

Position: **Benchmark Job #249**

Ministry: Health

Working Title: **Assistant Regional Manager, Vital Statistics**

Branch: Vital Statistics

Level: Range 18

Location: Victoria

NOC Code: 1221

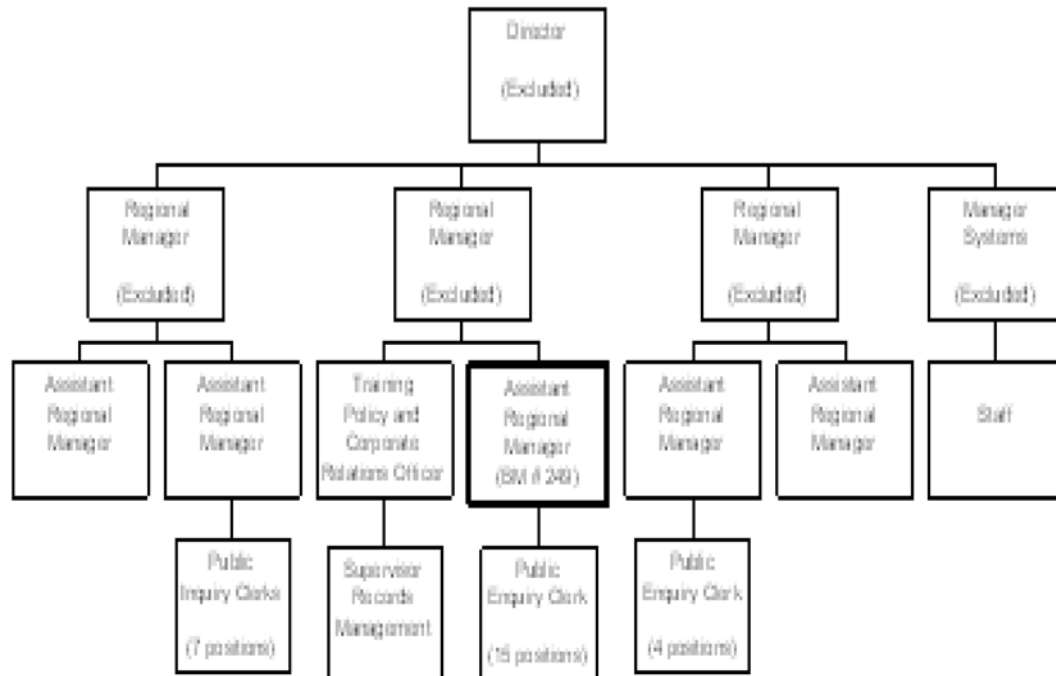
PRIMARY FUNCTION

To administer the delivery of vital statistics services in the Vancouver Island region, which is also responsible for responding to provincial, federal and international telephone inquiries.

JOB DUTIES AND TASKS

1. Supervises Public Inquiry Clerks (15 FTEs)
 - a. supervises section staff, including hiring and training
 - b. plans, assigns and reviews work
 - c. sets work priorities and standards
 - d. conducts formal appraisals of work performance
 - e. resolves problems escalated by staff
2. Administers services to the public through non-government service providers
 - a. provides information and direction on policy and legislative procedures and services provided by Vital Statistics to service providers such as District Registrars and Marriage Licence Issuers and clients such as coroners, physicians and lawyers
 - b. provides advice and consultation on interpretation and application of legislation and administrative policies
 - c. assists the Regional Manager by scheduling, interviewing and training new service providers
 - d. monitors unit performance, ensuring accurate service and resources are provided to service providers
3. Monitors the delivery of services
 - a. monitors production and services to ensure quality control, customer satisfaction and timeliness
 - b. supervises the receipt and reconciliation of revenue and stock returns from the Marriage Commissioners, private District Registrars, Marriage Issuers and Funeral Homes
 - c. monitors the financial reconciliation of the Region's cashier transaction reports, identifies and investigates discrepancies and provides adjustments as required
 - d. monitors the return of Vital Statistics records from service providers for compliance with legislation and policy
 - e. monitors the level of services required by communities and makes recommendations to the Regional Manager on the appointment or rescindment of service providers
 - f. recommends services to the public and ensures services are provided through the internet or by phone or by having a service provider travel to the area when no service provider is located in the immediate area
 - g. provides clarification, direction and guidance to the public regarding unusual services
4. Performs other related duties
 - a. liaises with other provincial agencies who require confidential information or information on divisional procedures
 - b. coordinates regional issues for all Assistant Regional Managers
 - c. assists in the scheduling and presentation of procedural seminars
 - d. recommends enhancements to and coordinates regional computer systems requirements

- e. holds appointments as District Registrar, Marriage License Issuer and Commissioner of Oaths
- f. reviews all name change correspondence as the Coordinator of Change of Name to ensure compliance with legislation
- g. reviews all requests for waivers of documentation, fees or consent and recommends approval or denial



FACTOR	REASON FOR CLASSIFICATION	DEGREE
1	<p>JOB KNOWLEDGE</p> <p>Understand the principles of administration to administer the delivery of Vital Statistics services in a regional office, analyze service quality and timeliness, interpret legislative and administrative policies and provide advice and consultation to service providers.</p>	G
2	<p>MENTAL DEMANDS</p> <p>Judgement to apply structured study, analysis and interpretation of vital statistics services and choose an approach using a combination of accepted legal procedures and terminology to provide vital statistics services and information to the region, monitor the delivery of services, interpret legislation and policy, and resolve problems escalated by staff.</p>	E
3	<p>INTERPERSONAL COMMUNICATIONS SKILLS</p> <p>Persuasion required to use basic counselling skills to discuss and explain employee performance problems with workers and provide advice for improvement.</p>	D
4	<p>PHYSICAL CO-ORDINATION AND DEXTERITY</p> <p>Some coordination and dexterity required to use keyboard to input work scheduling information into the computer and write reports with minimum requirement for speed.</p>	B

5	RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by vital statistics policies, applies accepted work methods in a different way to administer and monitor the delivery of services and administrative functions in a region and provide advice and consultation to service providers.	E
6	RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to monitor the financial reconciliations of the region's cashier transaction reports for compliance, identify discrepancies and provide adjustments.	D

FACTOR	REASON FOR CLASSIFICATION	DEGREE
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Significant responsibility to control information dissemination to lawyers, police, immigration authorities to release, within legislation, confidential information required for sensitive matters.</p>	D
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Responsibility to supervise service providers at the agency, appraise employee performance and take disciplinary action (15 FTE's).</p>	DG
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Moderate care and attention required to ensure the well-being of others by administering the delivery of vital statistics services to the public through non-government service providers.</p>	C
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused attention to detail to frequently focus on page to write reports, correspondence and issue licenses.</p>	C
11	<p>PHYSICAL EFFORT</p> <p>Moderate physical effort to frequently focus visual attention to printed Acts, licenses and contracts.</p>	C
12	<p>SURROUNDINGS</p> <p>Exposure to occasional demanding or emotional people seeking information.</p>	A
13	<p>HAZARDS</p> <p>Minimal exposure to hazards from regular keyboarding.</p>	A

Total Points: 686

Level: Range 18

