

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

Working Title Advocate Representative Office of the Advocate for Persons with Disabilities (Calgary)	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Disability, Inclusion and Accessibility Division	Ministry
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Requested Class

Dept ID	Program Code	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 Advocate Representative for the Office of the Disabilities Advocate responds to calls and letters received by the Office to facilitate the execution of the legislated mandate identified under the *Advocate for Persons with Disability Act*. The Advocate Representative identifies the issue/s, provides responses to queries or referrals to sources that can provide a response, and recommends the need for and conducts concerns resolution processes in response to individual concerns/complaints. The Advocate Representative participates in concerns resolution under the jurisdiction of the Advocate for Persons with Disabilities (Advocate) by developing a plan, completing interviews and researching multiple pieces of data, developing responses and recommendations, and advocating with and on behalf of the Albertan toward achieving desired outcomes. The Advocate Representative acts as a resource for service providers and helps individuals with disabilities and their families to navigate the system by making referrals to other organizations.

This position has a strong emphasis on analysis and research on issues, liaison with Albertans and other disability stakeholders throughout these processes, and the development of evidence based recommendations.

The Advocate Representative designs a variety of public education materials and training to a diverse range of stakeholders. Education/training informs Albertans of expectations and responsibilities related to the supports and services provided to individuals with disabilities by Community and Social Services (CSS). Well-crafted case notes

This work helps Albertans understand related legislation, and assists Albertans in navigating related programs, services and systems.

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](#)).

Receive and analyze calls and correspondence to determine the most appropriate response and/or referral.

- Receive and analyze oral and written inquiries to determine if they are under the jurisdiction of the Advocate; some issues will have multiple jurisdictions
- Provide information and referrals to queries, concerns, and complaints received by the Advocate to assist Albertans in navigating multiple service delivery systems.
- Refer complaints that are not within the jurisdiction of any of the other Advocate Offices to more appropriate sources; if no viable referral source exists, then assist the person with developing options
- Attempt to resolve the concern if the nature of the complaint appears suited to early resolution without the need for formal investigation
- Create non-jurisdictional letters and close files on complaints outside of jurisdiction

Support the completion of concerns resolution within the jurisdiction of the Advocate.

- Support the development of a plan for each concern and manage the scope throughout the concerns resolution process
- Interview relevant parties, including Albertans contacting the Advocate, government officials, members of boards or agencies (at any level from executive to junior), the public and others as required and within the parameters of relevant legislation (E.g. *Freedom of Information and Protection of Privacy Act*)
- Research the policies, practices and legislative framework of the authority involved; review operational practices; review file information relating to a complaint, and data banks for previous similar incidents
- Compile, synthesize and analyze collected information
- Prepare internal reports and support drafting public and internal reports for the Advocate's review
- Prepare correspondence of varying complexity to the Albertan initiating a query/concern with the Advocate, and the authority outlining the conclusions and recommendations of the concerns resolution process
- Manage stakeholder expectations throughout, and sometimes after, the concerns resolution process, including regular contact (verbal/written) with the Albertan initiating the query/concern
- Adhere to legislative, regulatory requirements as processes, and as well as Office policy/protocol and principles of natural justice and administrative fairness

Develop and deliver education and public awareness resources for individuals with disabilities, families, clients, professionals and the general public to advance an understanding of related legislation as appropriate, navigating the system, the interests and needs of Albertan with disabilities, and options within disability services.

- Work with the Manager to develop public education materials and content
- Deliver public education on a variety of relevant topics to diverse audiences (e.g., Office services, rights, interests, needs)
- Build and maintain relationships and capacity through value added relationships with key stakeholders
- Participate in the regular evaluation and revision of content to reflect evolving stakeholder needs

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Participate in a number of activities to support the administration of the Office of the Advocate for Persons with Disabilities in alignment with business plan goals and priorities.

- Maintain thorough records of all activities in the database
- Provide research and analysis to support the development of operational policies, processes, or protocols
- Analyze trends in Office activities over time to identify improvement opportunities and solutions as well as potential topics for own motion investigations
- Participate in internal initiatives and projects to support continuous improvement of Office of the Advocate for Persons with Disabilities operations
- Visit where services are being provided in the community at the request of the individual, service providers or the Office to answer questions and ensure awareness of expectations and responsibilities under the role of the Office of the Advocate, following established policy
- Participate in system-wide or 'own motion' reviews as needed

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](#)).

Under the supervision of the Manager, and within regulation and policy guidelines, the Advocate Representative for the Office of the Disabilities Advocate independently determines:

- How best to respond to a query, concern, or complaint, based on thorough analysis of the issue(s), and application of existing regulations, policies, and processes
- When to proceed with concerns resolution or recommend formal review of a systemic issue – formal review of a systemic issue recommendations are presented to the Manager for approval; the Advocate Representative is authorized to proceed with concerns resolution when warranted by analysis of information
- The sources of information to be accessed and their credibility
- Informal resolution strategies to be considered and employed
- The breadth of information to provide
- The limits of confidentiality and information exchanges pursuant to the matter at hand
- When to refer a matter to another agency.

The Advocate Representative supports review of systemic issues at the direction of the Manager. Complexity is increased by the nature of concerns/complaints – each is unique, and within one complaint there might be multiple issues to pursue. During a review, multiple parties could be reviewing the same issue, each for their own purpose (e.g., the Office and CSS Service Delivery). The incumbent must be able to be fair and objective when responding to any call or letter, yet sensitive to emotionally charged situations. In unusually complex cases, cases that may be media or politically sensitive, or when there may be an emerging trend, the Advocate Representative alerts and consults with the Manager.

A portfolio of cases is managed by this position at any one time. The Advocate Representative determines the best way to complete concerns resolution, maintains liaison with the complainant and the authority throughout the resolution process, and communicates with all parties at the conclusion of the process. Results and decisions made by the Advocate in response to concerns resolution and systemic issues identification are based on the recommendations developed by the Advocate

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Representative. This position has a high degree of influence to support Albertans to achieve outcomes related to concerns resolution.

When delivering education presentations or training, the Advocate Representative determines the best approach to use.

When advising on possible systemic issues, working with the Manager to confirm and participate in next steps, including research & analysis and report writing.

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 and awareness of the Advocate for Persons with Disabilities Act, Human Rights Act Alberta, the United Nations Convention on the Rights of Persons with Disabilities, Jordan's Principle, and relevant legislation including:
 - Education Act
 - Alberta Housing Act and Alberta Housing Amendment Act
 - Child, Youth and Family Enhancement Act and Regulation
 - Premier's Council on the Status of Persons with Disabilities Act
 - Family Support for Children with Disabilities Act and Regulation
 - Persons with Developmental Disabilities Services Act and Regulations
 - Assured Income for the Severely Handicapped Act and Regulation
 - Income and Employment Support Act and Regulation
 - Dependent Adult Act
 - Service Dog Act and Regulation
 - Blind Person's Right Act
 - Administrative Procedures Act
 - Public Inquiries Act
 - Government Organization Act
 - Government Accountability Act
 - Financial Administration Act
 - Freedom of Information and Protection of Privacy Act
 - Public Service Employee Relations Act
 - Employment Standards Act
 - Adult Guardianship and Trusteeship Act
- Thorough knowledge of the purpose, functions, and responsibilities of the Advocate
- Thorough knowledge of the policies, processes and protocols of the Office
- Experience in disability related service delivery and/or work experience with vulnerable populations or in a complaint-handling or advocate role
- Skill and knowledge of concerns resolution techniques and ability to work toward concerns resolution collaboratively
- Strong listening, written and oral communication skills, including public speaking
- Well-developed skills in MS Office, Internet, email and data entry systems used in the Office

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- Strong research skills to research policies, practices, operational practices, etc.
- Strong problem-solving, analytical, reasoning, and synthesis skills
- Sound decision-making skills and professional judgement
- Capacity to relate to individuals and their families and support networks with empathy, sensitivity and respect
- Manage difficult/emotionally charged situations in meetings
- Build and maintain relationships with stakeholders to foster collaboration, support concerns resolution and inform systemic change
- Conflict management, negotiation, mediation and conciliation skills to effectively resolve complaints and influence actions of clients and stakeholders
- Knowledge of laws of evidence and principles of administrative fairness and their application in practice
- Strong time management skills with the ability to manage diverse caseloads and projects concurrently
- Self-directed yet demonstrated capacity to work as a team member
- Commitment to quality improvement
- Post-secondary degree or diploma in a related field or equivalencies.
- A vehicle and a valid driver's license for occasional travel to various hospitals/communities across Alberta.

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

- Manager – consult on complex cases to determine solutions; raise awareness to significant emerging issues; participate in projects to aid Office administration; collaborate on development and delivery of education materials
- Advocate – prepare correspondence and recommendations for each formal investigation for review and approval; participate as needed on system-wide or ‘own motion’ investigations
- Office staff – share information; collaborate on projects; discuss policies and procedures to increase consistency across investigations; consult on complex cases
- Stakeholder Groups (e.g., Boards, agencies, service providers and patient concerns consultants/advocates; Office of the Information and Privacy Commissioner of Alberta, Alberta Ombudsman, Alberta Human Rights Commission, Protection for Persons in Care, professional bodies such as the College of Physicians and Surgeons of Alberta) – engage as part of formal concerns resolution; provide summaries and recommendations for concerns resolution.
- Public (e.g., seniors, health patients, mental health patients or former patients, families, caregivers) – respond to queries, concerns and complaints; provide assistance and guidance / referrals to support navigation of the health care system
- Peers and related units in other provincial or federal departments

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](#)).

- "Investigation" is replaced with concerns resolution and/or systemic issues identification and review
- Knowledge of additional legislation, including
 - Jordan's Principal
 - Advocate for Persons with Disabilities Act
 - Education Act
 - Alberta Housing Act and Alberta Housing Amendment Act
 - Child, Youth and Family Enhancement Act and Regulation
- Ability to build and maintain relationships with stakeholders to foster collaboration, support concerns resolution and inform systemic change
- When advising on possible systemic issues, working with the Manager to confirm and participate in next steps, including research & analysis and report writing.

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

Name

Signature

Date

**Division
Director/ADM**

Name

Signature

Date