

Alberta Health Services General Support Services Classification System & Processes

The In-Scope Classification and Compensation department within Alberta Health Services (AHS) is responsible for allocating individual positions within the jurisdiction of the provincial collective agreement between Alberta Health Services and the Alberta Union of Provincial Employees (AUPE). This process is run by AHS. The union does not have a role in the process except to assist members in challenging or appealing the employer's decision in accordance with Article 19 of your collective agreement. All positions are assigned to an appropriate existing classification contained in the collective agreement based on the "whole job method," which means positions are placed in classifications that best describe the regular responsibilities that form the majority of the time (%).

The classification tools used to classify positions are the provincial profiles and representative job descriptions demonstrating different kinds of work and level of work in each classification group. The profiles are posted on the Alberta Health Services' INSITE.

The provincial profiles represent and define the general scope of duties and responsibilities seen within a specific classification, however, the duties on the profile are not a comprehensive list of all duties within that classification. The manager approved job description is compared to the provincial profiles and representative job descriptions. The positions are then placed in the classification which best describes the regular responsibilities that form the majority of the time (%). For example if a position is involved in performing Admin Support III duties for 50% of the time, Admin Support IV duties for 25%, and Admin Support II duties at 25%, the majority of the time is 50% at Admin Support III. Therefore, Admin Support III would be the classification of the position under review.

If an employee does not have a job description, a written request must be submitted to the Human Resources Office to obtain one, pursuant to Article 19 "Reclassification" in the collective agreement:

Article 19.01 Employees holding positions, which fall within the Bargaining Unit will be provided with a functional outline of their duties. An Employee will be provided with a written copy upon written request to the Human Resources Office.

To commence a classification review, you would require an updated job description, submitted through your manager, to Human Resources and to AHS Job Evaluation or directly to Human Resources, pursuant to Article 19.03 below:

Article 19.03 An Employee's written request to the Human Resources Office for a classification or job review will be dealt with within sixty (60) days of receipt. The review will be based on the job as it was on the date of the request for review. The Employee will be advised in writing of the results of the review within ninety (90) days of the date of the request.

The following factors are relevant to reclassification requests: The employee's duties at the time the review was concluded will be the duties considered for the reclassification process. Any duties added or deleted after the review would warrant a new reclassification request.

The following factors are not relevant to reclassification requests, as these factors are not considered valid rationale for reclassification requests:

- Increases in workload volume
- Incumbent qualifications
- Duties assumed (*duties that have not been "assigned" to the position – these are duties the incumbent has "assumed"*)
- Long service/experience
- Performance of the incumbent
- Market/recruitment pay issues
- Pay rates – compensation is not an appealable factor. Classification and pay are separate entities; pay rates are adjusted at the bargaining table

Classification Appeal Process

Since the last round of negotiations, individual employees have the right to request a formal challenge to the position's allocation under the terms and conditions of Article 19 of the Transitional Provisions Letter of Understanding #14 in the collective agreement:

Article 19.06 Should the Employee feel that she has not received proper consideration in regard to a classification review; she may request that the matter be further reviewed by discussion between the Union and Employee.

The formal challenge means the right to appeal the classification decision. The appeal process allows employees the opportunity to have their position reviewed further, inclusive of a Third Party Adjudicator (*referred to as "Third Party Appeals"*), if necessary.

In the classification appeal process, the Appeal Chairs **will not**:

- Consider the employee's qualifications, unless a requirement of the position under appeal
- **Consider compensation issues.** (*The Negotiation process handles any issues or disputes concerning salary rates*)
- **Revise or establish new classifications.** (*Review "New Classifications" section below*)
- Make a decision regarding jobs, which are not under appeal
- Alter the job evaluation tools

In making a decision, the Classification Appeal Chair will compare the duties of the position under appeal with the following:

- Provincial profiles
- Provincial representative job description

If the reclassification/appeal is successful, the reclassification would be effective the date the reclassification request was received and logged in AHS Job Evaluation.

The appeal form can be found here:

www.aupe.org/my-union/health-care/health-care-classification-appeals/

The appeal form must be faxed to the union representative at 780-930-3393 within 10 business days of receiving the classification decision from the employer.

New classifications

Neither AUPE nor the Third Party Chair can create new classifications through the appeal process. The appeal process is dealing with placing positions within the appropriate classifications existing in the collective agreement, e.g., Pharmacy Assistant – a one-level classification in the collective agreement; there isn't another level to appeal to. The Third Party Chair cannot create a new level. The Chair can only assign positions to the appropriate classification currently in the collective agreement.

Alberta Health Services is the administrator of the classification plan, and is charged with managing the numbers of distinct classifications in place with the conflicting requirement to

recognize uniqueness of individual positions. Alberta Health Services is the one that creates new classifications in cases where viable alternatives are not available. A new classification will be created only when the majority of the work is not encompassed within an existing classification in the collective agreement. AUPE's part in this process is to negotiate the proposed rate of pay for the new classification. See Article 19.02 below.

Article 19 Reclassification:

19.02 a) When the duties of a classification are significantly altered by an action of the Employer, or where a new classification is developed by the Employer, which may fall within the bargaining unit, the Employer shall give written notice to the Union of the altered or new classification and the proposed rate of pay for such classification within twenty-one (21) days of the action.

b) The Union may contest the proposed rate of pay by sending written notice to the Employer. A notice to contest the rate of pay must be sent to the Employer not later than twenty-one (21) days from the date of the Employer's notice.

c) The Parties shall attempt to resolve the rate of pay through negotiations. Should the two (2) Parties fail to reach an agreement through negotiations, the grievance procedure shall apply.

d) The proposed rate of pay for the new or altered classification shall remain in effect until such time as it is amended as a result of negotiations or the resolution of the grievance regarding the proposed rate of pay. Such amended rate will be effective from the date of written notice from the Employer to the Union.

Have a question? Call toll-free:

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