

**Position Title:** Case Review Adjudicator  
**Case #:** 7003  
**Ministry:** ADVED  
**Branch:** StudentAid BC  
**Work Family:** Dispute Resolution Services  
**Current Class:** Clerk 14 (Before)  
**Approved Class:** Clerk 14 (After)

**Plan:** PSJEP  
**CHIPS #:** 6201  
**Division:** Students, Institutions and Programs  
**Section:** -  
**Work Stream:** Adjudication Services  
**Current Salary:** \$47,623.67 (Before)  
**Approved Salary:** \$47,623.67 (After)  
**Impacted Positions:** 3  
**Estimated Annual Impact:** \$0.00 (including the cost of benefits)

#### Related Documents

**Description** [40088](#): Job Description 00006201 00006191 00063903 00096178 Case Review Adjudicator.docx **Quality:** DO NOT COPY

#### Staffing Criteria

#### Competency Profile

#### Rationale

**Working Paper** [18236](#): AppealsAdjudicator\_05-Sep-05\_JD.doc

**Working Paper** [18237](#): STUDENT SERVICES POLICY.opx

**Working Paper** [27022](#): April 2007 Appeal JD .doc

**Working Paper**

#### Diary Entry Data

**File Location:** BCPSA  
**Action/Reason:** Approval Notice  
**Assigned To:** File Room  
**Points:** 505  
**Date:** 2-Jun-2011  
**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
F	D	C	C	D	E	C	A	B	C	C	B	B

#### Comments

February 7, 2013: Position 6191 is now covered under EC2010 as Senior Verification and Audit Officer (Clerk 14). Hiroko Otsuji.

June 2, 2011: Confirmed Clerk 14. Hiroko Otsuji.  
Covers Positions 6201, 63903 and 96178

**Priority:** Normal

**Keyword:** 6201 63903 96178 hotsuji

## POSITION DESCRIPTION

Ministry of Advanced Education

POSITION TITLE:	Case Review Adjudicator	POSITION NUMBER(S):	63903
DIVISION: (e.g., Division, Region, Department)	Students, Institutions and Programs		
UNIT: (e.g., Branch, Area, District)	StudentAid BC	LOCATION:	Victoria
APPROVED CLASSIFICATION	Clerk 14	CLASS CODE	
SUPERVISOR'S TITLE:	Case Review Administrator	POSITION NUMBER	6408
SUPERVISOR'S CLASSIFICATION:	AO21	PHONE NUMBER:	

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 Case Review Adjudicator re-evaluates, assesses and adjudicates all StudentAid BC (SABC) appeals received by all units including analyzing confidential medical, financial, legal reports, including researching and interpreting policy in order to provide the best outcome for each individual appeal. The position is also responsible for managing the reinstatement of defaulted BC student loans. The Case Review Adjudicator has the authority to set aside or waive standard federal, provincial and program policies, on a case-by-case basis, based on documentation provided. This position has the authority to override decisions made by supervisors in other units of the branch. Case Review Adjudicators must establish and maintain credibility with diverse client groups and must be subject matter experts.

## NATURE OF WORK AND POSITION LINKS

The Case Review Unit promotes access to Post-Secondary education and the responsible use of available public funds by facilitating the determination of student financial assistance and ensuring funds are allocated fairly on the basis of need. The primary business of the Appeals and Escalation Unit is to re-evaluate and recommend courses of action (approval, partial approval or denial) with respect to requests by students for a review of their eligibility for financial assistance under SABC. The Appeals and Escalation Unit processes approximately 5,000 appeals, disburses over \$15,000,000 in funding, and handles the scholastic standing monitoring for all private and out-of-province schools each program year.

The Appeals Adjudicator acts independently and is required to maintain expert theoretical and operational knowledge of SABC and a wide and diverse range of appeal categories. They must have a strong policy background and processing knowledge of each Unit in the Branch and knowledge of a complex system. This position provides policy interpretation, advice and support to the Appeal Committee, which provides an avenue for students to seek a further review of their eligibility by a non-government panel. The Appeal Committee is comprised of one chair, two Financial Assistance Officers from public colleges and universities and two students.

The Case Review Adjudicator is responsible for adjudicating and processing student financial assistance appeals, Loan Remission, Credit Screening, Convention Refugee funding, Reinstatement After Bankruptcy, BC Permanent Disability Benefits Status, Interest Relief Program, BC Debt Reduction in Repayment Program, BC Loan Forgiveness Program, BC Loan Reduction Program, BCSL Lifetime maximum and two withdrawals and/or 68 unsuccessful completion of terms or semesters appeals, totaling over 40 different types of appeal categories. Appeal outcomes can involve approval for write-offs of large disbursements of federal and provincial funds of up to \$26,520 for current SABC applicants. Appeals also recommend write-offs of loan debt through the Loan Remission Program and the Debt Reduction in Repayment. Loan Remission debt write-offs can involve individual debt of up to \$40,000.

Using program policies and regulations the Case Review Adjudicator makes appeal decisions that are unique and non-precedent setting requiring a thorough understanding of the intent of SABC and Canada Student Financial Assistance Act policies. Decisions must not jeopardize the integrity of SABC. The Case Review Adjudicator has the authority to set aside or waive standard federal, provincial and program policies on a case by case basis as warranted based on documentation provided and can override decisions made by supervisors in other Units of the branch.

The position provides specialized advice and direction to the following position links and monitors appeals/students when an appeal has been pended or denied and the student requires further assistance.

Position links include:

- **Financial Aid Officers (FAO)/Disability Co-Coordination at post-secondary institutions and Owners/Directors of private schools (within BC and across Canada)** - provides expert advice and assistance in the interpretation and application of SABC policies; resolves issues with program procedures/processes; discusses individual student cases and resolves complaints.
- **Students/parents/Legal Guardian, Spouse** – advises and counsels regarding program requirements and Appeal procedures; resolves complaints of a complex and sensitive nature.
- **Canada Students Loans, National Student Loan Centre, BC Student Loan Service Bureau** - provides/obtains program information; discusses changes to program policies.
- **Ombudsman, MLA offices** – clarify issues regarding individual student's SABC Assessments and resulting problems.
- **Canada Revenue Agency (CRA)** - obtains policy interpretations on tax credits; discusses and resolves problems with linkages with SABC systems.
- **Ministry of Housing and Social Development**- administers Interface Agreement (which is an agreement between MHR and Ministry of Advanced Education to issue financial aid while a student is in school), confirms eligibility of individual students; verifies applicant information.
- **Other Provincial Student Loans Officials** - exchanges information on eligibility issues; provides/obtains information on designated schools, SABC policies, and student eligibility.
- **Revenue Services of BC** – Grant Overaward collection issues.

## **SPECIFIC ACCOUNTABILITIES / DELIVERABLES**

- Adjudicates all SABC assessment Appeals, Loan Remission Appeals, BC Debt Management Appeals, Reinstatement After Bankruptcy, and Verification and Audit Appeals.
- Authorizes the approval, partial approval or denial to ensure that students in unusual and exceptional circumstances are treated in a fair and equitable manner or recommends further review by the Appeals Committee.
- Reviews and assesses extensive in-depth submissions, reports and other materials and analyzes and interprets highly sensitive and confidential documentation such as students'/parents' financial statements, income tax returns, medical documentation from medical professionals, legal power of attorney, statements from lawyers, WCB claims, ICBC claims, RCMP reports, employment records, pre-nuptial agreements, court orders, psychologists, other third parties, previous student loan applications submitted, missing or supplementary information from parents or post-secondary institution. Approval of notarized statements in lieu of missing documentation, and authorization the release of BCSL loan documents and Grant funding after the study period end dates.
- Oversees the adjudication of claims for direct lend BC Student Loans.
- Reviews, assesses, and approves or denies applications for reinstatement and reinstatement appeals.
- Discusses circumstances with students and provides guidance and advice relative to bankruptcy implication.
- Provides written confirmation and explanatory detail where appropriate.
- Makes decision on complex files forwarded from all other SABC units often involving reversal or modification of decisions made by these units and their supervisors.
- Providing research on specific requests; preparing documentation, and providing information.
- Authorizes additions and deletions of restrictions on a student's file to restrict or allow funding based on personal interview and/or appropriate documentation.
- Communicates with students in writing and by phone advising them of their appeal outcome and discusses further documentation requirements should the appeal be denied or held for lack of documentation. Prepares cases for referral and consideration by the Appeals Committee. Ensures all relevant documentation surrounding the appeal is provided and available for presentation to the Appeals Committee. Provides students in out-of-province public, private schools and in-province private schools with assistance in preparing appeals summaries. Prepares accurate, clear and complete written appeal decisions. Drafts Ministerial correspondence explaining policy interpretation and appeal outcomes. Takes initiative in reporting fraudulent information or inappropriate use of SABC assistance to the Audit and Verification Unit.
- Set aside standard federal and provincial policies based on appeal categories concerning all applications for SABC, Loan Remission and complex appeals resulting from Verification (audit), where appropriate. Notifies each appellant and appropriate institution of the appeal decisions in writing, fully explaining the rationale behind the decision. Communicates with students, institutional officials, MLAs, MPs, Ombudsman, Ministry of Human Resources and other government agencies to provide guidance and interpretation regarding policy and procedures and status of individual applications where appropriate.
- Verifies Appeal decisions are compliant with SABC policy guidelines and Federal Legislation and Regulations and are accurately entered into SABC systems ensuring data integrity, accuracy, timeliness and completeness and liaising with the Systems Operations Coordinator to address any discrepancies.
- Applies principles of adjudication and administrative fairness in the examination of whether the student request satisfies SABC policies.
- Collaborates with peers to ensure integrity of the decision making process.
- Maintains a professional and tactful manner when dealing with clients on sensitive case issues.
- Consults appropriately with contracted off-site professionals (AT-BC) to obtain case specific technical and professional advice.
- Conducts reviews of all Appeals and determines if information and/or documentation is missing. Sends letters or e-mails requesting the missing information and/or phones the student to explain documentation requirements. Enters updated student details into SABC systems. Recognizes possible improvements and makes recommendations to the Administrator for policy and/or procedure changes based on experience, background knowledge of current work methods and the Unit. Provide information, recommendations and advice to the Branch officials to support planning initiatives and future direction for policy changes. Reviews and analyzes new or revised programs/policies to determine the implementation implications, problems and issues, including effects on the Appeals and Escalation Unit. Provides input into Branch Publications and Policy Manual preparation and revisions.
- Identifies current work processes, including paper and electronic and makes recommendations as to what improvements are required to address issues and new business requirements. Assists in developing and delivering informational materials and policy and procedure manuals for post-secondary institution Financial Aid Officers.

- Managing, prioritizing and maintaining appeal information and setting careful priorities in dealing with a constantly high volume of appeals and conflicting demands on time.
- Statistical analysts – budget forecasting and budget projections.
- Plans and conducts audits of finalized appeal papers and reports on audit findings, significant issues, observations and recommendations.
- Prepares files for Appeal Committee hearings (e.g. remove identifying information to ensure student's privacy of personal information is maintained, makes copies for each committee member, attends meetings, prepares committee appeal summaries, etc.) and keyboards and distributes minutes.
- Having and maintaining comprehensive knowledge of ministry information systems, policy and procedures as well as a thorough knowledge of service delivery practices.
- Collaborates in the development of public communication materials regarding policy and procedural changes (e.g. SABC manual, appeal information on the SABC web site, appeal book published annually).
- Keyboards correspondence and other documents; creates PowerPoint presentation; organizes meetings.
- Other related duties as required.

### FINANCIAL RESPONSIBILITY

Authority to over-rule standard assessments and over-ride assessment parameters up to \$50,000 per student lifetime in funding and loan remission (non-payable funds).

### 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

### TOOLS / EQUIPMENT

### WORKING CONDITIONS

## WORK EXAMPLES

### Appeal Categories:

- Parental Contribution
- British Columbia Permanent Disability Benefits Program
- Credit Check
- Convention Refugees/Protected persons
- Permanent Disability
- Exceptional expenses
- Assets
- Motor vehicle
- Liquid Assets
- RRSP
- Student Contribution
- Overawards
- Discretionary Costs
- Residency
- Business Asset
- Modified Group B
- Room and Board
- Away Allowance
- Step-Parent
- Successful Completion
- Marital Status
- Current Grant
- Retroactive Grant
- StudentAid BC Eligibility
- Spouse Contribution
- Primary Occupation
- Past Deadline
- 3<sup>rd</sup> Withdrawal
- 40% Disability
- Maximum Allowed
- Provincial Eligibility
- LRQ (previously SPR)
- SOG Eligibility
- 2 WDs and/or Unsuccessful Semesters or terms
- Additional Transportation
- Credit Checks
- BC Lifetime Maximum
- Reassessments
- Special Programs Grants and Bursaries
- Other requests for consideration outside standard appeals
- Escalations of Cert 2s
- Claim recalls
- Bankruptcy (regular reinstatement and conditional reinstatement)
- BC Interest Relief
- BC Debt Reduction
- Loan Forgiveness for Students with Permanent Disabilities

## COMMENTS

**PREPARED BY**

NAME: Alison Bridges	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: Alison Bridges	SIGNATURE:	DATE:
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**ORGANIZATION CHART**

Deputy Minister, Advanced Education and Labour Market Development

Assistant Deputy Minister, Student and Corporate Services

Executive-Director, Strategic Leadership, #6165

Manager, Policy and Program Oversight, Business Leadership, #6442

Appeals and Escalation Administrator, AO 21, #6408

**Case Reviews Adjudicator, clk R14, #6174, #6201, #6191, & #63903**

Appeals Adjudicator, clk R11 (UR), #6440

Escalation Officer, clk R11 (UR), #6181

**STAFFING CRITERIA****Education/Experience**

- Grade 12 plus completion of a diploma in public or business administration and five years progressively more responsible experience in government accounting/funding, financial management, policy and administrative practices or completion of the Financial Management Certificate Program or equivalent combination of education and experience.
- Experience providing information and services to clients or the public.
- Experience making decisions affecting other people under tight time lines in an adversarial environment.
- Experience using various computer applications including word processing, excel, PowerPoint, and e-mail. Prefer MS Word and Outlook.
- Experience assisting with the development and implementation of policies and procedures; experience applying legislation and policies to adjudication decisions.
- Experience in a client service environment and experience interpreting policies and practices and providing expertise and guidance to stakeholders.
- Experience explaining complicated concepts in an easy to understand manner.
- Experience in reviewing and assessing appeals and applications.
- Writing experience which may include briefing notes, minister's letters or writing decisions.

**Knowledge of legislation, policies, objectives and operations for:**

- BC Student Financial Assistance Programs
- BC Permanent Disability Benefits Program
- Loan Remission Program
- BC Loan Reduction Program
- BC Interest Relief Program
- BC Debt Reduction in Repayment Program
- Canada Access Grant for Low Income
- Canada Access Grant for Permanent Disabilities
- Youth Community Action Program
- Part-time Loans
- Special Programs
- Financial Administration Act, Policies and Procedures and financial control and reporting and audit principles, and practices.

**Knowledge**

- Knowledge of mainframe data-base utilization and potential.
- Knowledge of strategic planning principles and basic budgeting procedures.
- Knowledge of Immigration Policies.
- Knowledge of Income Tax reporting, credit checks and bankruptcy procedures.
- Knowledge of funding practices for a variety of government ministries.
- Knowledge of information planning principles, concepts and methodologies.
- Knowledge of information dissemination processes, procedures, practices and protocols.
- Knowledge of client service principles.
- Knowledge of the appeal process.
- General knowledge of the principles of administrative law.

**Skills/Abilities**

- Demonstrated excellent writing skills.
- Strong interpersonal skills.
- Demonstrated ability to manage stressful situations and deal with irate clients with tact/diplomacy.
- Analytic/investigative skill to determine the best course of action.
- Ability to use initiative and work independently while maintaining a good team approach.
- Ability to read and interpret legislation.
- Ability to analyse data to provide succinct analysis and make recommendations on the effectiveness of program delivery/services.
- Ability to establish and maintain positive working relationships with a variety of individuals within and outside government.
- Ability to communicate orally and in writing, clearly and concisely, in a manner appropriate to the audience.
- Ability to prioritize workload and respond to changing priorities.
- Ability to work with issues of a politically sensitive nature, using sound judgment, tact, diplomacy and discretion.
- Ability to analyse conflicting information and make sound decisions.
- Ability to use a variety of computer software programs and applications to produce reports, spreadsheets and presentations.

**COMPETENCIES****SERVICE ORIENTATION**

Implies a desire to identify and serve students/clients, who may include the public, Financial Aid Officers, colleagues, co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the student/client.

**RESULTS ORIENTATION**

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**

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.

**ORGANIZATIONAL COMMITMENT**

Organizational commitment is the ability and willingness to align one's own behaviour with the needs, priorities and goals of the organization to achieve group and organizational goals.

**LISTENING UNDERSTANDING AND RESPONDING**

Desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.



**SELF CONTROL**

Ability to keep one's emotions under control and restrain negative actions when provoked, faced with opposition or hostility from others, or when working under stress. It also includes the ability to maintain stamina under continuing stress.

**ANALYTICAL THINKING**

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.

**EXPERTISE**

Expertise includes the motivation to expand and use technical knowledge or to distribute work-related knowledge to others.

**FLEXIBILITY**

Flexibility is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals and groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting change within one's own job or organization.

**PROBLEM SOLVING/JUDGEMENT**

Ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.