

Otsuji, Hiroko PSA:EX

From: Thibeau, Victoria L ALMD:EX
Sent: Monday, June 7, 2010 2:18 PM
To: Otsuji, Hiroko PSA:EX
Cc: Liscum, Rosemarie ALMD:EX
Subject: SABC organization - jd review

Hi Hiroko,

Now that workforce adjustment is finished and we have re-organized the branch as previously discussed with you, we have completed job descriptions for all new positions and updated all existing JD's.

As such, I'd like to set up a meeting with you sometime next week to discuss it with you, walk you through the organization (as a refresh) and initiate the reviews. Do you want Rosemarie to just connect with you directly to set up a good time?

Thanks.

Otsuji, Hiroko PSA:EX

From: McDuffe, Nancy ALMD:EX
Sent: Wednesday, July 7, 2010 8:34 AM
To: Otsuji, Hiroko PSA:EX
Cc: Thibreau, Victoria L ALMD:EX
Subject: FW: Branch JDs

Categories: Action Required

Hi Hiroko,

Below are electronic copies of the job descriptions provided to you on June 25th. How is it going? If you have any questions please give me a call at 250-356-7157.

From: Jawanda, Kristen ALMD:EX
Sent: Wednesday, July 7, 2010 7:52 AM
To: McDuffe, Nancy ALMD:EX
Subject: Branch JDs

Not Responsive

Not Responsive



Senior
Verification Officer.docx



Verification
Officer.docx

Not Responsive

Not Responsive

Kristen Jawanda

Planning & Development Officer

StudentAidBC

Ministry of Advanced Education & Labour Market Development

☎ 250.952.7492

🕒 Office Hours: 7:30am to 3:00pm (Wed & Thurs)

www.studentaidbc.ca

 Please consider the environment before printing this email.

POSITION DESCRIPTION

Ministry of Advanced Education and Labour Market Development

POSITION TITLE:	Senior Verification Officer	POSITION NUMBER(S):	71585
DIVISION: (e.g., Division, Region, Department)	Student and Corporate Services		78164
UNIT: (e.g., Branch, Area, District)	Student Aid BC	LOCATION:	Victoria
APPROVED CLASSIFICATION	Clerk 14	CLASS CODE	
SUPERVISOR'S TITLE:	Administrator, Audit and Verification	POSITION NUMBER	83571
SUPERVISOR'S CLASSIFICATION:	AO18	PHONE NUMBER:	(250) 387-6131

PROGRAM

StudentAid BC provides financial assistance to more than 200,000 students and borrowers in BC. The Branch is responsible for setting the strategic direction of student financial assistance within BC, including representing the Province in federal-provincial/territorial policy negotiations to maximize federal funding for the benefit of BC students; development and management of student aid programs totalling more than \$700M in combined provincial and federal funding for a demand driven program, and policy development that considers social, economic, and budget impacts for the province; and operations to ensure the smooth delivery of programs and funding to students and borrowers. The Branch is responsible for the over-riding risk assessment, and program policies regarding eligibility, audit and verification designed to minimize risk, for the designation requirements for private institutions, and for multi-channel delivery of more than 34 programs including direct delivery, systems automation, block funding to institutions and management of several large dollar service contracts.

PURPOSE OF POSITION

The Audit and Verification unit is mandated under the Canada Student Financial Assistance Act and Regulations to enforce StudentAid BC policy for applicants attending post-secondary institutions in any province or other country. The goal of the verification process is to improve the accuracy of assessments, ensure compliance with the terms and conditions of student financial assistance, and to identify and act to prevent abuse. During the 2008/2009 fiscal year 740 applications out of about 56,000 students receiving Student Financial Assistance were audited. As a result \$1.5 million was withheld from students who were not entitled to funding and a further \$2.2 million was discovered in overawarded funding, which was required to be repaid.

NATURE OF WORK AND POSITION LINKS

The Senior Verification Officer, working under the general supervision of the Administrator, Audit and Verification plans and conducts pre and post audits on applications for student financial assistance, and carries out comprehensive searches, explorations and examinations to ensure compliance with StudentAid BC policy (SABC), and to identify program abuse. This is accomplished through comprehensive searches which involves reviewing current and historical data through in-house systems, and by accessing, disseminating and applying information obtained from external client databases, and through communications with a number of public and private sector organizations and agencies. Following a detailed review, the Senior Verification Officer either approves the verified applications for further funding eligibility, initiates application reassessments to prevent the issuance of funding and/or to recoup overawarded funding, restricts funding or denies further funding eligibility. The Senior Verification Officer has the authority for the *final* decision regarding application reassessments due to verification reviews; and all loan and/or grant overawards resulting from the verification review are not eligible for Appeal. Verification reviews that indicate fraud (less than 1% of applications) are referred to the Administrator, Audit and Verification.

Position Links:

Students/parents/spouse's or their representatives to explain audit administrative criteria; investigate and advise on discrepancies or problematic issues of a sensitive nature; obtain, and sometimes negotiate documentation deemed acceptable to meet the audit requirements; explain policies and procedures; provide details, sometimes defending audit actions, outcomes and impacts; and provide overall direction and guidance.

Financial Award Officers at public post-secondary institutions and owners or other officials at private post-secondary schools to obtain or clarify information; to provide overall guidance and interpretation of program policies and procedures.

BC Government Ministries, provincial and federal agencies and other provincial jurisdictions across Canada to obtain, exchange or verify information.

Ombudsman, Minister's office, MLA and MP offices to respond to inquiries and client complaints regarding the audit; explain overall program policies and procedures; and to provide alternative courses of action pursuant to audit outcomes.

Canada Student Loans Program, National Student Loan Service Centre, BC Student Loans Service Bureau to obtain and verify information.

Third parties such as employers, landlords, accountants, lawyers, banks etc. to confirm and validate information; and to explain program policies and procedures.

Branch staff to share audit practices and procedures; provide expert advice on the interpretation of policies; and to bring forward any concerns, policy or systems related, which may affect the integrity of the program.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. Selects, reviews and confirms SABC applications for accuracy, consistency and compliance to SABC policy, then following an in-depth verification review determines funding eligibility and initiates reassessments through the SABC systems. (55%):

- a) takes initiative, develops and prepares for final approval by the Administrator, Audit and Verification, audit selection criteria to target highly abused areas of SABC through the SABC systems. Senior Verification Officers work as a team to identify areas of most abuse, generate audit reports, prioritize audit scenarios and set audit timelines;
- b) selects SABC applications for verification review in the following circumstances:
 - *audit reports generated from SABC systems*
 - *Canada Revenue Agency data match*
 - *following up on new applications where previous verification reviews have failed to substantiate discrepant information or in situations where the Senior Verification Officer at their discretion has determined that subsequent verification reviews are warranted prior to the release of funding*
 - *referral by Branch staff, educational institutional staff, other government agency personnel, anonymously or directed by the Administrator, Audit and Verification;*
- c) conducts a preliminary search to determine the existence, extent and/or significance of discrepant information. Preliminary searches regularly involve reviewing multiple program years and therefore, require the accurate interpretation and application of correct SABC policies pertaining to each specific year;
- d) where inaccuracies are identified, conducts a cost-benefit analysis based on the nature and severity of the circumstances and the financial impact to the Ministry and government before proceeding with a more comprehensive review; further to this analysis, and using discretion, either continues with the verification review, or concludes the review;
- e) following the decision to proceed, commences a comprehensive review, interpretation and analysis of information presented as part of student applications for assistance, including:
 - *reviewing student case file history, and conducting SABC system search to ascertain the validity of current and/or historical activity and information, as well as cross-checking external database files (ICBC, Equifax, BC Online, Canada Revenue Agency Income Verification) to examine and verify information*
 - *conducting internet searches to investigate and compare information (people finder searches, educational institution websites, locations maps etc)*
 - *contacting the student, parent, spouse or school to verify information. This process can occur by telephone interview, by correspondence, or through personal contact*
 - *dealing with complex and sensitive communications often with extremely uncooperative, self-serving and/or hostile students or their representatives*

- *contacting a wide range of agencies (See Duty #2) to obtain, exchange and verify information. This sometimes involves interpreting and explaining complex policy;*
- f) gathers, analyzes and interprets documentation (e.g. income tax returns, employment records, court orders, affidavits, Canada Immigration – IMM1000, financial statements, transcripts from Canadian and foreign post-secondary institutions) received through comprehensive investigations which regularly involves confirming and validating the documentation for authenticity and legitimacy;
- g) determines the appropriate level of funding based on revised student information and compliance to SABC policy and regulation, then initiates one of the following:
 - using discretion waives or removes system restrictions on SABC systems, *or*
 - initiates application reassessments on SABC systems to trigger Canada or British Columbia student loan overaward penalties subject to repayment and/or grant overawards which become due and payable for collection under the Financial Administration Act, *or*
 - applies system restrictions on SABC systems to control the issuance of funding on a semester-by-semester basis, *or*
 - denies further SABC eligibility;
- h) initiates and implements overrides on SABC systems calculations and where necessary manually calculates assessment prior to performing the override where a verification review has revealed the information provided by the student to be discrepant (e.g. residency denial, change in no. of grant eligible weeks, pro-rated applications etc.);
- i) where comprehensive investigation fails to substantiate information, the Senior Verification Officer at their discretion restricts funding on SABC systems by denying a portion of, or all payment on active applications; ceasing or restricting the issuance of future awards in post audits; and/or recovering monies (overawards). These funding restrictions will suspend access to other SABC programs (e.g. federal and provincial grant programs, loan remission and/or interest relief programs etc.);
- j) where documentation and information is deemed to be accurate and substantiated, completes a verification report using SABC systems and approves the further release of funding;
- k) where potential fraud is suspected, gathers evidence and prepares a report for referral to the Administrator, Audit and Verification (*this occurs infrequently – less than 1% of cases*);
- l) occasionally policies must be applied taking into consideration fairness and the implied intent of SABC and related legislation, therefore some decisions must be based on a best judgment of all the facts;
- m) verification review decisions *cannot* be overturned by other branch staff; grant and loan overawards resulting from the verification review are not eligible for Appeal. In exceptional circumstances the Senior Verification Officer's audit decisions can be overturned by the Administrator, Audit and Verification or Branch Executive-Director.

2. Liaises with, and/or provides guidance to, a wide variety of agencies and individuals throughout the review, investigation and verification process. Communications require an in-depth thorough knowledge of all policies and related changes for multiple SABC program years (25%):

- a) communicates with students in order to obtain or clarify information; advises students of discrepancies or problematic issues; provides explanations of SABC policies sometimes of a complex nature; negotiates and/or facilitates the expedition of the required information; and/or provides direction and guidance on Branch procedures;
- b) counsels and negotiates with angry or distraught clients in hostile, difficult and adverse situations to gain co-operation and obtain information;
- c) contacts educational institution owners and officials to investigate and/or confirm application information;
- d) liaises with other BC Government Ministries, other provincial jurisdictions across Canada, and federal agencies to obtain, exchange and/or confirm information;
- e) communicates on an expert level with other Branch staff, public school officials, private school owners and their officials to provide interpretation of established SABC policies, as well as interpreting external information related to the verification process;
- f) develops customized and sometimes complex correspondence, often of a sensitive and confidential nature, to advise respective parties of particular circumstances and actions taken concerning the verification of applications;
- g) develops and maintains a network of contacts who will provide assistance in confirming information;
- h) accesses, interprets and employs confidential data obtained through direct on-line access to external client databases, where authority has been granted to obtain information under a secured, password protected environment. External clients include ICBC, Equifax, BC Assessment Authority, Personal Property Registry, Corporate Registry, Land Titles, Canada Revenue Agency and other Federal and Provincial agencies;
- i) interprets verification policies, procedures and regulations to Branch staff, educational institutions and other government agencies;
- j) liaises with bankruptcy trustees, lawyers, MLAs, MPs, Ombudsman as well as landlords and employers to validate information and to interpret and explain SABC policies and procedures;
- k) communicates orally, or in writing, to notify students, staff of educational institutions and/or applicable Branch staff of respective courses of action pursuant to verification reviews and enters applicable notations on case files.

3. Manages, over the course of a students' post-secondary education, SABC systems to track events and statistics (15%):

- a) opens case files to document findings and file actions in an accurate and detailed chronological report. Verification report information is often viewed and used for decision-making by other Branch personnel, provincial/federal agencies and can be used in court proceedings. Reports are subject to the Freedom of Information and Protection of Privacy Act;
- b) verification reports are used by the Appeals Unit and verification decisions can be taken into consideration in the determination of further funding eligibility, in those rare cases where students are eligible for appeal consideration;
- c) completes and finalizes the verification report ensuring that all prevented and overawarded funding is accurately captured in the SABC systems in order to maintain precise records which are used for statistical reporting, tracking audit types and trends, Branch budgeting and verifying that federal administrative criteria mandated under the Canada Student Financial Assistance Act has been met.

4. Performs other related duties, such as (5%):

- a) takes initiative and actively participates to ensure verification correspondence is compliant with SABC policy;
- b) identifies policy, procedural and/or application package discrepancies and recommends improvements and efficiencies;
- c) works with system technicians to provide input to systems updates, improvements or enhancements; tests new computer programs for accuracy and ease of use (SABC systems and Canada Revenue Agency data match);
- d) participates in working groups, special assignments or projects as required;
- e) trains new verification staff on SABC and Verification policy, procedures, the use of computer programs and interpretation of external client databases.
- f) provides leadership and guidance to Verification Officers.

FINANCIAL RESPONSIBILITY

Restricts and denies StudentAid BC funding until audit compliance achieved.

Determines amount of loan/grant funding to be repaid. Has authority to over-rule standard needs assessment and conduct system over-rides on assessment parameters.

Reassesses eligibility for funding based on provincial and federal program policies and regulations. Has authority to make discretionary decisions impacting funding eligibility.

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		
Supervises staff through subordinate supervisors		

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

SPECIAL REQUIREMENTS

Criminal record check

TOOLS / EQUIPMENT

Continual use of a computer to access various internal and external client databases, websites and the intranet to search for, analyze and verify information.

Standard office equipment including Microsoft Office Software; SABC systems.

WORKING CONDITIONS

Working with highly confidential and sensitive information.

Negotiating with uncooperative, angry and upset individuals to gain cooperation and obtain information compulsory for the audit.

Dealing with extremely hostile (sometimes potentially violent) clients who are upset and angry over audit results and the financial impacts caused by the audit.

Court appearance may be required.

WORK EXAMPLES

COMMENTS

PREPARED BY

NAME:

Brian Murray

DATE:

April 1, 2010

EXCLUDED MANAGER AUTHORIZATION

I confirm that:

1. the accountabilities / deliverables were assigned to this position effective: **April 1, 2010**
2. the information in this position description reflects the actual work performed.
3. a copy has / will be provided to the incumbent(s).

NAME:

Brian Murray,
Manager of Compliance and
Investigations

SIGNATURE:

DATE:

ORGANIZATION CHART

Deputy Minister, Advanced Education and Labour Market Development

Assistant Deputy Minister, Student and Corporate Services

Executive Director, Student Aid BC, Strategic Leadership, #6165

Manager, Compliance and Investigations, Business Leadership, #66089

Administrator, Audit and Verification, AO 18, #83571

Senior Verification Officer, Clerk 14, #71585 & #78164

Verification Officer (new), Clerk 11(U/R), #81854 & #6443

STAFFING CRITERIA

Education/Experience:

- Secondary school graduation plus 5 years progressively responsible administrative/clerical experience or equivalent combination of education and experience. Equivalencies include: 2 year College Diploma in business or related field plus 3 years experience; University degree in business or related field and 2 years experience.
- Experience working with financial assistance programs.
- Experience researching, reviewing, assessing, analyzing and/or interpreting financial data and/or legal documentation.
- Experience interpreting, applying policy and regulations.
- Proficiency in communicating complicated concepts, both orally and in writing.
- Experience communicating complicated policy to individuals who may be argumentative, aggressive and/or hostile.
- Experience and/or education in accounting and financial audit principles and practices preferred.

Knowledge:

- Knowledge of investigative techniques and procedures.
- Knowledge of general accounting and fundamental audit principles and practices.
- Knowledge of post-secondary institutions and educational programs is an asset.

Skills/Abilities:

- Ability to understand, interpret and assess a variety of confidential administrative forms; financial statements (both business and personal), income tax returns and assessments, court orders, judgments, payroll documents, bank records, domestic and foreign post-secondary education transcripts etc.
- Ability to display strong characteristics of judgment, inquisitiveness, persistence, as well as be able to utilize a high level of tact and diplomacy.
- Ability to negotiate to obtain information from individuals, educational institutions, financial institutions, and other Federal and Provincial agencies and officials.
- Ability to make sound, independent judgments by distinguishing both the presence and absence of relevant facts, so as to make consistent decisions within the implied intent of policies and regulations.
- Ability to effectively communicate, clearly and tactfully, both orally and in writing, audit/reassessment decisions which are often of a contentious nature.
- Ability to utilize word-processing, spreadsheet and database packages (Microsoft Office preferred).
- Ability to establish and maintain effective working relationships.
- Ability to effectively deal with angry/distraught clients with diverse backgrounds.
- Ability to manually compute a variety of mathematical calculations and formulas.
- Must possess strong personal initiative, as well as excellent organizational and time management skills.
- Ability to manage several projects or assignments concurrently with significant attention to detail.

COMPETENCIES

Service Orientation - implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client

Results Orientation - is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation

Teamwork and Cooperation - is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Initiative - involves identifying a problem, obstacle or opportunity and taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things and not simply thinking about future actions. Formal strategic planning is not included in this competency

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Flexibility - is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an

issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

Information Seeking - is driven by a desire to know more about things, people or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.

Analytical Thinking- is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships ("if...then...") to resolve problems in a sound, decisive manner. Checks to ensure the validity or accuracy of all information.

POSITION DESCRIPTION

Ministry of Advanced Education and
Labour Market Development

POSITION TITLE:	Verification Officer	POSITION NUMBER(S):	81854, 6443
DIVISION: (e.g., Division, Region, Department)	Student and Corporate Services		
UNIT: (e.g., Branch, Area, District)	StudentAid BC	LOCATION:	Victoria
APPROVED CLASSIFICATION	Clerk 11 (NEW)	CLASS CODE	
SUPERVISOR'S TITLE:	Administrator, Audit and Verification	POSITION NUMBER	83571
SUPERVISOR'S CLASSIFICATION:	AO18	PHONE NUMBER:	(250) 387-6131

PROGRAM

StudentAid BC provides financial assistance to more than 200,000 students and borrowers in BC. The Branch is responsible for setting the strategic direction of student financial assistance within BC, including representing the Province in federal-provincial/territorial policy negotiations to maximize federal funding for the benefit of BC students; development and management of student aid programs totalling more than \$700M in combined provincial and federal funding for a demand driven program, and policy development that considers social, economic, and budget impacts for the province; and operations to ensure the smooth delivery of programs and funding to students and borrowers. The Branch is responsible for the over-riding risk assessment, and program policies regarding eligibility, audit and verification designed to minimize risk, for the designation requirements for private institutions, and for multi-channel delivery of more than 34 programs including direct delivery, systems automation, block funding to institutions and management of several large dollar service contracts.

PURPOSE OF POSITION

The Audit and Verification unit is mandated under the Canada Student Financial Assistance Act and Regulations to enforce StudentAid BC policy for applicants attending post-secondary institutions in any province or other country. The goal of the verification process is to improve the accuracy of assessments, ensure compliance with the terms and conditions of student financial assistance, and to identify and act to prevent abuse. During the 2008/2009 fiscal year 740 applications out of about 56,000 students receiving Student Financial Assistance were audited. As a result \$1.5 million was withheld from students who were not entitled to funding and a further \$2.2 million was discovered in overawarded funding, which was required to be repaid.

NATURE OF WORK AND POSITION LINKS

The Verification Officer, working under the supervision of the Administrator, Audit and Verification, plans and conducts pre and post audits on first year student financial assistance applications, and carries out comprehensive searches, explorations and examinations to ensure compliance with StudentAid BC policy (SABC), and to identify program abuse. This is accomplished through comprehensive searches which involve reviewing current and historical data through in-house systems, and by accessing, disseminating and applying information obtained from external client databases, and through communications with a number of public and private sector organizations and agencies. Following a detailed review, the Verification Officer either approves the verified applications for further funding eligibility, initiates application reassessments to prevent the issuance of funding and/or to recoup overawarded funding, restricts funding or denies further funding eligibility. The Verification Officer has the authority for the final decision regarding application reassessments due to verification reviews; and all loan and/or grant overawards resulting from the verification review are not eligible for appeal. Verification reviews that indicate fraud (less than 1% of applications) are referred to the Administrator, Audit and Verification.

Position Links:

Students/parents/spouse's or their representatives to explain audit administrative criteria; investigate and advise on discrepancies or problematic issues of a sensitive nature; obtain, and sometimes negotiate documentation deemed acceptable to meet the audit requirements; explain policies and procedures; provide details, sometimes defending audit actions, outcomes and impacts; and provide overall direction and guidance.

Financial Award Officers at public post-secondary institutions and owners or other officials at private post-secondary schools to obtain or clarify information; to provide overall guidance and interpretation of program policies and procedures.

BC Government Ministries, provincial and federal agencies and other provincial jurisdictions across Canada to obtain, exchange or verify information.

Ombudsman, Minister's Office, MLA and MP offices to respond to inquiries and client complaints regarding the audit, explain overall program policies and procedures; and to provide alternative courses of action pursuant to audit outcomes.

Canada Student Loans Program, National Student Loan Service Centre, BC Student Loans Service Bureau to obtain and verify information.

Third parties such as employers, landlords, accountants, lawyers, banks etc. to confirm and validate information; and to explain program policies and procedures.

Branch staff to share audit practices and procedures; provide expert advice on the interpretation of policies; and to bring forward any concerns, policy or systems-related issues which may affect the integrity of the program.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

1. **Select reviews and confirms first year SABC applications for accuracy, consistency and compliance to SABC policy, then following an in-depth verification review determines funding eligibility and initiates reassessments through SABC systems (50%):**
 - a. Is provided with audits to develop and prepare for final approval by the Administrator, Audit and Verification, audit selection criteria to target highly abused areas of SABC through the SABC systems. The Verification Officer work with a team to identify areas of most abuse, generate audit reports, prioritize audit scenarios and set audit timelines;
 - b. Selects SABC applications for verification review in the following circumstances:
 - audit reports generated SABC systems
 - following up on new applications where previous verification reviews have failed to substantiate discrepant information or in situations where the Verification Officer, at their discretion has determined that subsequent verification reviews are warranted prior to the release of funding
 - referral by Administrator, Audit and Verification;
 - c. Conducts a preliminary search to determine the existence, extent and/or significance of discrepant information on current unassigned or incomplete audits. Preliminary searches regularly involve reviewing multiple program years and therefore, require the accurate interpretation and application of correct SABC policies pertaining to each specific year;
 - d. Where inaccuracies are identified, conducts a cost-benefit analysis based on the nature and severity of the circumstances and the financial impact to the ministry and government before proceeding with a more comprehensive review; further to this analysis, and using discretion, either continues with the verification review, concludes the review, or, in the case of more complex cases, i.e. multiple audits, refers back to the Administrator;
 - e. Following the decision to proceed, commences a review, interpretation and analysis of information presented as part of student applications for assistance, including:
 - reviewing student case file history, and conducting SABC systems search to ascertain the validity of current and /or historical activity and information, as well as cross-checking external database files (ICBC, Equifax, BC Online, Canada Revenue Agency Income Verification) to examine and verify information
 - conducting internet searches to investigate and compare information (people finder searches, educational institution websites, locations maps etc.)
 - contacting the student, parent, spouse or school to verify information. This process can occur by telephone interview, by correspondence, or through personal contact
 - dealing with complex and sensitive communications often with extremely uncooperative, self-serving and/or hostile students or their representatives;

- f. Gathers, analyzes and interprets documentation (e.g. income tax returns, employment records, court orders, affidavits, Canada Immigration-Imm1000, financial statements, transcripts from Canadian and foreign post-secondary institutions) received through comprehensive investigations which regularly involves confirming and validating the documentation for authenticity and legitimacy;
 - g. Determines the appropriate level of funding based on revised student information and compliance to SABC policy and regulation, then initiates one of the following:
 - using discretion waives or removes system restrictions on SABC systems, or
 - initiates application reassessments on SABC systems to trigger Canada or British Columbia student loan overaward penalties subject to repayment and/or grant overawards which become due and payable for collection under the Financial Administration Act, or
 - applies system restriction on SABC systems to control the issuance of funding on a semester-by-semester basis;
 - h. Where borrowers fail to provide information, the Verification Officer at their discretion, restricts funding on SABC systems by denying a portion of, or all payment on active applications; ceasing or restricting the issuance of future awards in post audits; and/or recovering monies (overawards). These funding restrictions will suspend access to other SABC programs (e.g. federal and provincial grant programs, loan remission and/or interest relief programs etc.);
 - i. Where documentation and information is deemed to be accurate and substantiated, the Verification Officer completes a verification report on SABC systems and approves the further release of funding;
 - j. Where potential fraud is suspected, automatically refers to the Administrator for further investigation;
 - k. Audit and Verification review decisions cannot be overturned by other branch staff; grant and loan overawards resulting from the verification review are not eligible for appeal. In exceptional circumstances Verification Officer's audit decisions can be overturned by the Administrator, Audit and Verification or Branch Executive-Director.
- 2. Manages, over the course of a students' post-secondary education, SABC systems to track events and statistics (15%):**
- a. Opens case files to document findings and file actions in an accurate and detailed chronological report. Verification report information is often viewed and used for decision-making by other Branch personnel, provincial/federal agencies and can be used in court proceedings. Reports are subject to the Freedom of Information and protection of privacy Act;
 - b. Verification reports are used by the Appeals Unit and verification decision can be taken into consideration in the determination of further funding eligibility, in those rare cases where students are eligible for appeal consideration;
 - c. Completes and finalizes the verification report ensuring that all prevented and overawarded funding is accurately captured in the SABC systems in order to maintain precise records which are used for statistical reporting.
- 3. Acts as a primary point of contact for the Unit for incoming queries (20%)**
- a. Responds to routine telephone enquiries from other government agencies and provides general information to callers with respect to SABC policies, procedures and documentation requirements;
 - b. Directs specific or complex enquiries to the Administrator or appropriate staff member;
 - c. Takes and forwards all telephone messages from the Verification Units Integrated Voice Response System (IVR) in an efficient and timely manner & the SABC system call log.
- 4. Performs a variety of clerical and administrative duties for the Administrator and Unit staff (10%):**
- a. Provides assistance to work unit staff regarding the functionality of computerized applications (word-processing, spreadsheet, graphics and database);
 - b. Ensures that manuals, binders and all other Branch and unit information and reference sources are kept up-to-date and indexed for easy access;
 - c. At the request of the Administrator, prepares correspondence, reports, spreadsheet summaries and participates in special projects.
- 5. Provides assistance to the Administrator, Audit and Verification (10%):**
- a. Receives and distributes all in-house, Canada Post and courier delivered mail and packages; receives and

distributes incoming fax messages;

- b. Processes all outgoing correspondence and mail; arranging for pick-up and/or couriers where required;
- c. Searches and compiles information, at the request of the Administrator, from SABC systems;

6. Performs other related duties, such as (5%);

- a. Takes initiative and actively participates to ensure verification correspondence is compliant with SABC policy;
- b. Identifies policy, procedural and/or application package discrepancies and recommends improvements and efficiencies;
- c. Participates in working groups, special assignments or projects as required.

FINANCIAL RESPONSIBILITY

Restricts and denies StudentAid BC funding until audit compliance achieved.

Determines amount of loan/grant funding to be repaid. Has authority to over-rule standard needs assessment and conducts system over-rides on assessment parameters.

Reassesses eligibility for funding based on provincial and federal program policies and regulations. Has authority to make discretionary decisions impacting funding eligibility.

DIRECT SUPERVISION (i.e., responsibility for signing the employee appraisal form)

Role	# of Regular FTE's	# of Auxiliary FTE's
Directly supervises staff		
Supervises staff through subordinate supervisors		

PROJECT /TEAM LEADERSHIP OR TRAINING (Check the appropriate boxes)

Role	# of FTE's	Role	# of FTE's
Supervises students or volunteers <input type="checkbox"/>		Provides formal training to other staff <input type="checkbox"/>	
Lead project teams <input type="checkbox"/>		Assigns, monitors and examines the work of staff <input type="checkbox"/>	

SPECIAL REQUIREMENTS

Criminal record check

TOOLS / EQUIPMENT

Continual use of a computer to access various internal and external client databases, websites and the intranet to search for, analyze and verify information.

Standard office equipment including Microsoft office Software, SABC systems.

WORKING CONDITIONS

Working with highly confidential and sensitive information.

Negotiating with uncooperative, angry and upset individual to gain cooperation and obtain information compulsory for the audit.

Dealing with extremely hostile (sometimes potentially violent) clients who are upset and angry over audit results and the financial impacts caused by the audit.

Court appearances may be required.

WORK EXAMPLES

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COMMENTS

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PREPARED BY

NAME: Brian Murray	DATE: April 1, 2010	
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EXCLUDED MANAGER AUTHORIZATION

I confirm that: 1. the accountabilities / deliverables were assigned to this position effective: April 1, 2010. 2. the information in this position description reflects the actual work performed. 3. a copy has / will be provided to the incumbent(s).		
NAME: Brian Murray	SIGNATURE:	DATE:

ORGANIZATION CHART

Deputy Minister, Advanced Education and Labour Market Development
Assistant Deputy Minister, Student and Corporate Services,
Executive Director, Student Aid BC, Strategic Leadership, #6165
Manager, Compliance and Investigations, Business Leadership #66089
Administrator, Audit and Verification, AO 18, #83571
Senior Verification Officer, Clerk 14, #71585 & #78164
Verification Officer (new), Clerk 11 (U/R), #81854 & #6443

STAFFING CRITERIA

--

COMPETENCIES

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Otsuji, Hiroko PSA:EX

From: Otsuji, Hiroko PSA:EX
Sent: Tuesday, May 31, 2011 9:47 AM
To: Thibeau, Victoria L AVED:EX
Cc: Wiedeman, Lori STED:EX
Subject: RE: Classification Reviews

Hi Victoria, my aim is for the end of this week for all of them.

Hiroko Otsuji, Classification Specialist
HR Services Centre | Client Services | BC Public Service Agency
810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

From: Thibeau, Victoria L AVED:EX
Sent: Monday, May 30, 2011 4:10 PM
To: Otsuji, Hiroko PSA:EX
Cc: Wiedeman, Lori STED:EX
Subject: RE: Classification Reviews

As you complete the units would be great. Also, I want to make sure we have a solid justification for any classification differences between appeals, verification, student support and directed programs. Those 4 jobs are the bulk of the employees

s.13

Can I get an ETA on when you expect to be complete on all of them?

Victoria Thibeau

Executive Director
StudentAid BC
Ministry of Advanced Education
Ph. (250)387-3605 fx. (250)356-6157

From: Otsuji, Hiroko PSA:EX
Sent: Monday, May 30, 2011 3:44 PM
To: Thibeau, Victoria L AVED:EX
Cc: Wiedeman, Lori STED:EX
Subject: Classification Reviews

Hi Victoria,

I hope you are doing well. I just wanted to let you know the "final" reviews of the package that you gave to me in June last year is coming. I am committing to getting everything done by the end of the week.

Not Responsive

Would you like me to report out on them as a group or as I complete the units? I don't think there are any surprises (probably except for the length of time that I've had these in my court!!)

Hiroko Otsuji, Classification Specialist

HR Services Centre | Client Services | BC Public Service Agency
810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

Otsuji, Hiroko PSA:EX

From: Otsuji, Hiroko PSA:EX
Sent: Friday, June 3, 2011 3:16 PM
To: Thibeau, Victoria L AVED:EX
Cc: Wiedeman, Lori STED:EX
Subject: StudentAid BC Classification Review summary
Attachments: SABC Job Evaluation Summary June 2011.xlsx

Hi Victoria,

I have a summary document for all the classification reviews for StudentAid BC. There should be no surprises,

Let me know if you would like to set up a time to discuss the outcome. I have not done a detailed rationale for each of the positions, but I can certainly go over what aspect of each of the positions supports the level at which they are evaluated.

Have a lovely weekend.

Hiroko Otsuji, Classification Specialist

HR Services Centre | Client Services | BC Public Service Agency
810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

StudentAid BC - Job Evaluation Summary

Last update: June 3, 2011

Title	Position Info	Recommended Level	Eclass Info	Comments
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Not Responsive

Compliance and Investigations Unit				
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Not Responsive

Senior Verification Officer	00006174 00071585 00078164	CL14	Case 2040	May 31, 2011: Confirmed Clerk 14. Authority for final dec'n re: app reassessments. Significant digging for information and dec'ns result in override of initial assessments done by staff in Prog Delivery unit.
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StudentAid BC - Job Evaluation Summary

Last update: June 3, 2011

Title	Position Info	Recommended Level	Eclass Info	Comments
Verification Officer	00006443 00081854	CL11	Case 15458	May 31, 2011: New role - appears to be intended to be junior role, handling less complex cases in relation to Senior Verification Officer, s.13 s.17

Not Responsive

Pages 21 through 25 redacted for the following reasons:

Not Responsive

Otsuji, Hiroko PSA:EX

From: Otsuji, Hiroko PSA:EX
Sent: Monday, June 13, 2011 4:48 PM
To: Thibeau, Victoria L AVED:EX
Subject: RE: Classification

Hi Victoria,

I felt that the submitted JD for the Verification and staff showed their complexities much better than the
and I JDs. did mention this to Carol so we are going to work on ensuring the
complexities are apparent

That's our update for now.

This season has been brutal for colds and other illnesses!

Hiroko Otsuji, Classification Specialist
HR Services Centre | Client Services | BC Public Service Agency
810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

From: Thibeau, Victoria L AVED:EX
Sent: Monday, June 13, 2011 4:42 PM
To: Prest, Carol AVED:EX; Otsuji, Hiroko PSA:EX
Subject: RE: Classification

Thanks Carol. Hiroko, this was likely discussed in the meeting today

Thanks.

Victoria Thibeau
Executive Director
StudentAid BC
Ministry of Advanced Education
Ph. (250)387-3605 fx. (250)356-6157

Pages 27 through 30 redacted for the following reasons:

Not Responsive

Otsuji, Hiroko PSA:EX

From: Thibeau, Victoria L AVED:EX
Sent: Wednesday, July 6, 2011 12:39 PM
To: Otsuji, Hiroko PSA:EX
Subject: RE: SSU JD

Hiroko,

s.13 s.17

Victoria Thibeau

Executive Director
StudentAid BC
Ministry of Advanced Education
Ph. (250)387-3605 fx. (250)356-6157

Not Responsive

Page 32 redacted for the following reason:

Not Responsive

Otsuji, Hiroko PSA:EX

From: Otsuji, Hiroko PSA:EX
Sent: Thursday, July 7, 2011 9:07 AM
To: Thibeau, Victoria L AVED:EX
Subject: RE: SSU JD

Hi Victoria,

I believe the Senior Verification Officers are at the Clerk 14 level, just as they have always been. The Clerk 11s I believe were the newly instituted roles that appeared to be a little more "junior" that is, handling less complex cases in relation to the 3 Senior Verification Officers.

Right now the split is this – Positions 6147, 71585, 78164 are Clerk 14 Senior Verification Officers and Positions 6443 and 81854 are Clerk 11 Verification Officers.

Let me know how you would like to proceed.

Hiroko Otsuji, Classification Specialist
HR Services Centre | Client Services | BC Public Service Agency
810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

From: Thibeau, Victoria L AVED:EX
Sent: Wednesday, July 6, 2011 12:39 PM
To: Otsuji, Hiroko PSA:EX
Subject: RE: SSU JD

Hiroko,

Victoria Thibeau
Executive Director

Not Responsive

Otsuji, Hiroko PSA:EX

From: Thibeau, Victoria L AVED:EX
Sent: Thursday, July 7, 2011 9:12 AM
To: Otsuji, Hiroko PSA:EX
Subject: TRIM: RE: SSU JD

s.13 s.17

Victoria Thibeau

Executive Director
StudentAid BC
Ministry of Advanced Education
Ph. (250)387-3605 fx. (250)356-6157

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810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

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Sent: Wednesday, July 6, 2011 12:39 PM
To: Otsuji, Hiroko PSA:EX
Subject: RE: SSU JD

Hiroko,

s.13 s.17

Victoria Thibeau

Executive Director
StudentAid BC
Ministry of Advanced Education
Ph. (250)387-3605 fx. (250)356-6157

Not Responsive

Page 37 redacted for the following reason:

not responsive

Not Responsive

From: Thibeau, Victoria L AVED:EX
Sent: Thursday, July 7, 2011 9:12 AM
To: Otsuji, Hiroko PSA:EX
Subject: RE: SSU JD

s.13 s.17

Victoria Thibeau
Executive Director
StudentAid BC
Ministry of Advanced Education
Ph. (250)387-3605 fx. (250)356-6157

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Subject: RE: SSU JD

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Let me know how you would like to proceed.

Hiroko Otsuji, Classification Specialist
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810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

From: Thibeau, Victoria L AVED:EX
Sent: Wednesday, July 6, 2011 12:39 PM
To: Otsuji, Hiroko PSA:EX
Subject: RE: SSU JD

Victoria Thibeau
Executive Director
StudentAid BC
Ministry of Advanced Education
Ph. (250)387-3605 fx. (250)356-6157

Page 40 redacted for the following reason:

Not Responsive

Not Responsive

From: Thibeau, Victoria L AVED:EX
Sent: Thursday, July 7, 2011 9:12 AM
To: Otsuji, Hiroko PSA:EX
Subject: RE: SSU JD

s.13 s.17

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s.13 s.17

Victoria Thibeau

Executive Director
StudentAid BC
Ministry of Advanced Education
Ph. (250)387-3605 fx. (250)356-6157

From: Otsuji, Hiroko PSA:EX
Sent: Thursday, July 7, 2011 9:07 AM
To: Thibeau, Victoria L AVED:EX
Subject: RE: SSU JD

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Let me know how you would like to proceed.

Hiroko Otsuji, Classification Specialist
HR Services Centre | Client Services | BC Public Service Agency
810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

From: Thibeau, Victoria L AVED:EX
Sent: Wednesday, July 6, 2011 12:39 PM
To: Otsuji, Hiroko PSA:EX
Subject: RE: SSU JD

Hiroko,

s.13 s.17

Victoria Thibault

Executive Director

StudentAid BC

Ministry of Advanced Education

Ph. (250)387-3605 fx. (250)356-6157

Not Responsive

Otsuji, Hiroko PSA:EX

From: Otsuji, Hiroko PSA:EX
Sent: Tuesday, July 12, 2011 10:15 AM
To: Witton, Lana PSA:EX
Subject: RE: Contact info

Hi Lana,

How's the weather in Nelson? It's sunny right now here but it's been rainy and cold for mid-July!

Anyway – the contact info for all the cases below is Victoria.Thibeau@gov.bc.ca

Hiroko Otsuji, Classification Specialist

HR Services Centre | Client Services | BC Public Service Agency
810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

From: Witton, Lana PSA:EX
Sent: Tuesday, July 12, 2011 10:12 AM
To: Otsuji, Hiroko PSA:EX
Subject: Contact info

Hi Hiroko, I have to put some data together for Event Specific Survey purposes.
The following Eclass cases don't indicate who the Ministry contact is. Can you tell me?

| 2040

Not Responsive

| Otsuji, Hiroko

| Senior Verification Officer

Not Responsive

Lana Witton, A/Classification Services Coordinator
HR Services Centre | Client Services | BC Public Service Agency



Where ideas work

Otsuji, Hiroko PSA:EX

From: Otsuji, Hiroko PSA:EX
Sent: Friday, August 26, 2011 3:23 PM
To: Philips, Kathy AVED:EX
Subject: EClass Case 2040 Verification Officer

E-class approval for Verification Officers. Covers 5 positions – 00006174, 00006443, 00071585, 00078164 and 00081854.

Title: Verification Officer
Plan: Public Service Job Evaluation Plan
Case#: 2040
CHIPS#: 6174
Ministry: ADVED
Division: Students, Institutions and Programs
Branch: StudentAid BC
Section: -
Current Class: Clerk 14
Current Salary: \$47,623.67
Approved Class: Clerk 14
Approved Salary: \$47,623.67
Impacted Positions: 3
Estimated Annual Impact: \$0.00
Points: 462.0

May 30, 2011: Confirmed Clerk 14. Hiroko Otsuji.
Also includes positions 6443, 71585, 78164 and 81854.
(Two positions - 6443 and 81854 added to this case)

Position 6174 was previously reviewed under EC7003 as Appeals Adjudicator.

Keyword: 6443 71585 78164 81854 hotsuji

Otsuji, Hiroko PSA:EX

From: Otsuji, Hiroko PSA:EX
Sent: Friday, August 26, 2011 3:02 PM
To: Philps, Kathy AVED:EX; Callow, Sharlane AVED:EX
Subject: StudentAid BC
Attachments: SABC Job Evaluation Summary June 2011.xlsx; FW: Branch JDs; SABC organization - jd review; FW: Designation JD's; RE: SSU JD; RE: SSU JD; RE: Classification; RE: EClass Case 15077 SABC job classifications?; SABC classification review; RE: SSU JD

Not Responsive

Hi Kathy and Sharlane,

Here is what I have in terms of documentation for the classification review request from StudentAid BC.

I hope that you can make sense of the chronology. However, if you need assistance, please don't hesitate to ask.

Not Responsive

Hiroko Otsuji, Classification Specialist

HR Services Centre | Client Services | BC Public Service Agency
810 Blanshard Street | Victoria, BC | V8W 2H2 | 250-356-7548 |



Where ideas work

Title	Position Info	Recommended Level	Eclass Info	Comments
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Not Responsive

s.13 s.17

Not Responsive

Title	Position Info	Recommended Level	Eclass Info	Comments
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Not Responsive

Compliance and Investigations Unit				
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Not Responsive

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s.13 s.17

Pages 50 through 52 redacted for the following reasons:

Not Responsive

Cases **Admin** **Library**

[view/search](#)

[view active cases](#)

[add new case](#)

E-Clas

Position Data

Read Only

Position Title: Verification Officer

Plan: PSJEP

Case Status: Closed

Case #: 2040

CHIPS #: 6174

Ministry: ADVED

Division: Students, Institutions and Programs

Branch: StudentAid BC

Section: -

Work Family: Enforcement & Compliance Services

Work Stream: Program or Policy Management

Current Class: Clerk 14

Current Salary: \$47,823.67

Approved Class:

Approved Salary:

Impacted Positions: 3

Estimated Annual Impact: \$0.00 (including the cost of benefits)

Related Documents

Description [40027](#): Job Description 00006174 00071585 00078164 Senior Verification Officer.docx **Quality:** DO NOT COPY

Staffing Criteria

Competency Profile

Rationale

Working Paper [5382](#): Verification Officer_ 03May 23_JD.doc

Working Paper

Diary Entry Data

File Location: BCPSA

Assigned To: File Room

Date: May 30, 2011

Action/Reason: Approval Notice

Points: 462

Range: 13

1 JK	2 MD	3 IC	4 PC	5 WA	6 FR	7 PA	8 HR	9 WB	10 SE	11 PE	12 SR	13 HZ
E	D	C	C	D	D	D	A	C	C	C	B	B

Comments

May 30, 2011: Confirmed. Hiroko Otsuji.

Position 6174 was previously reviewed under EC7003 as Appeals Adjudicator.

Priority: Staffing

Keyword: 6443 71585 78164 81854 hotsuji