

New

Ministry

Justice

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Team Lead, Med Legal Records

Requested Class

Administration 2

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

SSII/OCME/Edmonton

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Operations

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Office of the Chief Medical Examiner (OCME) investigates all unexplained natural deaths and all unnatural/violent deaths in Alberta in accordance with the *Fatality Inquiries Act*, provides forensic services, assists Albertans in time of grief, and develops and maintains a center of excellence in forensic pathology.

As a working supervisor, the Team Lead is responsible for compiling, maintaining and completing files, both in paper form and as computer data, for interfaces with next of kin and other stakeholders in matters related to all sudden death investigations in the city of Edmonton and Northern Alberta. This position involves gathering and processing of accurate and uniform medicolegal and sociological data to assist in proper certification of the cause and manner of death. It also has stewardship of the files and stewardship of release of reports produced. The Team Lead is responsible for supervising not only the medical legal records technicians, but also the transcriptionist, reception and admin support staff.

Responsibilities

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

Maintain and complete medicolegal file:

- Compile and organize documents and other related materials.
- Liaise with outside agencies/persons to obtain reports.
- Forward appropriate files to Fatality Review Board.
- Follow-up with stakeholders to obtain outstanding information for case completion for expedient release of documents and statistical purposes.
- Responsible for ensuring records retention for archival purposes

Act as information source:

- Send out notification letters to families.
- Provide instruction/information to families and other stakeholders on phone or in person.
- Verify data for outside agencies.
- Receive and process when applicable, written requests for information.
- Interpret sections of Fatality Inquiries Act and Regulations.
- Re-direct questions/requests to appropriate agencies.
- Direct work with specialists, facilitating the transfer of information and items.

Correspondence:

- Respond to requests for information.
- Ensure proper release of confidential information.
- Prepare correspondence.
- Prepare invoices/receipts and receive payment.

Computer:

- Computer data entry and updating for:
 - research and statistical purposes and
 - electronic medical record (MEDIC Database).
- Create medico-legal documents for signature.

Quality Assurance:

- Verify data on computer.
- Review forms/certificates for completeness and correctness.
- Produce computer error/incomplete data reports and ensure files are quantitatively analyzed ensuring no documentation is missing.
- Run system reports to identify case-files with outstanding/delinquent items. Resolve items.
- Facilitate case file delivery to FRB and PFI for review.
- Performance plan reviews.
- Training new staff.
- Oversee Reception staff, and coordinate schedules.

Operational

- Responsible for the overall operations of the Records unit on a day-to-day basis
- Responsible for Medical Legal Records Technicians, Transcriptionists, Reception and admin support staff
- Act as a support/resource for the Records team for escalation of tasks
- Retrieve and archive documents/files.
- Maintain inventory of supplies and equipment. Order as needed.

Problem Solving

Typical problems solved:

Gathers and produces accurate medicolegal and sociological data to assist in proper certification of cause and manner of death, and for the use in research and statistical studies. Produces reports for Medical Examiner's signature used by insurance companies, lawyers, Statistics Canada, physicians, families of deceased persons and other stakeholders. Provides appropriate and timely release of confidential information. The typical problems that require solutions are relating to documentation, medicolegal accuracy, and stakeholder concerns. This position requires a high level of detail and problem solving skills to ensure minimal problems arise.

Types of guidance available for problem solving:

The Team Lead of Medical Legal Records engages with their staff to provide direction or clarity, and will be available and responsive to escalated issues (when concerns or conflicts arise and the employee is unable to resolve on their own). The Team Lead may contact IT services to assist in solving computer and application based issues. The Team Lead will contact the assigned Medical Examiner if a scientific or medical solution is required, and will work closely with the Chief or Deputy Chief Medical Examiner when problem solving medicolegal issues or concerns and will work with the Manager, Operations when dealing with operational

components.

Direct or indirect impacts of decisions:

The internal impact of the Team Lead is considerable. They are a vital link between external stakeholders, next-of-kin, and Medical Examiners, as well as the guide/resource for the unit. The ability of the pathologist to manage cases in a timely manner is substantially impacted by the competency and accuracy of the Medical Records Technician. Their organizational skills are vital to the timelines and productivity of the pathology unit. They must have a high level of quality and organization as some records will be used in court and are released to family.

Key Relationships

Major stakeholders and purpose of interactions:

The Team Lead has regular contact with internal stakeholders, Medical Examiners, Medical Examiner Investigators, toxicology department, and the morgue unit. They rely on these various contacts to obtain the information required to complete case files and often consult with different departments to determine the priority and urgency of their file work. They spend a significant amount of time with next-of-kin, either releasing reports to them or discussing concerns in person or over the phone.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Certificate (1 year)			

If other, specify:

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

Required Experience:

- Graduate of a Health Information Management Program (Health Record Technician or equivalency)

Knowledge and Training:

- Strong communication skills
- Fatality Inquiries Act and Regulations
- Office Policies and Procedures
- Ability to deal with stressful situations and difficult people
- Knowledge of office work flow
- Degree of initiative and resourcefulness for case completion
- Microsoft Office and Windows products to a modern standard
- Interoffice computer program (MEDIC)
- *Freedom of Information and Protection of Privacy Act* knowledge
- Ability to understand and assimilate health information management practices in a fast-paced environment with a strong emphasis on protecting the privacy of individuals we serve.

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		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues:	

		<ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> • Uses common sense and past experience to approach ambiguous problems • Prevents emotions from affecting others negatively • Looks for information on changes • Open to new ideas and helping co-workers 	
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiples priorities • Operates within APS value system 	
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)