

TITLE: CLIENT SERVICE WORKER

CLASSIFICATION: CLERK 9

MINISTRY: SOCIAL DEVELOPMENT AND POVERTY REDUCTION

DIVISION: SERVICE DELIVERY

BRANCH: COMMUNITY SERVICES/VIRTUAL SERVICES

SUPERVISOR TITLE: VARIOUS

SUPERVISOR POSITION #: VARIOUS

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

The Ministry of Social Development and Poverty Reduction is proud to be an equal opportunity employer; we strive to ensure all employees contribute in meaningful ways, bring their full self to work and celebrate their differences. The ministry focuses on reducing poverty, creating opportunities, and increasing inclusion. The ministry provides strategic leadership and quality services that empower British Columbians to share in the province's prosperity, with a vision to participate fully in their community and to reach their full potential.

DIVISION

The **Service Delivery Division** provides income and disability assistance services online, by phone, or face to face in our communities. We strive to ensure our services are reliable, responsive, inclusive and accessible to all British Columbians who need our support.

JOB OVERVIEW

Client Service Workers (CSWs) play a valuable role in the Service Delivery Division's service to British Columbians seeking income and disability assistance. Working closely with other CSWs and Employment and Assistance Workers, CSW's provide important administrative and client service support, working comfortably in numerous computer programs on a wide range of tasks in a diverse and busy client service environment.

The Client Service Worker is primarily responsible for responding to public inquiries relating to income and disability services, and providing administrative support to their work unit. CSWs may work in the Community Services Branch, delivering in person services, or they may work in the Virtual Services Branch, delivering services to people across the province by phone and virtual means.

ACCOUNTABILITIES

Required:

- Delivers high quality service to British Columbians either in-person, over the telephone, or within a virtual environment.
- Engages with clients who may be in crisis and/or have emotional, physical, or mental conditions that may present barriers to communication.
- References policies to determine the type of information required to initiate service requests.

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- Requests information from, and provides general information to, clients, the general public, and others on program policies, regulations, procedures and community services.
- Exercises independent judgment in resolving or escalating potentially controversial situations and redirecting inquiries to appropriate staff where necessary.
- Processes a variety of documentation (e.g., reconsideration requests, appeal forms, repayment forms, etc.) and generates reports.
- Creates and maintains customer-related records in compliance with the BC Freedom of Information and Privacy Protection Act requirements and data retention protocols, and branch ARCS/ORCS filing system.
- Exercises tact and independent judgment in dealing with confidential data and security issues that may have public or legal consequences.
- Responds to inquiries regarding the status of requests, including detailed searches in information systems to answer questions.
- Inputs information into on-line or hard copy program files.
- Updates, assembles, and distributes program materials, program information and other documents.
- Provides financial support such as receiving and issuing receipts for recovery amounts, depositing cash, checking accuracy and completeness of financial documentation (e.g., employment and assistance cheques, invoices) before printing, processing and/or releasing and, ensuring negotiable documents are secure.
- Receives sorts, prioritizes, logs, tracks, and distributes incoming mail including correspondence, prepares outgoing mail and, orders and maintains a stock of office supplies.

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE:

- Secondary school graduation or equivalent (i.e GED).
- Experience delivering a high standard of client service in a high volume environment (in-person, via virtual technologies or over the telephone).
- Experience working with various computer applications including MS Word, Outlook, and Excel.
- Experience providing services to clients experiencing poverty issues, substance use, or mental health issues.

WILLINGNESS STATEMENTS

- Must be willing and able to display resilience in the face of adversity and demonstrate empathy interacting with citizens.
- Must be willing and able to use de-escalation techniques to manage some situations.

PROVISO

- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRA) check, and/or enhanced security screening checks as required by the ministry (**Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position**).

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KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of administrative practices including information management rules and guidelines, government financial policies and practices, and best practice for client service principles.
- Ability to follow standard operating procedures and best practices to support the administrative flow of incoming and outgoing communication and documentation
- Ability to provide at an appropriate level: clear, concise, and complete oral and written information, while maintaining confidentiality and discretion.
- Ability to multi-task and stay focused in a fast-paced, high-volume environment.
- Ability to work with clients from diverse backgrounds, including but not limited to, clients from various cultural backgrounds, clients with mental health issues and/or physical disabilities or other challenges, clients with substance use issues and individuals who may be in crisis, displaying frustration, anger or acting out in an abusive manner.
- Strong computer skills in a Windows-based environment, including the ability to keyboard with speed and accuracy.

BEHAVIOURAL COMPETENCIES

- **Information Seeking** is driven by a desire to know more about things, people, or issues. It implies going beyond the questions that are routine or required in the job. It may include "digging" or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to spoken and unspoken or partly expressed thoughts, feelings, and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.
- **Service Orientation** means displaying a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. utility companies, non-government organizations), co-workers, peers, branches, ministries or agencies and other government organizations; and focusing one's efforts on meeting the needs of such clients.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Indigenous Centered Service Approach** is a desire to service Indigenous peoples, focusing one's efforts on understanding their interests in order to increase the quality of the service and produce better outcomes. It implies a willingness to support Indigenous peoples in determining their own future. It involves demonstrating a welcoming demeanor, an attitude of helpful curiosity and a willingness to

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enter into the interaction or relationship without judgement or stereotyping. It means being open-minded and flexible in one's attitudes toward people who are different from oneself and showing respect for the differences. It includes experiencing Indigenous peoples as strong, vital and important to the functioning of British Columbia. Implicit in this is the knowledge that one is responsible for the image and effectiveness of the public service.

- **Self-Discovery and Awareness** means understanding one's thoughts, feelings, values, and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behavior- and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.