

Working Title Program Support Coordinator		Name	
Position Number	Reports to Position No., Class & Level Administrator	Division, Branch/Unit King's Bench Operations Edmonton	Ministry Justice
Present Classification		Requested Classification Administrative Support 5	
Dept ID	Program Code	Project Code (if applicable) N/A	

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 [Section 2.3](#)).

The Court of King's Bench Operations provides support and assistance to the King's Bench Judiciary in the form of court clerks for trials matters in civil, criminal, Masters chambers, Justice chambers, and counter filing, and providing information to the public regarding court processes. KBO is comprised of managers, Administrators, Senior Deputy Clerks, Deputy Clerks, administrative assistants, and senior and judicial clerks. The administrative assistants provide a wide range of support to the program areas and are required to possess a broad range of knowledge. They must exercise their duties using the highest degree of confidentiality as they often learn very personal details through the course of their work.

A Program Support Coordinator will assist in supporting very important tasks within different areas of the operation while working closely with Senior Deputy Clerks in these areas, Administrator and the leadership team. The incumbent responds effectively to complex issues and takes appropriate action. These functions necessitate strong problem-solving and decision-making skills without the benefit of exact practices and procedures having been set out, often requiring the application of ethics and discretion in relation to disclosure of information. Sound judgement is needed in making decisions, applying policies, procedures and established practices. Where issues are not clearly defined, the employee draws on experience and/or implements innovative solutions appropriate to the situation.

The Program Support Coordinator interacts with the management team as well as acts as a representative when dealing with external ministries, external stakeholders, and the public. The incumbent receives and handles confidential and sensitive information and demonstrates excellent interpersonal and communication skills, both oral and written. Support is provided in a highly professional manner with a high degree of autonomy, diplomacy and confidentiality. Work is performed using strong organizational skills, unquestionable integrity, and a thorough knowledge of processes and protocols. Excellent keyboarding and computer skills are essential.

This position provides a broad range of administrative support functions to the Represented Adult area, Criminal area, Divorce and Adoption area, Surrogate and Bankruptcy area, and the development of administrative staff.

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 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

1. Provide program support for Represented Adult applications.

Activities

- Respond effectively with discretion and sound judgement to all inquiries on Represented Adult matters, whether in person or on the telephone
- Perform desk reviews of Represented Adult applications to ensure the applications meet specified criteria required in order to be presented to a Justice for adjudication.
- Ensure files are entered into the CASES database system and are able to be tracked and managed properly.
- Ensure files are complete and documentation is properly submitted when required to go into court for adjudication.
- Produce and distribute completed documentation after adjudication
- Liaise with the Office of the Public Guardian and Trustee to ensure smooth workflow exists between the courts

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- Work under the supervision and authority of the Senior Deputy Clerk for the Surrogate/Bankruptcy section of King's Bench Operations
- Respond effectively, with discretion and sound judgement, to all inquiries on Represented Adult matters whether in person or on the telephone
- Act independently and proactively to provide support to the Office of the Public Guardian and Public Trustee
- Provide highly personal and confidential administrative services when reviewing applications
- Follow processes and procedures set out in the *Alberta Guardianship and Trusteeship Act*
- Maintain a current filing system for bringing matters forward in order to meet time-sensitive deadlines
- Maintain and updates filing, texts, *Alberta Rules of Court*, Alberta Statutes and reference materials

2. Provide assistance to King's Bench Surrogate section

Activities

- Respond effectively with discretion and sound judgement, to all inquiries on divorce matters, whether in person, via email or on the telephone
- Assist in entering files into the CASES database system
- Perform desk reviews of Surrogate applications to ensure the applications meet specified criteria required in order to be presented to a Justice for adjudication.
- Produce and distribute completed documentation after adjudication
- Work under the supervision and authority of the Senior Deputy Clerk for the Surrogate and Bankruptcy section of King's Bench Operations
- Provide highly personal and confidential administrative services when reviewing applications
- Maintain a current filing system for bringing matters forward in order to meet time-sensitive deadlines
- Follow processes and procedures set out in the *Wills and Succession Act*, *Surrogate Rules*, *Family Law Act*, *Alberta Rules of Court* and other pertinent legislation
- Maintain and update filing, texts, *Alberta Rules of Court*, Alberta Statutes and reference materials

3. Provide assistance to King's Bench Divorce section

Activities

- Respond effectively with discretion and sound judgement, to all inquiries on divorce matters, whether in person or on the telephone
- Assist in entering files into the CASES database system
- Perform desk reviews of Divorce applications to ensure the applications meet specified criteria required in order to be presented to a Justice for adjudication.
- Produce and distribute completed documentation after adjudication
- Work under the supervision and authority of the Senior Deputy Clerk for the Divorce and Adoption section of King's Bench Operations
- Provide highly personal and confidential administrative services when reviewing applications
- Maintain a current filing system for bringing matters forward in order to meet time-sensitive deadlines
- Follow processes and procedures set out in the *Divorce Act*, *Matrimonial Property Act*, and other pertinent legislation
- Maintain and update filing, texts, *Alberta Rules of Court*, Alberta Statutes and reference materials

4. Provide assistance to King's Bench Adoption section

Activities

- Respond effectively with discretion and sound judgement, to all inquiries on adoption matters, whether in person or on the telephone
- Assist in entering files into the CASES database system
- Perform desk reviews of Adoption applications to ensure the applications meet specified criteria required in order to be presented to a Justice for adjudication.
- Produce and distribute completed documentation after adjudication

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- Work under the supervision and authority of the Senior Deputy Clerk for the Divorce and Adoption section of King's Bench Operations
- Provide highly personal and confidential administrative services when reviewing applications
- Maintain a current filing system for bringing matters forward in order to meet time-sensitive deadlines
- Follow processes and procedures set out in the *Alberta Child, Youth and Family Enhancement Act* and other pertinent legislation
- Liaise with the Ministry of Human Services to ensure smooth workflow exists between the courts and the Post Adoption Registry
- Maintain and update filing, texts, *Alberta Rules of Court*, Alberta Statutes and reference materials

5. Provide program support for Criminal – Jury Summons

Activities

- Respond effectively with discretion and sound judgement to all inquiries on Jury Summons, whether in person, via email or on the telephone
- Ensure appropriate entries are entered into the CASES database system based on the information provided on the Jury Summon and are able to be tracked and managed properly.
- Prepare and send appropriate documentation to Jurors that have been excused
- Ensure files are complete and documentation is properly submitted and placed in the Jury Management Office that the document is correctly positioned in the file folder to make searching easier.
- Produce and distribute completed documentation after adjudication
- Work under the supervision and authority of the Senior Deputy Clerk
- Respond effectively, with discretion and sound judgement, to all inquiries
- Act independently and proactively to provide support to the office
- Provide highly personal and confidential administrative services when reviewing documents
- Follow processes and procedures set out in the *Jury Act*
- Maintain a current filing system for bringing matters forward in order to meet time-sensitive deadlines

6. Provide assistance to King's Bench Accounting section

Activities

- Respond effectively with discretion and sound judgement, to all inquiries on accounting matters, whether in person, via email or on the telephone
- Perform the duties of a cashier
- Sort incoming mail
- Assist in entering documents into the CASES database system
- Produce and distribute completed documentation after adjudication
- Work under the supervision and authority of the Accountant for the Accounting section of King's Bench Operations
- Provide highly personal and confidential administrative services
- Maintain a current filing system for bringing matters forward in order to meet time-sensitive deadlines
- Follow processes and procedures set out in the *Alberta Rules of Court*, and other pertinent legislation
- Maintain and update filing, texts, *Alberta Rules of Court*, Alberta Statutes and reference materials

7. Coordinate staff training for judicial clerks and maintain a complete up-to-date training inventory for all King's Bench Operations Edmonton employees

Activities

- Work with the Managers and the Civil Deputy Clerk to coordinate, arrange, support, and facilitate judicial clerk training sessions
- Book boardrooms suitable for training purposes
- Coordinate schedules with trainers, supervisors, and judicial clerks to allow the best coverage for training
- Confirm details of training sessions with managers, supervisors, staff, and facilitators

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- Maintain an up-to-date tracking mechanism to record and document training undertaken by staff
- Communicate with managers, supervisors, and staff about training events and opportunities

8. Provide program support for Smudging

Activities

- Serve as the primary point of contact for smudging requests, ensuring timely and efficient service delivery.
- Collaborate with internal and external stakeholders, including members of the public, to address individual and spiritual needs.
- Ensure suitable spaces are identified and prepared for smudging ceremonies, respecting safety guidelines and organizational protocols.
- Coordinate and facilitate smudging ceremonies for individuals before and after court appearances or in other cases as directed.
- Provide education and guidance to court staff, legal professionals, and other stakeholders on the significance and protocols of smudging ceremonies.
- Promote cultural awareness and understanding of Indigenous traditions and spiritual practices.
- Develop and maintain relationships with Elders, Knowledge Keepers, and cultural practitioners to provide authentic and meaningful smudging ceremonies.
- Partner with community organizations to strengthen cultural programming and support for clients engaging with the court system.
- Maintain records of smudging requests, ceremonies, and related activities.
- Track and report on program outcomes and areas for improvement.
- Develop and implement policies and procedures for smudging requests in collaboration with organizational leadership.

9. Coordinate statistics which are required to be maintained in King's Bench Operations

Activities

- Collect weekly/monthly/annual statistics from Edmonton King's Bench Operations staff who are required to report statistical information
- Roll up all statistics into the prescribed format
- Analyze the statistical information that is received to view any trends, patterns, opportunities for improvement, or areas of efficiencies that can be gained operationally

10. Provide backup and cover off assistance for Bankruptcy duties, as required.

Activities

- Respond effectively with discretion and sound judgement to inquiries regarding bankruptcy matters, whether in person or on the telephone
- Assist in entering Bankruptcy files into the CASES database system
- Produce and distribute completed documentation after adjudication
- Work under the supervision and authority of the Senior Deputy Clerk for the Surrogate/Bankruptcy section of King's Bench Operations
- Provide highly personal and confidential administrative services when reviewing applications
- Maintains a current filing system for bringing matters forward in order to meet time-sensitive deadlines
- Maintain and updates filing, texts, Rules of Court, Alberta Statutes and reference materials
- Report statistics to the Executive Director on a regular basis

11. Provide backup and cover off assistance for Executive Director's Administrative Support duties, as required.

Activities

- Respond effectively with discretion and sound judgement to inquiries regarding bankruptcy matters, whether in person or on the telephone
- Assist in covering boardroom booking requests for the Edmonton Law Courts Building
- Assist in covering telephone answering and taking telephone message for the Edmonton Law Courts Building
- Work under the supervision and authority of the Executive Director when covering off in that area

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- Provide highly personal and confidential administrative services when assisting the Executive Director

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

This is a new position which will provide important administrative support and program assistance to the managers of Edmonton King's Bench Operations and also acts as a liaison to other government ministries, the legal profession, law enforcement agencies, self-represented litigants, court administration and court clerks.

This position provides executive and administrative support and must exercise a high level of communication skills to receive and impart instructions with clarity. This position is required on a regular basis to liaise with the stakeholders, court staff, legal counsel and members of the public.

This position is required to carry out duties in an independent manner and must possess excellent organizational skills, initiative and sound knowledge of business practices and procedures to ensure the efficient operation of the various operational areas.

This position requires innovative thinking as work is completed independent of instruction by applying the required knowledge of legislation, policy, procedures, regulations and precedents. This position must exercise sound judgement in changing situations and use discretion in dealing with sensitive issues.

Information imparted to self-represented litigants could potentially impact the outcome of their understanding and acceptance of legal procedure and protocols.

The Program Support Coordinator receives very little direct supervision and is responsible to and takes instruction and direction from the office management team. The work is reviewed by the supervisors of the various areas at various stages and/or completion of the project.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- Grade 12 Diploma
- Minimum three years' experience within Justice and Solicitor General
- Strong written and oral communication skills, including diplomacy, political sensitivity and empathy
- In-depth knowledge of business communication practices and administrative procedures
- Excellent organizational, time management, interpersonal and analytical skills
- Ability to multi-task
- Ability to maintain confidentiality and handle sensitive matters with discretion and tact
- Demonstrate initiative and flexibility and the ability to prioritize work independently
- Ability to demonstrate a high degree of professionalism
- Possess unquestionable integrity
- Perform complex assignments with proficiency
- Assimilate and analyze oral and written information quickly
- Produce a high volume of work to meet specific deadlines
- Communicate effectively in both oral and written form
- Strong analytical, interpersonal and problem solving skills used to communicate with internal and external contacts
- Ability to understand and follow instructions given orally or in writing
- Excellent working knowledge of word processing software such as Word, GroupWise and Excel
- Possess the ability to work independently with little direction, as well as be a strong team player
- Receive, screen and reply to telephone and written inquiries

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- Deal with members of the public as visitors or by telephone, using the applicable skills of tact, diplomacy and discretion consistent with FOIP, the Privacy Act and any other relevant legislation
- Create, maintain and monitor computer databases for case files
- Be willing to perform additional tasks as required

CONTACTS: The main contacts of this position and the purpose of those contacts.

Internal Contacts – Executive Director, Senior Manager, Managers, Supervisors, CJS employees and other professionals within government

External Contacts – Members of other Ministries, members of the Judiciary of the Court of King’s Bench, Court of Appeal and Provincial Court; Office of the Public Guardian and Trustee, and other government agencies.

External Contacts to Government –Members of the Bar Associations and their office staff, members of the public, court staff in other locations

The purpose of these contacts is to represent King’s Bench Operations and the Court system in the best possible manner, exchange information while exhibiting professionalism at all times, make inquiries on behalf of front line staff, supervisors, and managers to enable them to complete their duties efficiently and accurately and to facilitate the processes associated with the administration of justices for Albertans.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

None.

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.

Changes include:

- New technology/software programs
- Digital and electronic document workflow
- An in-depth working knowledge of Excel and how to maintain and analyze statistics to meet the needs of staff and management by tracking times, work flow, and other information as requested by the Judiciary

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

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 Compensation Manager, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 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.

Incumbent

Name

Signature

Date

Manager

Name

Signature

Date

Division Director/ADM

Name

Signature

Date