

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

Working Title Worker Advisor	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Advisor Office, Appeals Commission for Alberta Worker's Compensation	Ministry Labour and Immigration
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Requested Class

Dept ID	Program Code
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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 Advisor Office is established as an independent office of the Appeals Commission for Alberta Workers' Compensation, deriving its authority from the *Workers' Compensation Act (WCA)*, under the *Alberta Public Agencies Governance Act* effective December 1, 2018. The Appeals Commission is accountable to the Minister of Labour and will be independent from all other entities in the workers' compensation system including the Workers' Compensation Board (WCB) and the Department of Labour. The role of the Advisor Office is to provide a client-focused and resolution-based approach to concerns with the workers' compensation system by providing a service that informs, advises, and advocates for clients in a fair, timely and transparent manner.

The Advisor Office has two independent Branches: one representing the interests of workers (Worker Advisor Branch), and the other representing the interests of employers (Employer Advisor Branch). The role of the Worker Advisor is to advance the interests of injured workers or their dependents with respect to their entitlements under the WCA. The Worker Advisor carries out this role by providing advice, assistance and advocacy services for injured workers or their dependents with respect to decisions that are under review or appeal. The Employer Advisor advances the interest of employers by providing independent assistance and advice to employers on workers' compensation matters. Services include consultation, education and representation through all levels of appeal in accordance with the WCA.

The primary focus of the Advisor Office is on resolution prior to proceeding with a formal review or appeal. If a resolution cannot be achieved at an internal review level, the Advisor will initiate a request for review on a client's behalf and act as the client's representative throughout the review process. Advisors may represent their clients at Dispute Resolution and Decision Review Body and Appeals Commission hearings. The services are provided at no cost to workers or employers. Services are provided within the provisions of the WCA and WCB policies and are focused exclusively on the entitlements of injured workers or their dependents.

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](#)).

The position reports to the Manager of the Worker Advisor Branch. The Worker Advisor is responsible for providing advice, assistance, representation and advocacy services to injured workers or their dependents. This may include seeking a review and filing an appeal of a WCB entitlement decision. This role requires strong technical knowledge of the Workers' Compensation Act and associated legislation, Regulations, policies and procedures. Formal representation at the various levels of appeal requires providing arguments based on the analysis and application of WCB legislation and policies to the evidence on file.

- Specific Accountabilities include the following:**
- Reviewing the client's WCB claim file.
 - Analyzing the evidence and decisions made on the claim to determine if the WCA and policies have been fairly and properly applied.

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- Consulting with clients in order to discuss and identify potential appeal issues, then determining the appropriate course of action under the appropriate legislation and policies.
- Coordinating and conducting background research and analysis on appeal cases including obtaining stakeholder input to issues under appeal, relevant similar board decisions, court cases and legislative interpretations.
- Collecting information through investigation and research to support appeal issues—this may require contact with medical professionals.
- Approaching the WCB’s Customer Service Department in order to seek resolution of issues prior to appeal by providing further evidence or alternate interpretation of policies.
- Representing clients at the two levels of the WCB appeals process—the WCB’s Dispute Resolution and Decision Review Body and the Appeals Commission for Alberta Workers’ Compensation. This involves developing and presenting evidence and arguments in accordance with the rules and procedures of the hearing bodies.

- **Other Comments:** Advisors may be expected to mentor new hires to maintain consistency in the resolution and appeal process.
- Advisors may be requested to or volunteer to take on extra work or project work to meet the goals of the Advisor Office.

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](#)).

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A Worker Advisor solves issues ranging from simple to complex through their own initiative and research. Caseloads can be in the range of 35 to 55 clients. This role must exercise strong decision- making abilities when determining strategies with the goal of resolution of issues. A Worker Advisor's work is not subject to review prior to presentation before the appeal body. Errors may lead to missed or incorrect entitlement decisions, missed time limitations, and costly delays of the appeal process.

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:

- Requires extensive knowledge in one or more functional areas
 - University degree or in a related field (e.g. commerce, social sciences, public administration, etc.) supplemented with arbitration, legal, business or insurance courses.
 - In-depth knowledge and application of the following:
 - Workers' Compensation Act, related legislation, Regulations, policies, procedures, systems and applications
 - The Alberta Permanent Clinical Impairment Guide
 - The Interpretation Act
 - The laws of natural justice, tribunal processes and the Appeals Commission for Alberta Workers’ Compensation rules and regulations
 - The ability to access and interpret additional legislation for specific appeal issues.
 - General knowledge of the OH&S Act and labour standards.
- General knowledge of records management and information management principles (e.g. FOIPP Act).
- Ability and willingness to complete the Certificate in Tribunal Administrative Justice (CTAJ) courses.

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Experience:

- Training in negotiation or arbitration and experience in presenting to tribunals, panels, or courts is an asset.
- Five years' experience within the WCB system including adjudication or case management experience or equivalent.
- Work experience in the field of law, health and safety, union, medical or vocational rehabilitation is considered an asset.
- Prior experience writing and delivering persuasive arguments and presentations is an asset.

Skills & Abilities:

- Strong research, analytical and interpretive capabilities to review and understand WCB claim files to provide sound advice and guidance on the application of the Workers' Compensation Act, policies and other relevant legislation..
- Strong decision making and advocacy skills which include problem solving, communication, influence, collaboration and negotiation skills, combined with a positive and energetic approach are considered essential.
- Strong relationship building, interpersonal and resolution skills are essential to success in this position. Develop rapport with clients through empathy, understanding, and demonstrating a desire to help improve outcomes.
- Strong crisis intervention/management skills and ability to de-escalate stressful situations.
- Ability to deal effectively with difficult, volatile, sensitive, and/or stressful situations and behaviors.
- Demonstrate flexibility, adaptability, initiative and sound judgement.
- Excellent creativity and the ability to think strategically and critically on a broad scale in the development of innovative strategic solutions to issues, trends, programs and services.
- High level of self-management with strong results orientation, including ability to prioritize multiple and competing demands in a fast-paced, high volume environment.
- Work independently as well as contribute in a team environment.
- Demonstrate a positive attitude in delivering client service, along with commitment to teamwork, continuous improvement, and confidentiality.
- Formal written and verbal presentations skills are required for communication and interaction at the various levels of the appeal process. Formal presentations at the Appeals Commission level can be multi-level and complex, requiring an understanding of hearing presentation structure. Excellent verbal and written communication skills, including ability to paraphrase complex policy and procedure information into logical and concise presentations that clients can understand and act upon. Ability to make persuasive oral and written presentations to a variety of decision makers.
- Ability to “think on your feet” and respond quickly to questions regarding the case before you and challenge or refute alternative arguments.
- General computer knowledge including Microsoft Word, Excel, PowerPoint, Adobe, eCO and Citrix.
- Must consistently deal with confidential and sensitive information and comply with FOIP and related privacy regulations. Use judgement, tact and diplomacy while adhering to department ethical standards.
- Travel may be required for this position. Incumbents must possess a valid operator's license.

Core Competencies include the following:

Systems Thinking

- Considers the inter-relationships of an approach including how they may effect other programs or areas.
- Understands how work contributes to the achievement of Advisor Office goals.
- Understands the range of stakeholder perspectives and how they interrelate.

Creative Problem Solving

- Breaks problems down into manageable components to identify what needs to be done.
- Asks questions to better understand an issue.
- Constructively questions and may challenge current procedures when there are opportunities for improvement.
- Explores how others or other work units have used a new approach to gain perspective.

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Agility

- Identifies alternative approaches or courses of action in unclear and complex situations. Supports others to identify, assess, and use alternative approaches.
- Remains calm and composed in difficult or stressful situations. Is able to see the positive side to a difficult situation. Remains optimistic and perseveres in finding solutions.
- Anticipates the emotional triggers of others and prepares to mitigate reactions and maintain composure and productivity, especially during conflict or highly challenging situations.
- Anticipates obstacles to change and thinks ahead. Stays focused on goals despite pressure and stress.

Drive for Results

- Clarifies objectives and ensures that roles and contributions are clear.
- Takes past experiences into consideration when making plans and adjusts plans accordingly.
- Identifies underlying causes for success or lack of success and takes action to ensure future success.
- Openly acknowledges personal responsibility for outcomes, even when elements of a situation are not within direct control but could have been managed through influence.
- Sets and accomplishes goals and priorities in order to deliver outcomes consistent with Government direction, departmental objectives and public expectations.

Developing Networks

- Seeks to understand the perspectives and needs of colleagues, clients and stakeholders.
- Builds relationships by following through on commitments, demonstrating integrity, respect for others, and taking an interest in their work-related issues and activities.
- Informs key stakeholders of relevant information in a timely manner. Is aware of own impact on others and the impression being made through interactions. Is professional and respectful in all interactions.
- Influences others by considering the meaning of what is being said, the environment and how the information is being presented.

Building Collaborative Environments

- Leads and contributes to the conditions and environments that allow people to work collaboratively and productively to achieve outcomes. The successful candidate must work with others to encourage diverse views and ideas to flourish.
- Contributes positively by actively sharing information, and listening and accepting others' points of view in an open, honest and non-defensive way.
- Recognizes when there is a conflict and respects the other person's point of view. Identifies common purpose as well as differing perspectives and raises them for discussion. Respectfully expresses opinions during decision-making process and supports.
- Encourages or facilitates conflict resolution directly by initiating open and respectful discussion of issues.

Developing Self and Others

- Must be able to proactively build networks, connecting and building trust in relationships with different stakeholders when working to enhance evaluation capacity across the workers' compensation system.
- Reflects on own areas of strengths and opportunities for development. Considers developmental needs when assessing options for development.
- Takes initiative to stay current on a broad range of topics with new approaches and/or technologies that may impact their area. Takes courses.
- Contributes to team learning by initiating and contributing to group discussions. Uses this information to plan future activities and projects.

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

- Stakeholders and the Public: responds to inquiries and liaises with the public and stakeholders as appropriate. Contact with external stakeholders may also include unions, employers, witnesses, MLA's, lawyers, health care providers, social workers, Ombudsman and Legal Guidance.
- Reports directly to the Manager of the Worker Advisor Branch.

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

- No direct reports.

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](#)).

- Not applicable.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

Incumbent

Name

Signature

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date