

Position Number: **Benchmark Job #130**

Ministry: Social Development and Economic Security

Branch: Field Operations

Location: Williams Lake

Working Title: **Financial Assistance Worker**

Level: Range 14 (Paid Range 15 per 13th Master.)

NOC Code: 4212

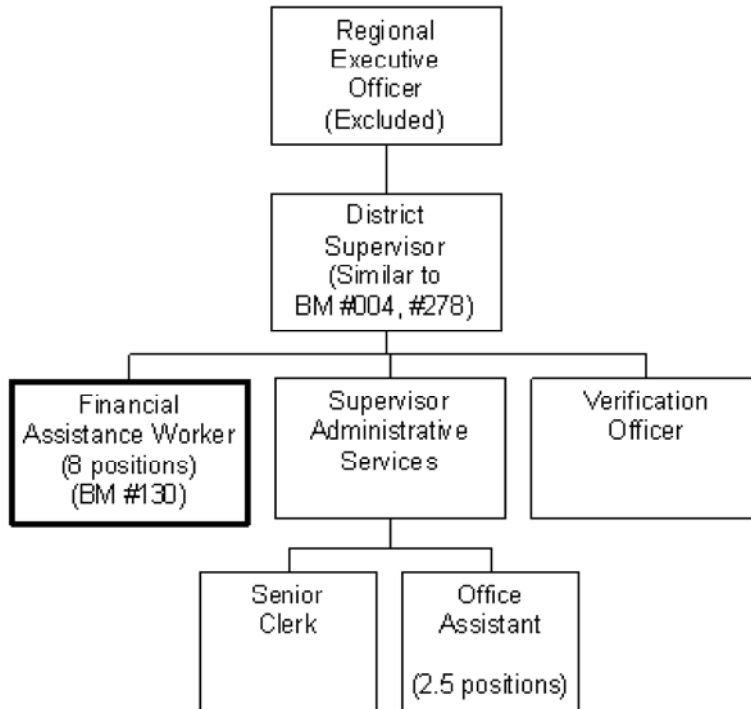
## PRIMARY FUNCTION

To establish the eligibility of applicants/clients for income support programs and services and promote self-reliance and independence from social assistance.

## JOB DUTIES AND TASKS

1. Determines eligibility of clients for income support programs and services
  - a. conducts client interviews to assess need and determine entitlement to programs and services
  - b. assists clients to seek all other sources of income such as Employment Insurance, Old Age Security, Canada Pension, etc.
  - c. explains clients' obligations and entitlements and their right to appeal discontinued or reduced benefits
  - d. obtains all necessary documentation for income assistance, verifies accuracy of information and conducts home visits as required
  - e. calculates and initiates income assistance payments and monitors on-going payments to ensure clients' needs are being met and that entitlement status remains valid
  - f. authorizes and distributes cheques and emergency allowances to clients, within Ministry guidelines
  - g. identifies potential issues of fraud and refers to ministry investigators or Crown Counsel
  - h. establishes repayment agreements with clients and recommends accounts for write-off
2. Conducts regulatory and social assessments to determine eligibility for various services/benefits
  - a. determines eligibility and approves client requests for goods or services such as home maker services, hardship and crisis grants
  - b. identifies child welfare concerns and refers cases to the appropriate Ministry
  - c. conducts employability assessments on "employable" clients and refers to Rehabilitation Officers and/or various employment programs
  - d. counsels clients regarding barriers to independence and refers to other agencies when required (e.g., alcohol/drug agencies)
  - e. assists with development of life skills and encourages clients to strive for independence
  - f. administers the payment of bills for clients who are unable to look after their basic needs
  - g. develops a plan to assist client toward greater financial management independence
3. Administers a client caseload
  - a. initiates benefits on computer file and maintains the file to ensure all records are up to date and accurate
  - b. monitors caseload through systems generated reports and prepares reports and statistics as needed

- c. monitors time-limited policy allowances and makes appropriate payment changes
  - d. authorizes continued eligibility by examining clients' requests for continued assistance
4. Performs other related duties
- a. liaises with various community and government agencies and keeps updated on available resources
  - b. participates in committees and special projects
  - c. provides emergency social services when needed such as emergency food, medical supplies and shelter
  - d. provides formal training to co-workers on policy, procedures and legislation
  - e. drives a vehicle to home visits



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Understand the goals and objectives of the income support program and related legislation to establish the eligibility of clients for services; authorize payments and emergency allowances; counsel clients towards financial independence and make referrals to programs and services.</p>	F	190
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to apply analysis and interpretation of applicant behaviour and income assistance regulations and policies and choose an approach using a combination of accepted methods and procedures to determine client eligibility for programs; assist clients to seek other sources of income; counsel clients to overcome barriers to independence; authorize basic payments and emergency allowances and provide emergency social services when required.</p>	E	150
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b></p> <p>Persuasion required to use basic counselling skills to interview clients to determine eligibility and encourage clients to develop coping, living and job skills and strive for financial independence.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Moderate coordination and dexterity required to drive vehicle to clients' homes to conduct home visits.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by general procedures or instructions, selects alternative course of action to establish, determine and approve client eligibility for income assistance programs; authorize basic payments and emergency allowances; counsel clients on life skills and financial independence.</p>	D	75
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Significant financial responsibility to authorize cheques and emergency allowances to income assistance recipients.</p>	E	33

<b>FACTOR</b>	<b>REASON FOR CLASSIFICATION</b>	<b>DEGREE</b>	<b>POINTS</b>
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to operate a light vehicle to conduct home visits.	C	15
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal training to co-workers on policy, procedures and legislation.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Considerable care and attention to provide assessment and counselling to clients to assist them in becoming financially responsible.	E	40
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently listen to and observe clients during interviews to assess financial situations.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to computer screen to access, update and review on-line client files..	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with upset, angry or demanding clients.	C	6
13	<b>HAZARDS</b> Significant exposure to hazards from frequently working around income assistance clients who may react violently.	D	9

Total Points: 611

Level: Range 14

Paid Range 15 per 13th Master.