

Position: **Benchmark Job #282**

Ministry: Social Development and Economic Security

Working Title: **Family Maintenance Worker**

Branch: Field Operations

Level: Range 18

Location: Port Coquitlam

NOC Code: 4212

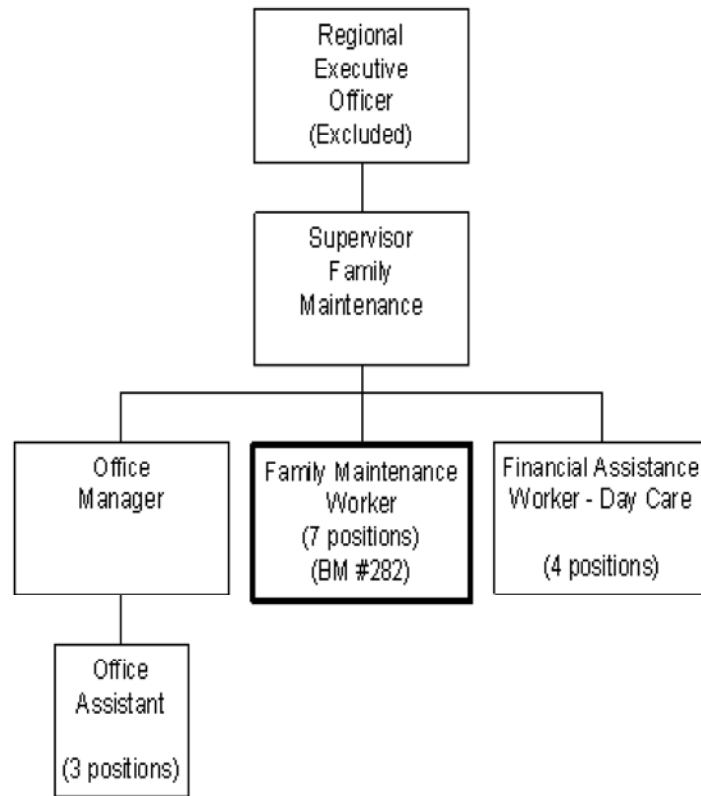
## PRIMARY FUNCTION

To assist income assistance clients to obtain maintenance payments from former spouses or other responsible parties through direct negotiation with respondents or by preparing case documentation for court.

## JOB DUTIES AND TASKS

1. Determines the potential for maintenance action
  - a. explains program requirements for child support or spousal maintenance to referred clients
  - b. assesses the potential risk of violence to clients from respondents
  - c. counsels clients on violence issues and other social resources available to them
  - d. obtains information and documentation and conducts assessment of client's marital status and financial needs
  - e. explains all court orders pertaining to family matters, legal opinions, and judicial decisions
  - f. consults with legal counsel on presumptions of paternity and need to initiate paternity testing
  - g. examines respondent's financial circumstances and ability to pay
  - h. prepares and submits documentation to initiate court proceedings and files client's orders with the Director of Maintenance Enforcement
  - i. computes arrears on orders and prepares and swears affidavits of arrears
  - j. closes files based on respondents inability to pay, reconciliation of parties, possibility of violence, inability to identify respondent, client no longer eligible for GAIN, etc.
2. Negotiates with respondents for the payment of maintenance by consent
  - a. requests trace to identify respondents location, employment, asset and income status
  - b. contacts respondent to offer to reach a consent agreement prior to court hearing
  - c. examines respondent's income and expenses, ensuring complete financial disclosure if possible
  - d. calculates the level of maintenance using Child Support Guidelines and establishes respondents willingness to pay
  - e. advises client of maintenance amount and prepares legal documents and request for court process
  - f. obtains client's, respondent's and where required, legal counsel's signatures on consent order
  - g. completes and forwards all necessary documentation to Court Registry
3. Prepares case documentation for presentation to court
  - a. initiates court proceedings and ensures court process has been served on respondent

- b. initiates change of venue proceedings and registration of out of province orders
  - c. consults with legal counsel for legal opinions and to establish Ministry's position on cases
  - d. performs duties as commissioner for taking affidavits under Family Relations Act
  - e. appears in court to obtain hearing dates and document proceedings
  - f. apprises court staff of relevant case developments
4. Performs other related duties
- a. sets up and maintains client case files
  - b. refers clients to other resources for related issues such as custody, access, divorce, and property division
  - c. provides training to new employees and district office staff



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Understand the goals and objectives of the Family Maintenance Program to assess client status and financial need, explain court orders, examine respondent's financial circumstances and ability to pay, negotiate consent agreements and prepare case documentation for court.</p>	F	190
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to apply structured study and analysis to interpret client history and review previous court orders and choose an approach using accepted</p>	E	150

	methods to assess client's marital status and financial needs, determine respondent's ability to pay, negotiate consent agreements and prepare case documentation for court when negotiation is unsuccessful.		
3	<b>INTERPERSONAL COMMUNICATIONS SKILL</b>  Persuasion required to use basic counselling and negotiation skills to negotiate voluntary consent agreements with respondents and to counsel clients on violence issues and resources available to them.	D	45
4	<b>PHYSICAL COORDINATION AND DEXTERITY</b>  Some coordination and dexterity required to use keyboard with a minimal requirement for speed to prepare court documents.	B	10
5	<b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>  Guided by general policies and guidelines applies accepted work methods in a different way to determine status of client who may have several children, multiple respondents and numerous maintenance orders; determine respondents' financial situation and ability to pay; negotiate consent agreements, prepare case documentation for court and determine when to close files.	E	120
6	<b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>  Significant financial responsibility to negotiate consent agreements for family maintenance payments to reduce the province's income assistance liability and increase client financial status.	E	33

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b></p> <p>Significant responsibility to perform the final review of court documents to control the quality of information being submitted to court.</p>	D	22.5
8	<p><b>RESPONSIBILITY FOR HUMAN RESOURCES</b></p> <p>Responsibility to provide formal training to new employees and district office staff on family maintenance procedures.</p>	B	9
9	<p><b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b></p> <p>Considerable care and attention to provide direct counselling to clients on violence issues and other social resources available.</p>	E	40
10	<p><b>SENSORY EFFORT/MULTIPLE DEMANDS</b></p> <p>Focused sensory concentration to frequently listen and observe while interviewing clients to assess their needs.</p>	C	12
11	<p><b>PHYSICAL EFFORT</b></p> <p>Moderate physical effort to frequently focus visual attention to court orders and documents, reports, case files, and financial statements.</p>	C	12
12	<p><b>SURROUNDINGS</b></p> <p>Exposure to frequent unpleasant dealings with upset, angry people when interviewing distraught clients and discussing consent orders with respondents.</p>	C	6
13	<p><b>HAZARDS</b></p> <p>Significant exposure to hazards from frequently working around respondents who may react violently.</p>	D	9

Total Points: 658.5

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