

Position: **Benchmark Job #004**

Ministry: Social Development and Economic Security

Working Title: **District Supervisor, Income Support**

Branch: Field Operations

Level: Range 24

Location: Victoria

NOC Code: 4212

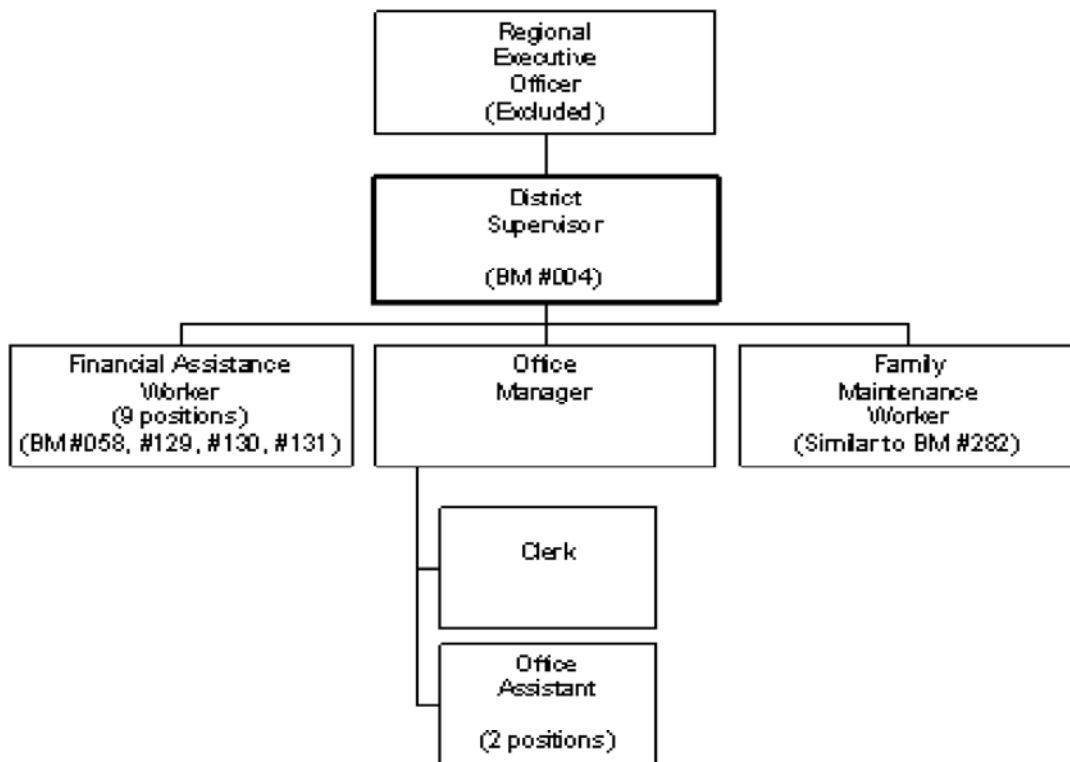
PRIMARY FUNCTION

To supervise the provision of services by assigned staff for Programs for Independence, Employment Initiatives Programs, Family Maintenance Services, and Services to the Mentally Handicapped.

JOB DUTIES AND TASKS

1. Directs and monitors the delivery of income assistance programs
 - a. assigns caseload, intake and duty work to staff
 - b. develops procedures to track and monitor cases of assigned staff
 - c. examines case decisions, files and workload allocation and monitors compliance with applicable acts and regulations
 - d. instructs staff on intent of policies, acts, regulations, procedures, new initiatives and standards
 - e. supervises and directs field staff in the provision of employment and training programs
 - f. develops goals and plans for the local office in consultation with regional management, including assessing local needs and available resources, and establishes targets to be reached
 - g. mediates appeals between clients and staff prior to formal appeals and participates in formal appeal process by giving evidence as a witness
 - h. monitors and determines the effectiveness, appropriateness and adequacy of methods and approaches and recommends changes to regional management
2. Supervises district office staff (14 FTEs)
 - a. recruits and selects staff
 - b. monitors work, completes employee performance and takes disciplinary action if required
 - c. participates in the planning of safety procedures and critical incident policy
 - d. ensures that staff are debriefed and/or counselled after critical incidents occur
 - e. identifies staff training needs and provides training and practicum supervision as required
3. Monitors, controls and participates in the planning of local budgets and contracting of resources and services
 - a. monitors and controls local program budgets including identifying and reporting expected budget variances, providing explanations and proposed resolutions
 - b. makes recommendations to regional management on projected needs, adequacy of budgets and on area budget planning, programs and policies
 - c. controls expenditures from income assistance funds
 - d. negotiates and approves contracts such as for transition houses, day-care and homemaker services

- e. identifies needs and the type of resources that are available and develops objectives to be met
 - f. monitors the quality of contract work provided
4. Promotes public awareness and develops community relationships
- a. exchanges information and coordinates services with agencies and resources such as other ministry services, mental health resources, federal employment programs and local schools
 - b. conducts presentations for employer groups and community organizations on training/employment opportunities for clients
 - c. develops referral criteria and processes with local agencies and resources
5. Performs other related duties
- a. ensures adequate signing, spending and payment authorities, assigns cheque signing and payment authority for imprest cheques as required
 - b. provides emergency social services and assists municipalities to develop emergency service plans
 - c. drives vehicle to make presentations to community organizations
 - d. accesses and inputs information on computer terminal
 - e. ensures a security system is adhered to in the access and release of client information
 - f. participates in regional management and committee meetings



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand the principles of social services administration to analyze the provision of services, interpret acts and regulations and supervise the work of the District Office staff in the delivery of Programs for Independence.</p>	G	250
2	<p>MENTAL DEMANDS</p> <p>Judgement to modify local office operating procedures to direct and monitor the delivery of various social assistance programs and service delivery in a district, and to monitor and assess the effectiveness and adequacy of methods and approaches at the local level.</p>	G	200
3	<p>INTERPERSONAL COMMUNICATIONS SKILLS</p> <p>Persuasion required to use basic negotiation skills to mediate client eligibility appeals with income assistance clients and staff.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to drive to make presentations to community organizations.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by Ministry social assistance policies and standards, organize the delivery of Programs for Independence and to ensure compliance with ministry acts, regulations and procedures and proper utilization of resources.</p>	F	160
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Considerable financial responsibility to control expenditures of up to \$14 million from social assistance funds.</p>	F	43

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to control information by ensuring a security system is adhered to in the access and release of client information.	D	22.5
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to supervise district staff, appraise employee performance and take disciplinary action (14 FTEs).	DG	23
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS High level of care and attention to supervise social services programs to assist clients in obtaining support services.	F	50
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently visually focus to monitor budget expenditures.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus on budget material.	C	12
12	SURROUNDINGS Exposure to regular unpleasant dealings with upset income assistance clients.	B	4
13	HAZARDS Moderate exposure to hazards from regularly working around income assistance clients who may react violently.	C	6

Total Points: 842.5

Level: Range 24