

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

The Police Review Commission (PRC) is responsible for receiving, assessing, and resolving complaints from persons experiencing complex vulnerabilities, including serious mental health challenges, trauma histories, cognitive or communication barriers, and social instability.

The Affected Persons Support role exists to provide specialized, professional level support for the PRC's most complex complaints during intake and throughout the complaint process. These cases require advanced assessment, sustained engagement, and expert navigation of mental health and community support systems to ensure complainants can meaningfully participate in the process. This role provides independent, expert case management support, serving as single point of contact for complainants, including affected persons and contributes professional advice to Intake operations, policy, and service improvement initiatives.

Reporting to the Director, Case Management, the Affected Persons Support manages a portfolio of high-complexity complaint files involving persons with mental health, emotional, or psychosocial needs. The

position exercises independent professional judgment in assessing needs, risks, and appropriate supports, provides continuous, relationship based support throughout the life cycle of a complaint, and acts as a subject matter resource within the Case Management team on trauma informed and mental health informed practice. The role contributes to the development of practices, tools, and guidance related to complex files.

Responsibilities

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

Advance Case Management

- Independently screen and assess assigned complex files involving complainants with challenges, including mental health or psychosocial challenges
- Serves as the primary and sustained point of contact for complainants with mental health or psychosocial challenges throughout the PRC complaints process, ensuring continuity, trust, and clarity.
- Applies advanced trauma informed, mental health informed, and culturally responsive practices in all interactions.
- Assesses complainants capacity, support needs, communication barriers, and risks to engagement to inform decisions.
- Assists complainants in understanding the PRC's complaints process.

Mental Health, Trauma-Informed Support and Community Systems Navigation

- Provides expert navigation of mental health, social, and community-based systems, including mental health services, crisis and distress supports, advocacy and affected person support organizations.
- Working with internal and external contacts, maintains advanced knowledge of community resources for complainants, including affected persons and assists them in understanding and accessing services.
- Recognizes signs of acute distress, escalation, potential harm to self or others and responds using established protocols, escalating concerns appropriately.
- Creates a calm, respectful, and predictable interaction environment for complainants, acknowledging distress without validating allegations or outcomes, using grounding, de-escalation techniques during interactions, allowing space for individuals to express concerns, confusion, or frustration.
- Maintains professional boundaries while delivering compassionate, client-centered service.
- Adjusts intake processes to accommodate cognitive overload, anxiety or paranoia, emotional dis-regulation, communication challenges to support comprehension of the complaints process in smaller, manageable steps, repeating or re-framing information as needed.

Advisory, Consultation, and Leadership

- Acts as a subject-matter expert within the Case Management team on affected persons supports, mental health considerations, and trauma-informed approaches.
- Provides professional advice and consultation to Case Management staff and leadership on complex files.
- Identifies barriers or service gaps and contributes to operational and policy discussions.
- Participates in the development or refinement of case management practices and guidance, tools and resources supporting affected persons, training content related to trauma-informed and mental-health-informed practices.
- Represents Case Management on working groups or initiatives related to affected persons support, as assigned.

Documentation, Analysis, and Accountability

- Maintains comprehensive, analytical case documentation within the case management system.
- Prepares complaint summaries and other briefings related to complex files.
- Ensures compliance with legislative, policy, and privacy requirements in handling sensitive personal and health information.
- Ensures all interactions with complainants are fully and accurately documented in the case management system.
- Contributes data, analysis, and qualitative insights to support service planning and continuous improvement.

Problem Solving

Typical problems solved:

Exercises a high degree of professional independence, discretion, and accountability within established authorities during intaking of complex complaints, resolving high-risk engagement and process problems that affect whether a complaint can be fairly and safely received, assessed, and progressed. The work requires independent professional judgment, analysis of incomplete or conflicting information, and selection of the most appropriate support and process strategy within policy. The role operates with substantial independence within established legislation, policy and procedures.

Example of typical problems solved include:

- stabilizing engagement with complainants experiencing acute distress, paranoia, fixation, emotional dysregulation, or escalating conflict, while maintaining neutrality and procedural fairness.
- determining the most effective intake approach (e.g., shorter contacts or written communication) to obtain necessary information without re-traumatizing or overwhelming the complainant.
- assessing barriers to participation (e.g., communication, comprehension, cognitive capacity, fear, distrust, trauma responses) and identifying appropriate accommodations to enable meaningful participation.
- Managing high-contact/high-conflict patterns (repeated calls/emails, allegations against staff, shifting narratives, hostile communications) by setting boundaries, implementing structured communication plans, and ensuring staff safety.
- Coordinating multi-step process navigation for complex files, ensuring the complaint understands what is happening and what is required at each stage.

Types of guidance available for problem solving:

The role works in a structured environment but must frequently apply guidance to novel, ambiguous, or rapidly evolving situations involving high emotion or mental health complexity. They have the Director, Case Management available to provide guidance for problem solving, as well as the Manager, Case Management and Case Management co-workers. Other guidance typically available includes:

- PRC Indigenous Liaison
- PRC Community Liaison
- the Police Act
- Intake and Assessment policies and procedures
- Privacy/confidentiality protocols, and information management rules.
- Trauma-informed practice guidelines, de-escalation approaches, and communication standards (including respectful workplace and client conduct expectations).
- Community resource and referral pathways for mental health, crisis and social supports.

Direct or indirect impacts of decisions:

Decisions and recommendations made by this role have material impacts on the next steps of complaints, process integrity, organizational risk, and public confidence in the PRC.

Direct impact includes, complainant engagement and participation, quality and completeness of intake information, safety outcomes, and timeliness and efficiency of the complaint process.

Indirect impact includes procedural fairness and defensibility, reputational risk, workload and staff well-being, and system learning/improvement.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Intake Specialists and Team Lead, Case Management: collaborate to share information, processes and leverage each other's expertises.
- Manager, Case Management: provides updates, recommendations, advice on case management processes and other operational supports.
- Director, Case Management: provides guidance, support, supervision and direction.
- Resolution team: routes files, collaborates and shares information to handle complaints.
- Investigations team: routes files, collaborates and shares information to handle complaints.

- PRC Decision-making committees: share information and discuss potential complaint direction.
- PRC Legal Services: consults on complex, high-risk, or potential vexatious complaints and provides legal advice to support assessment, resolution, disposition of concerns and complaints.
- Alberta Serious Incident Response Team: collaborate to transfer files, share information and leverage different subject matter expertise.
- PRC Indigenous Liaison, PRC Community Liaison, Police Liaison, and other colleagues across the PRC: share information, seek input and leverage different subject matter expertise.

External

- complainants: receives concerns, complaints, provides information on PRC process, timeline notifications, gathers personal/sensitive and other necessary information.
- Municipal and First Nations police services and organizations: seek and share case information, and to route and monitor conclusion of Level 4 or Level 5 complaints.
- Community resources (e.g., Alberta Response, PACT): seek and share case information to facilitate referrals or secure support for complainants.

Required Education, Experience and Technical Competencies

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

If other, specify:

University related degree in a related field: social work, psychology, nursing, human services, criminology.

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

Related experience must include progressively responsible work involving complex client support, mental health or psychosocial assessment, trauma-informed practice, system navigation, or advisory functions.

Job-specific experience

- experience supporting individuals experiencing acute distress, trauma impacts, cognitive/communication barriers, and/or psychosocial complexity in a structured process environment (e.g., complaint systems, regulatory bodies, justice, victim services, crisis response, social services, health navigation).
- Experience working with sensitive, emotionally charged situations while maintaining professionalism, neutrality, and strong boundaries.
- Experience gathering information, identifying issues/needs, prioritizing urgency and risk, and determining appropriate next steps within policy and timelines.
- Experience coordinating client contact across multiple stages of a process, ensuring continuity and clarity.
- Experience recognizing risk indicators (e.g., self-harm statements, threats, escalating agitation) and following safety and escalation protocols appropriately.
- Experience with de-escalation and conflict management in phone, email, and in-person interactions.
- Experience connecting individuals to community-based supports (mental health, crisis services, addiction, housing, income, advocacy), including explaining referral pathways and reducing barriers to access.
- Experience working collaboratively with external agencies while maintaining privacy/confidentiality requirements.
- Experience acting as a resource to colleagues—coaching on difficult interactions, advising on complex files, contributing to improved tools/templates, training, or practice guidance.

Technical Competencies, Certification and/or training

- Advanced communication and engagement (written and verbal)
- Trauma-informed and mental-health-informed practices
- De-escalation, conflict resolution, and boundary setting
- Case management and information management

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"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <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 	Understand the PRCs legislation, policy, mandate, case management streams, and works towards actions and plans to meet the PRCs mandate.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	Analyze, evaluate, and synthesize information to guide file assessment decisions. Use creative problem-solving to generate tailored solutions, mitigate risk, and engage the right parties in collaborative discussions to move complaints toward meaningful outcomes.
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	Efficiently managing a caseload of files with varying levels of complexity, and tasks, shifting priorities as needed to meet complainant needs and support effective complaint management within established guidelines.

<p>Drive for Results</p>	<p><input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>Proactively engage in case management efforts to drive timely complaint classification, while meeting key communication milestones and tracking requirements.</p>
<p>Develop Networks</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>Provide expert navigation of mental health, social, and community-based systems. Work with internal and external contacts, maintains advanced knowledge of community resources for complainants, including affected persons and assists them in understanding and accessing services.</p>