

Working Title Resolution Services Program Support	Name
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Position Number	Reports to Position No., Class & Level RS Team Leads / RS Management	Division, Branch/Unit RCAS, Resolution Services	Ministry Justice and Solicitor General
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Present Class AS5	Requested Class N/A
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Dept ID	Program Code	Project Code (if applicable)
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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 providing assistance with the daily operations of Resolution Services programs, while acting as a “frontline” representative of Alberta Justice and Solicitor General.

Program support staff ensures that Resolution Services programs operate effectively by: Communicating important information to clients, lawyers, agents and staff; maintaining careful records of service outcomes; coordinating and scheduling services; and meeting office operational demands in accordance with applicable ministry and program policies and procedures. Program support staff is expected to facilitate day-to-day service delivery operations, including scheduling services; meeting with members of the public to provide information about Resolution Services programs; preparing files and documents; and preparing relevant documents for the judiciary or future court processes. This position requires the ability to communicate effectively with program stakeholders in general, including other government workers, external agencies and members of the public.

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](#)).

Program Operation
Administer Resolution Services programs and office duties to ensure the effective function and delivery of programs by:

- Scheduling Resolution Services matters and program services in coordination with service users, staff and external service providers, and in consideration of available infrastructure and resources. This includes managing reschedules and cancellations.
- Informing service users, staff and roster service providers, and other stakeholders as necessary of scheduled meetings / appointments and program services.
- Overseeing correspondence with service users to ensure they are informed of their scheduled service(s) and understand what to expect in the process.
- Organizing and providing staff and external service providers with case information, procedural/program information, and updates relevant to their service delivery role(s).
- Providing support for the recruitment and orientation of external service providers.
- Collecting and recording staff and external service provider hours for remuneration / invoice processing.
- Preparing and submitting invoices for external service provider payment.
- Maintaining office space, meeting rooms, equipment, and supplies.
- Assisting the public and service providers in the completion of forms and providing information regarding court and program procedures. Liaising with trial coordinators and other court staff on matters related to Resolution Services program services.
- Maintaining relationships with partners (court personnel, lawyers, mediators, program officers, and appropriate

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agencies) and other staff to provide support and source assistance as needed.

- Remaining current on procedures to provide accurate information to the public and other court personnel.
- Providing information to Albertans about services offered by appropriate government agencies or organizations as needed.
- Communicating with the judiciary, the legal community, service providers, and other department and community agencies regarding the appropriateness of program services as necessary for the effective operation of Resolution Services programs.
- Providing front-line support for in-person inquiries regarding Resolution Services programs and related policies and procedures.
- Provide support for staff and external service provider learning events and meetings.
- Assisting with other relevant tasks as requested.

Administration

Composing, preparing, and filing documents and correspondence on behalf of Resolution Services programs to facilitate other court procedures and act as a liaison with other program stakeholders by:

- Preparing formal documents, information packages and correspondence on behalf of Resolution Services programs. Acting as a Commissioner for Oaths when required.
- Archiving files
- Scheduling meetings and booking meeting rooms
- Providing general information and assistance to the public in a simple and professional manner.
- Responding to mail and phone inquiries.
- Attending meetings and taking notes as required.
- Assisting with other relevant program administrative tasks as requested by Resolution Services management.

Collect and Record Information

Recording and tracking case file information, including outcome data, in an organized and accessible manner to ensure that program information and statistics are easily accessed by:

- Collecting and maintaining records on program / service outcomes.
- Consistently entering data in program specific databases.
- Compiling information and producing monthly/annual reports.
- Maintaining and processing incoming court documents and orders.
- Preparing case files before and after meetings.
- Updating staff and external service provider information
- Data entry, organizing program statistics and providing support for evaluation of Resolution Services programs.

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 contributes to the service goals of the Ministry of Justice and Solicitor General in accordance with relevant policies used to inform and direct Resolution Services programs, including *Mediation Rules of the Provincial Court- Civil Division* and the Province of Alberta's *Family Law Act*, *The Divorce Act*, and the *Alberta Child, Youth and Family Enhancement Act*.

Degree of Complexity:

The position requires the ability to work with minimal supervision to complete a variety of ongoing and changing tasks. The wide range of responsibilities required of the support staff position will necessitate strong organizational skills and an ability to work within a fast-paced and complex environment to support program delivery. There is a strong external impact on errors made; inconveniencing members of the public and hampering the court process, therefore support staff must be detail-oriented.

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Strong communication and interpersonal skills are required in this position, specifically in oral and written capabilities, to manage a range of inquiries and correspondence from different parties. In order to provide accurate and reliable information to the public and other staff members, this position requires knowledge of various law statutes and court procedures. Support staff will also be expected to have an understanding of other relevant services provided by Government and other agencies.

Decision Making:

The support staff member is expected to independently use initiative and sound judgement in deciding expedient methods to handle day-to-day and emergent situations.

This position is responsible for daily operations of Resolution Services programs which include reviewing official documents that emerge from court processes and program services, including files containing sensitive material. The support staff position is expected to perform duties without supervision and determine priority to a variety of assignments and tasks.

Physical Demands

Office Duties: Can involve long periods of sitting or standing in using a computer at a work station or responding to inquires at the counter. Work can be repetitive in nature and at times heavy manual work may be required (i.e.: packing files, moving records).

Risk

Security: Support staff is required to work in secure areas and must follow policies and procedures to ensure security risk is minimized.

Counter/Meeting Room: This position is in direct contact with professionals and Albertans. Exposure is common to Albertans who are often in emotionally charged situations and may display strong emotion when interacting with staff.

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).

This position requires a 2 year Diploma in a related field or directly related education or experience. Directly related education or experience is considered on the basis of: 1 year education for 1 year experience; or 1 year experience for 1 year of education. It also demands strong organizational skills to ensure that the support staff member can work effectively on many important tasks simultaneously. Strong communication skills are required to facilitate planning and scheduling, while ensuring that all parties and staff have the necessary information.

Knowledge

- Understanding of Resolution Services programs, and the applicable provincial and federal statutes in Civil and Family law.
- General knowledge of court processes and procedures of Civil and Family matters.
- Knowledge of procedures pursuant to the *Commissioners for Oaths Act* relating to commissioning affidavits and preparing legal documents.
- Excellent computer skills and knowledge of programs.
- Knowledge of internal and external resources for general assistance and to provide information to Albertans on services offered.

Skills & Abilities

- Ability to multi-task and navigate many tasks calmly and effectively.
- Strong organizational skills to handle the volume and complexity of the work in a detail-oriented manner.

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- Strong communication skills, including oral, written, and active listening.
- Focus on serving Albertans and providing support and information to the general public in a calm, respectful, and informative manner.
- Flexible and dynamic to accommodate changing tasks and roles in a fast-paced environment.
- Ability to communicate and build relations with stakeholders, staff, Albertans, and collaborators.
- Capacity to work well in a team environment; sharing information, supporting team efforts, and assisting with the workload of others whenever possible.
- Ability to work with others to get their ideas on issues, situations, problems, and potential opportunities.
- Ability to use a variety of communication tools to work effectively in a virtual team environment.
- Ability to talk through a problem with team members to get their perspective, another viewpoint, develop insight, and identify priorities.
- Determine multiple options to meet a specific need, considering immediate and 'big picture' implications.

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

Internal Contacts: Resolution Services management, team leads, co-workers, the judiciary, and other government professionals. Daily contact with the Resolution Services direct supervisor to exchange information and receive tasks.

External Contacts: This position is in direct contact with Albertans, staff and external service providers. Support staff will also interact with agents, members of the legal community, enforcement agencies, and members of the public.

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

Not applicable.

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, 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](#))