

Position: **Benchmark Job #285**

Ministry: Human Resources

Working Title: **Eligibility Officer**

Branch: Prevention, Compliance & Enforcement

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

Location: Victoria

NOC Code: 4212

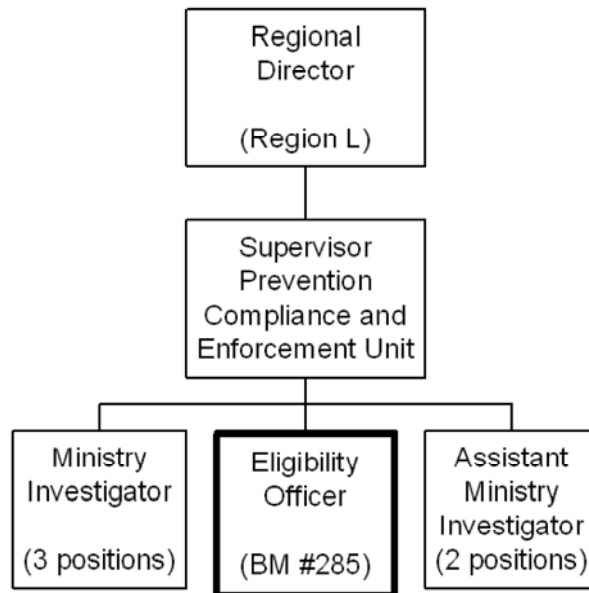
PRIMARY FUNCTION

To reduce the incidence of fraud and administrative error in the delivery of Income Support Programs by reviewing and verifying client eligibility for income support and other benefits.

JOB DUTIES AND TASKS

1. Reviews and verifies client eligibility for Income Support or other benefits
 - a. reviews BC Benefit client files for accuracy and to verify eligibility and appropriate benefit levels
 - b. communicates with Ministry Investigators, Financial Assistance Workers (FAW) and Program Administrators to identify files for further examination
 - c. in conjunction with Ministry Investigator and FAW, assesses whether potential fraud exists in a file
 - d. uses various search techniques to gather information to corroborate previously attained information regarding eligibility
 - e. contacts other jurisdictions, provinces, outside agencies, landlords, ex-employers, and neighbours to gather or confirm information which will assist in confirming client eligibility
 - f. conducts home visits to confirm residence, employment and family relationships
 - g. interviews clients to confirm circumstances, gather documentation affecting eligibility or discuss overpayment of benefits
 - h. participates in cheque pick up or cheque delivery activities such as, delivering cheques to client households to validate living circumstances
 - i. reviews reports and printouts, such as common claimants and postal code reports, for information
 - j. informs FAW of changes or corrections to file information and recommends the termination of benefits when warranted
 - k. calculates and recommends amounts for overpayment recovery, discusses repayment schedules with client to ensure client's ability to pay and asks client to sign a repayment agreement
2. Participates in special provincial, regional or local projects
 - a. communicates with Prevention, Compliance and Enforcement (PCE) Division, regional/area office and district offices to receive information on projects for the area and arrange logistics of data flow and client contact
 - b. records statistical data on a central database for use as comparative and tracking mechanisms
 - c. identifies areas where inconsistencies in policy interpretation and service delivery can increase the incidence of fraud or administrative error
 - d. prepares statistical and narrative summary reports on methods, observations, findings, conclusions and recommendations for changes in practice that will reduce errors and forwards to PCE Division

- e. identifies groups of clients that will yield potential savings or reduce errors such as, clients eligible for federal disability pensions
 - f. identifies other sources of information that will increase accuracy of eligibility decisions
 - g. reviews socio-economic trends and statistical reports to identify situations susceptible to fraud and abuse
3. Performs other related duties
- a. refers cases of suspected fraud to ministry enforcement staff for investigation
 - b. attends court to give evidence in fraud cases
 - c. maintains working papers and records of actions taken
 - d. updates electronic client files for non-allowance entries such as rent, income and address
 - e. conducts meetings, workshops and training sessions for FAWs, other ministry staff and outside groups to promote public awareness and reduce administrative error and fraud
 - f. trains new Eligibility Officers on work procedures



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand the goals and objectives of the income support program and related legislation to verify client eligibility for income support and other benefits.</p>	F	190
2	<p>MENTAL DEMANDS</p> <p>Judgement to apply structured study and analysis to interpret Income Assistance regulations and policy and choose an approach using accepted methods to verify client eligibility for programs, identify areas where service delivery or policy interpretation could be more consistent; collect and complete statistical summaries and prepare reports on observations and conclusions.</p>	E	150

3	<p>INTERPERSONAL COMMUNICATIONS SKILL</p> <p>Persuasion required to use basic counselling skills to interview clients to gather information and determine eligibility.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to drive vehicle to conduct home visits and interviews with clients and other sources of information.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by general procedures or instructions, selects alternative course of action to examine various sources of information to establish client eligibility for income support and other benefits and recommend improvements in assessment procedures or other sources of information to improve accuracy of eligibility decisions.</p>	D	75
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Moderate financial responsibility to examine files and other documentation to calculate and complete forms for overpayment recoveries from clients.</p>	D	22.5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to maintain working papers and records of actions taken.	C	15
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to ministry staff to reduce administrative error.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Moderate care and attention to ensure repayment agreements will not cause undue hardship for clients.	C	15
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently listen when interviewing income assistance clients.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to documents, reports, case files and other printed material.	C	12
12	SURROUNDINGS Exposure to frequent unpleasant dealings with income assistance clients.	C	6
13	HAZARDS Significant exposure to hazards from the frequent possibility of violence from income assistance clients while conducting interviews and home visits.	D	9

Total Points: 575.5

Level: Range 14

Paid Range 15 per 13th Master.