

**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 Service Alberta and Red Tape reduction Health Contact Centre service responds to over 200,000 calls and emails each year from Albertans requiring information, problem resolution, eligibility determinations, referrals and other assist and qualifying for and accessing Alberta Health Care (AHC) services. Reporting to the Team Lead, the information Officer (IO) is primarily responsible for providing courteous, timely and accurate information and advice to callers regarding legislation and associated programs. Information to callers include guidance on avenues available: legislative controls and considerations related to their concerns; and referrals to other government departments and outside agencies. The position responds to public inquiries regarding the following skill sets, Health Information Act, including complex, multifaceted, politically sensitive and high priority complaints/offenses/ concerns under various pieces of legislation, policy and processes.

## Responsibilities

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

An IO functions with very minimal supervision and direction. They are required to respond directly to callers from primarily within Alberta, but also from across Canada and internationally; on a wide variety of multifaceted, politically sensitive and high priority complains, offenses and concerns under various pieces of legislation, policy and processes.

### End Results- Set 1:

AHC program information and assistance is provided to Albertans who contact SARTRCC: in a timely, professional, courteous manner and the information is helpful, complete and accurate.

#### Responsibilities:

- Provide full and accurate information services to callers via the telephone regarding legislation and related programs.
- Assess calls to identify compliance / non compliance with the legislation.
- Meet established performance targets, including quality, efficiency, productivity and first call resolution.
- Maintain professional decorum when dealing with a variety of caller issues, behaviors and conduct.
- Provide appropriate referrals to municipal, provincial or federal government departments, agencies, associations, courts, law enforcement bodies and legal counsel when the call does not pertain to the SARTRCC assigned mandate or responsibilities. This required the IO to be familiar with programs administered by other government departments and agencies.
- Generate written responses to public inquiries that are received and replied to through electronic mail ensuring written responses are accurate, complete and correct in grammatical structure and form.
- Log client's call in CXone and Service Now, for statistical and reporting purposes, including the clients name, telephone number, product and resolution notes.
- Develop and maintain an extensive personal knowledge base in order to respond to inquiries.

### End Result-Set 2

- SARTRCC IO's are innovative, collaborative, and engaged to provide the best possible SARTRCC service to Albertans.

#### Responsibilities:

- Demonstrate the APS values of integrity, excellence, accountability and respect.
- As a SARTRCC team member, support colleagues by sharing operational knowledge, including legislation, programs, processes, policies and technology applications.
- Support the Team Lead by assisting co-workers with any operational questions and challenges they may encounter.
- When required by the Team Lead, assist with operational training of colleagues.
- Provide suggestions relating to changes to operational policies, procedures and existing protocols.

## Problem Solving

Typical problems solved:

### 1. Eligibility

Agents must be familiar with a variety of policy, legislation and processes to provide accurate and timely advice or action around:

#### A. Registration

IO's use critical thinking and analytical skills to determine or advise upon action for registration for AHC in a variety of situations including but not limited to: New and returning residents from within Canada and military families, unregistered long-time residents, government sponsored program groups, released members of Canadian forces or federal penitentiary inmates, new or returning permanent residents (landed immigrants) or returning Canadian citizens - from outside Canada, residents on study permits, residents on work permits, residents on temporary resident permits, persons on visitor records, refugee claimants, Canadian children of non-eligible parents, convention refugees, diplomatic passports, children in the Mother-Child program, surrogacy.

#### B. Cancellation

If an agent has determined the client is no longer eligible for coverage, they will cancel the account. Therefore, the agent must have expert knowledge on policy and legislation, including but not limited to the following cancellation situations, to determine overall eligibility for AHC and effective dates of cancellation: Due to death, Canadian forces and military reservists, inmates in federal penitentiaries, persons who have permanently left Alberta to live elsewhere in Canada, persons who have permanently left Canada, married couples or adult interdependent partners, non-residents / non-residency confirmed, pending residency confirmation, duplicate accounts due to coverage on another account child ward Accounts.

#### C. Reinstatements

If an IO has determined the client remains eligible for coverage, they will reinstate the account. Therefore, they must have expert knowledge on policy and legislation, including but not limited to the following reinstatement situations for AHC and effective dates of cancellation: residents returning from within Canada and military families, residents returning from outside Canada, cancelled Code "H" pending residency confirmation, released members of Canadian forces or federal penitentiary inmates, cancelled accounts starting on government sponsored groups, deleted dependants with previous account pending residency confirmation, cancelled in error, residents confirming temporary absence.

#### 2. Account Maintenance

It is the responsibility of the IO to ensure health care accounts remain updated and accurate, such as updating mailing address, phone number, and residential address.

The IO is accountable for ensuring each account is accurate regarding dependents, additions, and deletions of family members. Therefore, they must have superior knowledge regarding legislation and policy, including but not limited to:

A. Additions Married Spouses & Adult Interdependent Partners Single Children 21 & Older with a Disability, Single Children Under 21 Years, New Dependants from Outside Canada Newborn Children Adoptions - In Province Adoptions - Out of Province/Country, Released Members of Canadian Forces or Federal Penitentiaries, Single Student Between 21 and 25 Years, Reinstatement of previously deleted dependants

#### B. Deletions

Self-supporting, married, separated or divorced, moving to another part of Canada, moving out of Canada due to death, enlisted in Canadian forces or imprisoned in federal penitentiary, added in error, illegal residents, child wards with First Nations / Inuit status due to adoption.

#### C. Creating Situation Reports

A situation report is a document completed by the IO to request updates, corrections, and insertions of coverage (e.g., deceased past the two-year window, effective date that is prior to date of birth, removal of tag from account). It must include: Name, current date, account number in question, description of the situation/request.

#### D. Breach

A Breach form is a document that must be completed by the IO when a client calls to report they have had access to another individual's personal information. Examples include: mail from AHCIP opened by

someone who should not have access, AHCIP card found alone on a street by an unknown individual, Cervical cancer screening letters sent to an ex-spouse due to outdated information. The breach document must include: nature of the incident, date the incident occurred, caller's name, phone number, address, healthcare number, and name of the individual whose personal information was compromised.

### 3. Government Sponsored Blue Cross Programs

IO's are responsible for advising and explaining various provincial government-sponsored Blue Cross programs. They must have expert knowledge of these policies to assist Albertans quickly and accurately. IO's must be able to navigate scenarios and programs flawlessly. In case of a cancellation, the IO is responsible for: ensuring a correct cancellation date is applied, and providing an explanation to the caller. Programs include: starting ABC Non-Group Coverage, cancellation of ABC Non-Group coverage, changes to ABC Non-Group coverage, starting Alberta Blue Cross Coverage for Seniors, and Non-Group Billing.

### 4. Additional Provincial Health Care Programs/Areas

The IO must have familiarity with: insurable services both in-province and out-of-province claims, the claim submission process, awareness of processing time, and ability to determine if further discussion with the service claims department is required.

The IO must be able to determine the most beneficial program for the client and refer accordingly. These programs include, but are not limited to: Palliative care, authorizing special drug coverage, MS drugs, drug authorization over 100 days, specialized high-cost drug program (HIV, transplants, Hepatitis).

### 5. Additional Knowledge Required

The IO assesses whether a call pertains to SARTRCC's assigned mandate or responsibilities. If the call does not pertain, a recommendation is made for an alternative course of action, including transferring calls. These decisions and recommendations are made on a daily basis.

IO's must have awareness of a broad range of other related provincial and federal statutes and programs that affect individuals and businesses in order to provide timely, accurate information and advice, including but not limited to: Alberta Health Services (including emergency services, home care, physiotherapy, and immunization), Income Support, AISH AB, Adult and Child Health Benefits, Alberta Blue Cross, AB Aids to Daily Living Alberta, Registries, College of Physicians and Surgeons, Citizenship and Immigration, Alberta Seniors Benefit Program (AB Supports), Chief Medical Office, Private Health Care Insurance, and Travel Insurance.

Types of guidance available for problem solving:

--

Direct or indirect impacts of decisions:

Impact of IO Actions: The actions of the IO will impact Albertans and businesses in a variety of ways, including but not limited to: Advising to purchase additional insurance, ensuring personal information is up to date, ensuring all eligible residents are correctly advised on how to maintain AHCIP not executed correctly, the negative impacts may include: Breaches of personal information, unnecessary financial burdens, denial of medical treatment, other government agencies are also affected by the actions of the IO. Examples include: AISH or Income Support, where an IO error could result in underpayments or overpayments to Albertans from these programs.

## Key Relationships

Major stakeholders and purpose of interactions:

--

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

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

Background in customer service, providing professional, courteous and helpful information to a diverse set of clients in a variety of situations. Related experience in contact centres is an asset. Understanding of contact centre technology, work culture and the pace and nature of phone service delivery, which is considerable different from standard office environments.

### 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how organization adds value for clients and stakeholders</li> </ul>	<p>Systems thinking for an Information Officer means looking beyond the immediate task to understand how each action affects the entire health insurance ecosystem. For example, when updating a caller's address, the officer considers impacts on billing, correspondence, eligibility records, and linked accounts. They ensure data consistency across systems like ServiceNow and Reflections, verify contact details, and anticipate downstream issues such as missed notices or escalations. This holistic approach prevents errors, improves efficiency, and enhances the customer experience.</p>
Creative Problem Solving	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> <li>• Breaks down problems into small parts</li> <li>• Constructively questions and challenges the norm</li> <li>• Open to other's perspectives and aware of own</li> <li>• Contributes ideas for improving processes, and adapts existing practice to address problems</li> </ul>	<p>Creative problem solving for an Information Officer means finding effective, compliant solutions when standard processes don't work. For example, if a caller urgently needs proof of Alberta Health Care Insurance coverage but the system is down, the officer could verify eligibility through an alternate system, consult team resources, and issue a temporary confirmation using approved wording.</p>

			This approach ensures the caller's needs are met promptly while maintaining accuracy and policy compliance.
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"> <li>• Uses common sense and past experience to approach ambiguous problems</li> <li>• Prevents emotions from affecting others negatively</li> <li>• Looks for information on changes</li> <li>• Open to new ideas and helping co-workers</li> </ul>	Agility for an Information Officer in a contact centre means quickly adapting to changing policies, priorities, and customer needs while maintaining accuracy and compliance. This includes updating knowledge promptly, adjusting workflows during peak demand, and learning new tools or processes to keep service efficient and responsive.
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"> <li>• Sets goals and prioritizes work</li> <li>• Identifies and corrects areas for improvement</li> <li>• Suggests actions; asks for advice when lacking information or multiple priorities</li> <li>• Operates within APS value system</li> </ul>	Driving for results as an Information Officer in a contact centre means focusing on accuracy, timeliness, and compliance to meet service standards. This includes updating knowledge resources promptly, monitoring performance metrics, and taking ownership of issues to ensure quick resolution. By prioritizing tasks, collaborating to remove barriers, and adapting under pressure, the Information Officer consistently delivers reliable information and supports efficient, customer-focused service.
Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> <li>• Creates sharing opportunities</li> <li>• Actively shares, accepts and listens to others</li> <li>• Recognizes conflict, respects and discusses opinions openly</li> <li>• Supports group even to learn from mistakes</li> <li>• Recognizes differing interpretations</li> </ul>	Building collaborative environments as an Information Officer in a contact centre involves actively fostering teamwork and shared understanding across multiple stakeholders. This means consistently sharing accurate and timely information with agents and peers, using common collaboration

			<p>tools, and ensuring updates are documented and accessible. The role requires facilitating discussions to resolve discrepancies, creating shared resources such as FAQs or decision trees, and closing communication loops so all parties remain informed. At a higher level, the Information Officer leads cross-functional working groups to align processes, negotiates trade-offs between speed and compliance, and establishes clear SLAs and responsibilities. They also mentor colleagues on collaboration skills, promote psychological safety by encouraging open dialogue, and recognize contributions to build trust. Ultimately, the Information Officer removes barriers to effective communication, harmonizes knowledge management practices, and champions a culture where collaboration drives consistent, accurate, and customer-focused service delivery.</p>
<p>Develop Self and Others</p>	<p><input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Develops own career and reduces barriers for others:</p> <ul style="list-style-type: none"> <li>• Creates development plan with supervisor and seeks feedback</li> <li>• Reflects on performance to identify areas of improvement</li> <li>• Offers knowledge and insight to others</li> <li>• Supports career development of direct reports</li> </ul>	<p>Maintains an up-to-date professional development plan aligned with organizational goals. Actively participates in scheduled feedback sessions and implements agreed-upon actions. Completes at least two relevant training or certification programs annually.</p>