

Appendix A

Case Manager Position Description

- 1) Purpose
 - a) In some of its policies, the Society requires the appointment of a Case Manager. This Position Description outlines the role, identity, responsibilities and tasks of the Case Manager.

- 2) Policies
 - a) The following Policies require the appointment of the Case Manager:
 - i) Discipline and Complaints
 - ii) Alternate Dispute Resolution Policy
 - iii) Appeal Policy

- 3) Appointment
 - a) The Case Manager, whether or not appointed by the Society at its sole discretion, shall be experienced within the management of disputes in an unbiased manner. The Person must not be connected in any way to the issue being disputed (and/or the outcome of the dispute).
 - b) The Case Manager's appointment does not need to be approved by any of the parties involved in the dispute, excluding the Society.

- 4) Discretion – Complaints
 - a) When a complaint is filed, the Case Manager is required to:
 - i) Determine whether the complaint is frivolous and within the jurisdiction of the Discipline and Complaints Policy
 - ii) Propose the Use of the Society's *Alternate Dispute Resolution Policy*
 - iii) Appoint the Disciplinary Panel, if necessary
 - iv) Coordinate all administrative aspects and set timelines
 - v) Provide administrative assistance and logistical support to the Panel as required
 - vi) Provide any other service or support that may be necessary to ensure a fair and timely proceeding

- 5) Discretion – Appeals
 - a) When an appeal is filed, the Case Manager is required to:
 - i) Propose the use of the Society's *Alternate Dispute Resolution Policy*
 - ii) Determine if the appeal falls under the scope of the *Appeal Policy*
 - iii) Determine if the appeal was submitted in a timely manner
 - iv) Decide whether there are sufficient grounds for the appeal
 - v) Appoint the Disciplinary Panel, if necessary
 - vi) Coordinate all administrative aspects and set timelines
 - b) Provide administrative assistance and logistical support to the Panel as required

- i) Provide any other service or support that may be necessary to ensure a fair and timely proceeding
 - c) When determining if there are sufficient grounds for appeal, the Case Manager is not acting as the Panel and determining the merits of the appeal, but instead determining where the Appellant has properly shown that an error, as described in the *Appeal Policy*, has been properly argued. The Case Manager will need to carefully consult the Society's policies and procedures, and analyze the process that contributed to the decision, to determine whether there are appropriate grounds.
- 6) Discretion – Alternate Dispute Resolution
 - a) When the parties agree to the jurisdiction of the *Alternate Dispute Resolution Policy*, the Case Manager may be required to:
 - i) Appoint the mediator or facilitator
 - ii) Coordinate all administrative aspects and set timelines
 - iii) Provide administrative assistance and logistical support to the mediator or facilitator as required
- 7) Hearing Format - Discretion
 - a) If necessary, the Case Manager is required to exercise their discretion to determine the format of the hearing. Hearings typically take the following forms, but are not limited to:
 - i) In person
 - ii) Conference call / Virtual Conference
 - iii) Written submissions
 - iv) Conference call plus written submissions
 - b) In determining the format of the hearing, the Case Manager should consider:
 - i) The distance between the parties
 - ii) The animosity between the parties
 - iii) The time commitment and location of the Panel
 - iv) The timelines for a decision
 - v) The language barriers between the parties
 - vi) The gravity of the complaint/appeal
 - vii) Conduct a hearing either via written documentation, teleconference, in-person or a combination of these techniques
 - viii) Support the Panel in rendering a written decision within a prescribed timeline