

Job Class Profile: **Executive Secretary (Income and Employment Support Appeal Board)**

Pay Level: **CG-29** **Point Band:** **622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	5	4	2	4	4	3	4	1	2	
Points	233	67	13	19	120	65	83	21	21	642

JOB SUMMARY

The Executive Secretary (Income and Employment Support Appeal Board) is responsible and accountable for coordinating the administrative functions of the Appeal Board and the implementation of the appeal hearing process. Duties typically include ensuring the Appeal Board process is in compliance with the Income and Employment Support Act; providing advice to Appeal Board members, Department Executive, and senior management relating to the appeal process; and for ensuring accurate and comprehensive information is provided to all relevant parties.

Key and Periodic Activities:

- Provides advice and direction to the Income and Employment Support Appeal Board regarding the interpretation and analysis of various acts and regulations (i.e. Employment Support Act, Low income Drug Program, etc.).
- Processes appeal applications according to departmental process (i.e. recording receipt of application, determining eligibility requirements, and acknowledgement communicated to all parties involved).
- Oversees the timely processing of the appeal hearing to ensure compliance with Legislative processes (i.e. coordinates services for hearings, prepares agenda, notifies all parties involved, prepares all documentation for hearings, records all hearing proceedings, prepares final report).
- Manages the record management of the appeal file (i.e. analyzes internal review decision, provides advice to Appeal Board regarding legislation and/or policies, compiles hearing report, and keeps records).
- Manages the day to day functions of the Appeal Board (i.e. writes and distributes correspondence, maintains Appeal Board documentation (briefing and decision binders), coordinates travel, expense claim approval, updates and maintains databases, and consults with Departmental solicitors as needed).
- Responds to enquiries concerning the Income and Employment Support Appeal Board process.
- Builds effective working relationships with all appeal board stakeholders.
- Provides advice to senior management on key issues and potential problems.
- Responds to complaints and concerns raised by appellants or their representatives regarding appeals.
- Conducts research, compiles data, and guides the preparation of various reports for Executive.

Key and Periodic Activities:

- Prepares statistical analysis for executive and senior management.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of specific legislation regarding the Income and Employment Support Appeal Board
- Knowledge of various Treasury Board Acts and Guidelines

Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree in Business or Social Sciences

Years of Experience:

- Minimum: 4 - 5 years

Competencies:

- Writes simple letters, memos and other documentation.
- Proof reads, edits and formats a variety of documents.
- Uses various computer software programs such as spreadsheets, word processors, databases, and statistical packages.
- Analytical and assessment skills.

Interpersonal Skills

- A range of interpersonal skills are used to listen, ask questions to get information, provide routine information and direction, communicate complex information, facilitate and moderate meetings, and deal with upset or angry people around issues/decisions pertaining to the appeal board.
- Communication occurs with employees within immediate work area, employees within the organization and clients, Executive and/or senior managers, Appeal Board Chair, and Regional Enquiries Coordinator.
- The most significant contact is with the Executive and/or senior managers, Appeal Board Chair and Regional Enquiries Coordinator. Interactions include communicating complex legislation, regulations, or policies and procedures; facilitating appeal board hearings, listening and giving appropriate advice addressing board decisions; and delegation of tasks and provision of guidance when preparing Activity Plan Reports.

EFFORT**Physical Effort**

- Work demands do not result in considerable fatigue requiring periods of rest.
- Occasionally is required to lift files, supplies, recording equipment, etc. weighing less than 10

lbs.
<ul style="list-style-type: none"> — Required to perform fine finger/precision work while sitting at the computer utilizing computer applications. — Work provides the opportunity to occasionally stand and walk within the office environment.
Concentration
<ul style="list-style-type: none"> — Visual concentration is constant with the majority of the time reading documents, checking the accuracy of legislative reports/correspondence, and entering statistical data. — Auditory concentration is constant and typically involves all aspects of interactions with clients, coworkers, senior managers, and professionals regarding the appeal board. — Impacted by interruptions and multiple time pressures/deadlines with a lack of control over work pace due to complaints, hearings, etc. — Exact results and precision are necessary when the accuracy of the information is critical for legislative compliance.
Complexity
<ul style="list-style-type: none"> — Provides advice and direction to the Income and Employment Support Appeal Board which involves the interpretation and analysis of various acts and regulations and provides advice to senior management on key issues and potential problems which involves a variety of different but related processes and methods and some unrelated processes and methods. — Typical challenges involve providing advice and guidance to the Appeal Board members during deliberation to ensure compliance with legislation and policy standards. — References available to assist and address problems, issues and challenges include policies, procedures, legislation, solicitors (Departmental/external) and other employees.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work tasks and activities are somewhat prescribed or controlled. — Authority for all decisions concerning the coordination of appeal hearings, travel arrangements for Board Members, approval of travel expense claims for Board members, eligibility of appeal applications, and the selection of the appropriate information to be included for consideration by Appeal Board. — Decisions regarding acquisition of large office items, approval of remuneration for Board Members, annual report submission, Journey Authorizations financial delegations, and Cabinet papers and Briefing Notes require supervisory approval. — Independent discretion and judgement are exercised when giving advice to Board members regarding appeals, determining if the Executive should be informed of potentially sensitive issues, and whether or not an Appeal Board member requires a human resources intervention.
Impact
<ul style="list-style-type: none"> — Generally has impact within immediate work area, within department, outside the organization and on clients and the general public. — Decisions primarily affect processes and systems, information, finances, and corporate image.

- The consequences of errors or mistakes are mitigated by the legislation pertaining to the appeal process. Clients are able to appeal a decision of the Appeal Board to the Supreme Court of Newfoundland and Labrador.

Development and Leadership of Others

- There is no supervision of staff.
- May be required to provide orientation and/or on-the-job training to Appeal Board members.

WORKING CONDITIONS

Environmental Working Conditions

- Typically does not require any special precautions or safety equipment.
- Some adverse environmental conditions exist such as glare from computer and when travelling in different weather conditions for appeal hearings.