

Employment & Social Development Canada
Employment Insurance Program Authorities
Group Definitions

Assistant Deputy Minister, Benefit Delivery Services	The most Senior Officer of the Department responsible for the Automated Claims Processing (ACP) system.
Claims Adjudicators	Includes all persons responsible for determining a claimant's entitlement to benefits, including complex entitlement decisions that require the use of judgement and discretion. These decisions are commonly referred to as Level II decisions. Positions include: Service Canada Benefit Officers (SCBOs), and Universal Agents.
Claims Assessors	Includes all persons responsible for making decisions which, based on the facts, can have only one possible conclusion; an immediately obvious conclusion. These decisions are commonly referred to as Level I decisions. Positions include: Payment Service Officers (PSO) and Citizen Services Officers (CSO)
EBSM Persons	Includes all persons employed in Employment and Social Development Canada and Service Canada responsible for the provision of employment benefits and support measures (EBSM) for the purposes of assisting insured participants or other individuals become active members of the labour market.
Investigators	Includes all persons who conduct work associated with integrity investigations and functions.
Managers/NHQ Managers	Includes all persons with managerial responsibilities.
Persons with Appeal Responsibilities	Includes all persons responsible for the preparation, review, filing and concession of appeals to the Social Security Tribunal.
Persons with Enquiry Responsibilities	Includes all persons responsible for providing information to claimants, the public and may include employers. These persons may be required to exercise Claim Assessors functions.
Plan Assessors	Includes all persons responsible for determining if premium reduction is to be granted.

Please note: Senior officials may from time to time as operational requirements demand modify the group definitions. These changes will have no impact on delegations approved by the Commission and in no way supersede the authority of the Commission.