

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Reviewing Officer	Name
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Position Number 00043700, 00007455, 00004100, 00041490, 00007459, 00007400, 00007458 50024138	Reports to Position No., Class & Level 00007479, Manager Zone 2	Division, Branch/Unit Traffic Safety Services, Driver Programs/Driver Fitness & Monitoring	Ministry Alberta Transportation
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Present Class Administration 2	Requested Class Safety and Policy Division
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Dept ID 1690313	Program Code 50218	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](#)).

The Reviewing Officer reports to the Section Manager of Driver Fitness and Monitoring (DFM). This position strives to improve safety on Alberta's roadways by keeping drivers safe and mobile through the application of medical fitness standards for drivers wishing to obtain or maintain an Alberta Driver's Licence. Using their expertise and knowledge of the Canadian Council of Motor Transport Administrators (CCMTA) Medical Standards for Drivers, as well as existing traffic safety legislation, the Reviewing Officer has overall responsibility to review medical and other documentation provided by drivers, physicians, insurance companies, law enforcement agencies, driving assessment centres and driver examiners to determine what action should be taken.

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](#)).

- 1) Evaluate the medical and physical fitness of high risk drivers to determine their ability to safely operate a motor vehicle by:**
 - a) Gathering information pertaining to the client's medical history and driving history.
 - b) Conversing and working collaboratively with physicians, medical experts, law enforcement agencies, insurance companies, driver assessment agencies, and driver fitness offices in other jurisdictions to understand the complete history of the client.
 - c) Researching related driving convictions through the Motor Vehicle Information System (MOVES)
 - d) Analyzing the clients' driver and medical records to ensure they correspond with the guidelines set out in both the Medical Standards for Drivers by Canadian Council of Motor Transport Administrators (CCMTA) and the Canadian Medical Association (CMA) Physician Guide for determining Fitness to Drive.
 - e) Reviewing all documentation and determining if the client's driving privileges should be reinstated, revoked, or placed under certain conditions.

- 2) Implement decisions of the Registrar and manage client's driving privileges by:**
 - a) Updating information in the department's Case File Management Tool (CMT).
 - b) Recording all suspensions, reinstatement conditions, and other pertinent information into MOVES, and having it readily available for law enforcement agencies and other jurisdictional driver information systems.
 - c) Ensuring the decision is in accordance with the legislation and the duty to act fairly, which includes providing the individual an opportunity to make representation prior to it taking effect.
 - d) Ensuring that the client has been served with the necessary documents indicating the Registrar's final decision as it pertains to legislation within the Province of Alberta.

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3) Solicit advice from the Medical Review Committee (MRC), medical professionals, and driver assessment agencies on matters which pertain to contentious drivers by :

- a) Preparing all applicable information for the MRC to properly assess the client's medical and cognitive ability to operate a motor vehicle.
- b) Conversing with the client to obtain further medical documentation about their medical and cognitive ability.
- c) Requesting clients to undergo specific assessment(s) by third party organizations.
- d) Requesting clients undergo professional driver training.
- e) Considering advice from the MRC and from other stakeholders to deliberate a client's driving privileges.

4) Act on behalf of the Registrar at quasi-judicial boards and Provincial Court by:

- a) Providing advice on legislation, policies and procedures, options and file history to enable Board members and Courts to make unbiased and informed recommendations related to the client's driving privileges.
- b) Undertaking a complete review of the clients' driver and medical records, and any applicable legislation.
- c) Appearing before the court/board and responding to questions on behalf of the Registrar.
- d) Developing recommendations for the Registrar's review following court decisions.

5) Develop continual program enhancements to improve the decision making process in ascertaining the mental and cognitive fitness of high risk drivers by:

- a) Actively engaging inter-departmental and jurisdictional partners in establishing and determining best practices.
- b) Providing policy development to establish new driver reviewing standards.
- c) Enhancing the department's client database system by analyzing current processes and procedures and making recommended changes.
- d) Initiating methods of improving and enhancing client interaction and experience, by analyzing current processes and procedures and making recommended changes.

6) Provide IT project development support of branch database systems as required by:

- a) Assisting with the development and operation of new existing databases and IT solutions.
- b) Developing and assist in User Acceptance Testing.
- c) Coordinating with various IT levels to ensure project completion.
- d) Actively engaging opportunities to automate processes and lessen staff interaction.

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 Reviewing Officer position is responsible to review all complaints and referrals made regarding the aptitude of a client to continue operating a vehicle in a safe manner. Reviews must be undertaken on individual basis. The Reviewing Officer must undertake the review using their expertise in traffic safety legislation and policies. Consistency is paramount in how the reviews are undertaken and how the decisions are perceived negatively, politically, legally and human rights implications.

Alberta is currently dealing with an increased driving population which affect the workload of the Reviewing Officer. It includes an aging population, longevity of drivers, drivers from other jurisdictional requirements, greater numbers and complexity of medical and physical conditions and the use of new technology and medical advances.

In a given year, each Reviewing Officer is required to review the abilities of over 5,000 drivers and make

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decisions on the future of their driving privileges. Due to the ever-increasing volume, there is a constant backlog of complaints and referrals to be prioritized, reviewed and managed.

The decision made by the Reviewing Officers does impact thousands of drivers in a given year as they have the authority to suspend a person's operator's licence and driving privileges if deemed necessary. Although contentious files can be referred to the Medical Review Committee the decision on whether to refer the files rests with the Reviewing Officer.

The Reviewing Officer has direct contact with many clients. For example, these range from an elderly person with 40 years of safe driving now affected by dementia to a criminal high-risk multiple-impaired driver. In addition, interest groups include; courts, police, lawyers, physicians, optometrists, medical professionals and government staff at all levels in their day-to-day workload. Some of the key clients and stakeholders include:

- Individual drivers
- Physicians
- Law enforcement agencies
- Insurance companies
- Private registry agents
- Licensed driver examiners/administrators
- Other provincial jurisdictions
- Motor Vehicle Specialists
- MLA's and the Minister (in response to constituent concerns)

During the absence of a Manager, this position may be required to act in full capacities as a Manager.

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](#)).

Knowledge

- Working knowledge of the provincial and federal legislation as it relates to traffic safety issues in Alberta, including:
 - *The Traffic Safety Act and Regulations*
 - *The Freedom of Information and Protection of Privacy Act*
 - *The Criminal Code of Canada*
- Working knowledge of traffic safety policies and guidelines, including but not limited to the following:
 - The Canadian Council of Motor Transport Administrators Medical Standards for Drivers
 - Canadian Medical Association Physician Guide for Determining Fitness to Drive
 - The Licensed Driver Examiner policies and procedures
 - The Service Alberta Registry and Agent policies and procedures
 - The Driver Fitness and Monitoring Section policies and procedures
- Extensive working knowledge of computer software and systems, including Microsoft Office.
- Working knowledge and understanding of medical and pharmaceutical terminology.
- Overall knowledge of government processes and structure.

Skills

- Exemplary verbal and written communication skills
- Strong client focus and effective interpersonal skills
- Investigative and research skills
- Ability to deal with clients and other stakeholders using tact and diplomacy
- Analytical skills
- Organizational awareness and planning skills
- Teamwork, co-operation skills
- Decision-making skills, results oriented
- Supervisory skills

Abilities

- Ability to determine best course of action in the review of documents/records and assess the implication of decisions.
- Ability to adapt to ongoing changes in workplace environment, government structure and job duties.
- Ability to accurately interpret legislation and policies and explain it to clients, and other stakeholders.
- Ability to work independently or in a group situation. Ability to provide direction and advice to staff and other stakeholders, which require guidance from time to time.
- Ability to know when to identify issues that are sensitive and must be brought to the attention of the

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](#)).

Manager or Director of Driver Fitness and Monitoring, the Executive Director, Driver Programs, the Assistant Deputy Minister, Traffic Safety Services

Education

Minimum of a Diploma in related field or equivalent relevant number of years of experience.

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

Key contacts for the Reviewing Officer include the Director, Manager and Section staff; representatives of the Division and the Alberta Transportation Safety Board; clients (i.e. high risk drivers and individuals subject to suspension); and stakeholders (i.e. physicians and lawyers acting as client advocates, law enforcement officials).

Also has regular contact with representatives of other Government Departments and provincial, federal, and state agencies. In addition, this position communicates with M.L.A.'s, Ministers, appointed officials, Justice and media representatives to respond to requests for information and provide information regarding all aspects of the driver fitness.

The purpose of contacts range widely, from providing information and responding to requests to collaborating on and providing expertise to driver monitoring at provincial and national levels. The nature of contacts often extends to explaining contentious decisions; developing collaborative solutions to problems; and negotiating resolution to complex and sensitive issues.

The Reviewing Officer has regular and on-going contact in person, by telephone, and through correspondence with clients, their advocates, and other stakeholders to explain decisions to record suspensions and re-instatement conditions on driver records, and to clarify requests for information, testing, evaluation, and surrender of driver licenses.

This position has daily contact with clients and their advocates to explain program standards and conditions, respond to complaints, and mediate between clients and program staff. The Reviewing Officer is regularly called upon to meet with clients and their advocates to provide them with the opportunity to make representation and respond to complex and sensitive enquiries.

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

N/A

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](#)).

N/A

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](#))

Incumbent

Manager

Date

Division Director/ADM

Name

Signature

Date