

**TITLE:** EMPLOYMENT AND ASSISTANCE WORKER

**CLASSIFICATION:** CPO (EAW) 15

**MINISTRY:** SOCIAL DEVELOPMENT AND POVERTY REDUCTION

**WORK UNIT:** COMMUNITY/VIRTUAL SERVICES

**SUPERVISOR TITLE:** SUPERVISOR, SERVICE DELIVERY

**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**

The Community Services Branch delivers programs and services through a face-to-face front counter environment to clients across the province. The Virtual Services Branch delivers programs and operational services to clients across the province through a virtual service delivery model.

The Employment and Assistance Worker determines eligibility and delivers modern, consistent, accessible, and secure income and disability services to British Columbians. The Employment and Assistance Worker provides services that help citizens build solid connection with communities and the labour market to secure their future and lead to self-sufficiency.

### **ACCOUNTABILITIES**

- Delivers high quality service to British Columbians either in-person, over the telephone, and within a virtual environment.
- Conducts interviews with clients who may be in crisis and/or have emotional, physical, or mental conditions that may present barriers to communication.
- Conducts interviews and records transactions with clients while simultaneously entering information into a computerised system. Collects, reviews, and verifies documentation and information provided by client.
- Assesses eligibility for legislated income support programs/services and approves or denies applications based on legislated authority, client needs, personal issues, resources, financial circumstances, and employability. Ensures clients are aware of alternative resources.
- Authorizes the payment of income assistance and other exceptional/hardship funds (i.e. supplementary allowances) and approves client participation in a variety of programs and services (e.g.: job search/employability programs).

**Date:** November 2, 2022

- Makes decisions according to delegated legislative authority regarding the application for and ongoing support of income assistance and disability assistance.
- Completes and updates electronic files, identifying the impact of client social circumstances on their ability to achieve employment.
- Assesses client circumstances and assists clients in developing employment goals and an individualized employment plans outlining client obligations and accountabilities to become employed and self-sufficient.
- Ensures that agreed upon expectations and obligations are maintained as a condition for continued financial assistance.
- Motivates clients to achieve sustainable employment and provides ongoing follow-up and support through case management.
- Adheres to freedom of information guidelines and responds to requests for information from clients, public, business community and other government agencies.
- Enters and maintains data on electronic database and compiles statistical information.
- Responds to frequent inquiries about eligibility for benefits and programs.

## **JOB REQUIREMENTS**

### **Required Education and Experience**

- Secondary School graduation or equivalent .
- One (1) year or more experience delivering a high standard of client service in a high volume, fast paced, rapidly changing environment (in-person, via virtual technologies or over the telephone).
- One (1) year or more experience working with various computer applications including MS Word, Excel and Outlook.
- Experience providing services to clients experiencing poverty, substance use, or mental health issues.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to provide services to 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.
- Ability to organize workload, set priorities, and meet deadlines and performance targets.
- General understanding of the socio-economic impacts facing individuals and families receiving income assistance or disability assistance.
- Ability to identify and assess changes or events in client life circumstance, and to reference, interpret, and apply a variety of policies, regulations, guidelines, and community resources to determine an appropriate course of action.
- Ability to multi-task and stay focused in a fast-paced, high volume environment and display resilience in the face of adversity.
- Ability to communicate effectively, both verbally and in writing with tact, diplomacy, and confidentiality.
- Strong computer skills in Windows-based environments, including ability to keyboard with speed and accuracy.
- Ability to facilitate a resolution to a problem, issue, or event that is a source of conflict in an objective, value-free manner- remaining focused on outcomes while preserving positive working relationships.

## PROVISO

- 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.
- 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**).

## 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** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers, branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.

## 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 demeanour, an attitude of helpful curiosity and a willingness to 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.