

**Fair Practices Commissioner
Fair Practices Office**

Alberta Labour, Calgary / Edmonton. The Minister of Labour is seeking applications from individuals interested in serving as the Fair Practices Commissioner of the Fair Practices Office.

Offices will be located in both Edmonton and Calgary. Candidates should be available to travel throughout the province as required.

The Fair Practices Office (FPO) will serve an ombudsperson type function for Alberta's workers' compensation system and provide impartial assistance that takes a collaborative and resolution focused approach to administrative fairness resolution as well as providing support for appeals and navigating the workers' compensation system. The role of the office will provide a holistic approach to client concerns providing a response that informs, advises, navigates and advocates to their needs, as appropriate, in a fair and timely manner.

The FPO derives authority from the Workers' Compensation Act, which gives the FPO authority to ensure Alberta's workers' compensation entities cooperate with the office. The FPO is independent from other entities in the workers' compensation system, including the Workers' Compensation Board (WCB), Appeals Commission for Alberta Workers' Compensation, the Medical Panels Office and the Department of Labour, and is accountable to the Minister of Labour. Once established the FPO will:

- Field, review and address concerns about administrative fairness in the workers' compensation system (i.e. the concerns about the fairness of processes used to reach a decision, not the decisions themselves) including:
- Formally accept Alberta workers' compensation system requests for reviews of administrative fairness;
- Facilitating fair, equitable and timely resolutions to administrative fairness issues from workers and employers related to Alberta's workers' compensation system;
- Making recommendations to one or more of the workers' compensation partners for changing their administrative processes and procedures, and
- Being a neutral and impartial agency.
- Provide information, advice, support and advocacy services, as appropriate, to workers and employers for appeals and judicial review;
- Provide a navigation type role for people who raise concerns related to the workers' compensation system to connect them to public entities and public services outside of the system that may be able to assist them; and
- Conduct regular assurance reviews of the system;
- Monitor and analyze trends, identifying and recommending system wide improvements while working with workers' compensation partners towards continuous improvement; and
- Having these systemic findings reported annually to the Minister of Labour, workers' compensation system partners and made publicly available. It is anticipated the position will commence in September 2018 and the office will be operational by December 1, 2018.

In this senior official role, you will provide strategic leadership to a new office which will provide an ombudsperson type function for the Alberta workers' compensation system. As the Fair Practices Commissioner, you will lead the establishment and ongoing development of this newly formed public body.

The Fair Practices Commissioner is directly involved with the administration of legislation related to the business of the office and other legislation related to leadership responsibilities and delegated authorities. Related legislation includes the Workers' Compensation Act, Freedom of Information and Protection of Privacy Act, the Government Organization Act, and the Revised Statutes of Alberta (RSA) 2000. It is anticipated the Fair Practices Office will be established as an entity under the Alberta Public Agencies Governance Act (APAGA) and the Fair Practices Commissioner will be established as a Designated Senior Official under the Reform of Agencies, Boards and Commissions Compensation Act (RABCCA).

Reporting to the Minister of Labour, the Fair Practices Commissioner is responsible for providing leadership and setting the strategic direction for the new Fair Practices Office.

MAJOR RESPONSIBILITIES

The Fair Practice Commissioner (FPC) has authority through legislation to review administrative fairness involving any Workers' Compensation Board (WCB), Office of the Appeals Commission and/or the Medical Panels Office matter This ombudsperson function of workers' compensation system includes:

- The ability to have organizations provide information and records for the administrative fairness reviews;
- Ensuring fair, equitable and timely resolutions to administrative fairness reviews for workers and employers; and
- Making recommendations to one or more of the workers' compensation partners for changing their administrative processes and procedures.

In addition to administrative fairness in the system, the Fair Practices Commissioner is also accountable for:

- Ensuring that appropriate, efficient and effective informational, advisory, advocacy and support services are provided to workers and employers in matters of appeal and judicial review;
- Providing a navigation type role for injured workers connecting them to public entities and public services outside of workers' compensation system that may be able to assist them;
- Monitoring and analyzing trends, conducting regular workers' compensation systems assurance reviews recommending system wide improvements and issuing public reports of findings with a focus on openness and transparency; and
- Making recommendations to the Minister of Labour on legislative, policy and procedural changes with the intent of improving service delivery and/or enhancing the fairness of the workers' compensation system.
- Staff complement and budget are not yet confirmed; however, it is anticipated the staff complement will be approximately 50 positions.

Contacts include the Minister, injured workers, employers, employer groups, labour representatives and other stakeholders in the workers' compensation system.

Other contacts include boards and agencies both inter and intra provincially across Canada and associations and foundations involved in the administrative justice community.

Appointments are for a term of three years with eligibility for reappointment for additional terms.

Your extensive executive management experience is key in fulfilling the mandated responsibilities of the newly established entity and guiding the strategic, operational and financial direction of the Fair Practices Office to meet the needs of Alberta's workers, employers and the public.

You are recognized as an influential and highly credible leader with a strong knowledge base. Your commitment to a strong service orientation has been shown through your interactions with workers, employers and other stakeholders. You possess highly developed active listening and empathic skills, particularly related to workers who require responsive, supportive and clear communication. You are able to work effectively in vulnerable sectors, from your background and/or experience.

You have the ability to foster effective working relationships with a range of stakeholders and partners, consider various points of view, resolve conflict, focusing on consensus-building. With a track record of exercising sound and consistent judgment, you have demonstrated expertise in inspiring others toward a compelling shared vision while managing complex system wide change with objectivity, integrity and fairness. You have demonstrated problem solving skills in a complex environment, issue identification, strategic planning and engagement.

Your working knowledge of the application and interpretation of legislation and related policies and procedures is essential for this role. You have demonstrated the ability to lead review and analysis of performance for compliance in a regulatory environment.

Your widely diversified background includes experience in quasi-judicial, arbitration, mediation or dispute resolution environments. Legal experience will be considered an asset. Ideally, you have been in a legal role with mediation/ombudsperson experience.

- Extensive related experience developing systems, practices and procedures for administrative fairness review and resolution.
- Strong understanding of workers' compensation systems and operations.
- Experience leading reviews and analysis of performance for compliance in regulatory environment.
- Strong understanding of government and intergovernmental relationships.
- Exceptional verbal, written, listening and interpersonal communication skills.
- Proven ability to build teams with a commitment to create, support and sustain an environment that enables staff to achieve results and to develop and build organizational capacity for the future.
- Significant experience overseeing human, fiscal, information and program resources with the ability to integrate strategies with resources available.
- Ability to identify and integrate relevant information from a variety of sources.
- Demonstrated high level skills in issue identification, problem solving and decision-making abilities in complex environment, strategic planning and engagement.
- Ability to manage change, anticipate implications of strategic direction on a wide variety of stakeholders and develop contingency plans or interventions as required.
- Experience in leading organization analysis and restructuring initiatives.
- Experienced in developing new approaches, and questions existing ones to ensure the most efficient and effective outcomes are achieved.
- Related post-secondary education is required.

The Fair Practices Commissioner is a full-time position. The appointment is recommended by the Minister of Labour and made by an Order in Council approved by the Lieutenant Governor, pursuant to the Workers' Compensation Act.

Compensation for this position is currently under review with the base salary range to be determined. It is anticipated that the base salary for this position will align with comparable Designated Senior Official/Executive roles under the Reform of Agencies, Boards and Commissions Compensation Regulation (RABCCA - Schedules 1 & 2).

Travel expenses will be paid in accordance with the Government of Alberta's Travel, Meal and Hospitality Expense Directive.

Offices are located in both Edmonton and Calgary. Candidates should be available to travel throughout the province as required.

Position Profile

Please see the attached Position Profile for more information on this opportunity and a detailed list of responsibilities

<https://www.alberta.ca/public-agency-opportunity.cfm?appt=546&print&DPP>

In addition to your cover letter and resume, we require a biography. Click <https://www.alberta.ca/public-agency-opportunity.cfm?appt=546> to download the biography form.

Once the forms are completed, save them to your PC. When you click on submit application, you will be prompted to upload additional documents. Drag and drop or upload your completed biography form and others requested into the 'Drop files below or click to upload' section.

Contact Information

Executive Search, Alberta Public Service Commission

Phone: 780-408-8460

executivesearch@gov.ab.ca

Carefully read the Recruitment Posting and the Position Profile to ensure this is an appropriate opportunity for you. Applicants are advised to provide information that clearly and concisely demonstrates how their qualifications meet the advertised requirements.

Online applications are preferred. To apply, click on the 'apply' button, create or sign into your account in the ePAAS system; upload your resume, view the listing under Current Opportunities and click on 'submit application'. The uploaded resume will be automatically attached.

Provide a short 4-line biography using the Biography template found under additional documents section. Your biography should include your name, current work experience, board/committee experience and relevant education. Please note that biographies may be edited for length and clarity.

Once your biography and other required form(s) are completed, save it to your PC. When you hit 'submit application', you will be prompted to upload additional documents. Drag and drop (or upload) your completed cover letter, biography and other form(s) into the 'Drop files below or click to upload' section before clicking the 'apply' button.

If you are unable to apply online, please submit a cover letter and resume, quoting the recruitment posting competition number, to the contact provided on the posting. We thank all applicants for their interest. All applications will be reviewed to assess which candidates' qualifications most closely match the agency's requirements. Only those selected for interviews will be contacted to advance to the next step in the appointment process. You can check the status of each competition on-line at <https://www.alberta.ca/public-agencies.cfm>.

All potential candidates will be screened for potential conflicts of interest. Please Note: Successful applicants will have the following information about them made publicly available on the Public Agency Secretariat Website: name, biography, public agency, and position title.

Closing Date: May 31, 2018. Job ID #546

Agency Website:

<https://www.alberta.ca/public-agency-opportunity.cfm?appt=546>

Link to Enabling Legislation:

Workers' Compensation Act

<http://www.qp.alberta.ca/documents/Acts/W15.pdf>