management - Provide information on ongoing appeals to assist with decision making and reporting and provide recommendations on improving appeal processes.

Appellants - Answer inquiries and provide appeal related information to individuals filing an appeal.

Program Area staff - Answer inquiries and provide appeal related information to program areas including Director's Representatives

Citizen's Appeal Panel Members - Provide information on active appeals and give support for appeal hearings as needed.

External Vendors and Support agencies - Contact vendors and support service agencies including interpreters, court reporters, security services, external disability support organization etc. to provide appeal parties and CAP with appropriate support throughout the appeal process.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Public Administration	Other	

If other, specify:

Social Science, Law, Paralegal

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

Equivalences will be considered, including diploma/certificate plus related experience. Experience in legal or quasi-judicial environment considered an asset.

The following competencies, skills, and abilities are required:

- Ability to read, understand and interpret legislation
- Strong communication skills (written and verbal) to deal with appeal parties and other stakeholders at different levels of understanding
- Excellent time management, organizational and analytical skills
- Decision-making and problem-solving
- Pro-activity in initiating action and contacts
- Complex issue interpretation and conflict resolution
- Ability to understand and apply legal or quasi-judicial processes
- Demonstrate initiative and flexibility, and the ability to prioritize work independently

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		
Creative Problem Solving	☐	☒	☐	☐	☐	Focuses on continuous improvement and increasing breadth of insight: • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices	The Incumbent will need to identify and anticipate complex issues, understand the nature of the issues and look for creative, administratively fair and efficient ways to solve them. They should consult with Appeals Leads or other staff to look for solutions.
Drive for Results	☒	☐	☐	☐	☐	Actively sets goals and remains open to advice on reaching them: • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiple priorities • Operates within APS value system	The incumbent will be assigned a large volume of appeal file to manage - this includes meeting all time lines for scheduling a hearing, reviewing appeal packages, preparing time extension files, communicating with parties to provide information and promptly escalating complex issues to Appeal Leads.

			- Prioritize appeal files based on urgency, complexity of the issue, and direction given from management.
Agility	☐ ☒ ☐ ☐ ☐	Works in a changing environment and takes initiative to change: • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines	- The incumbent should provide recommendations and challenge existing processes. They should expect that the appeal process and the applicable legislations can change on short notice and they should be willing to understand and adapt to the new processes quickly. - They may need to deal with difficult appeal files and upset/angry individuals that want to schedule appeals on short notice - they should remain calm and composed in these stressful situations.
Systems Thinking	☒ ☐ ☐ ☐ ☐	Observes and understands larger impact of role: • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders	- The incumbent should understand the effects of the appeal process on the legislative right of Albertans to appeal. An efficient appeal process allows Albertans to exercise their rights quickly and in many cases, receive benefits that they are entitled to. An efficient appeal process also reflects positively on the Government and its reputation with the public. They should be willing to ask questions and understand the negative impact of an inefficient appeal process.

DM Name	Date yyyy-mm-dd	DM Signature
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