

JOB DESCRIPTION

Benchmark Job #058

Ministry: Social Development & Economic Security
Branch: Field Operations
Location: Williams Lake

Working Title: **Financial Assistance Worker**
Level: Grid 15
Classification: Community Program Officer (EAW)

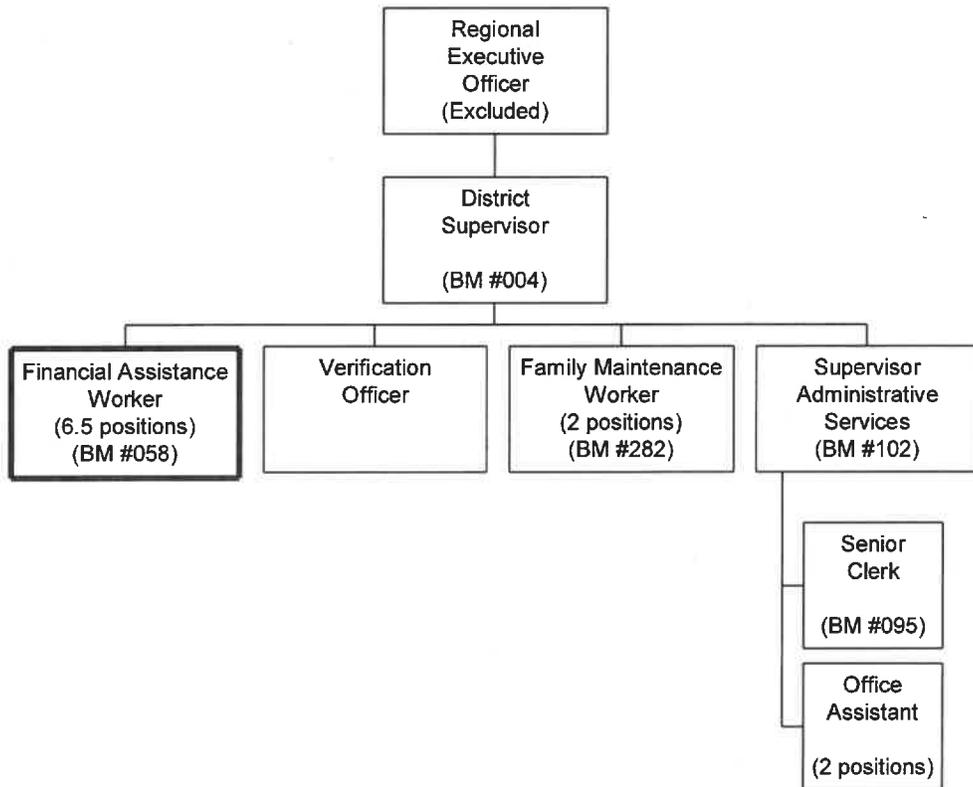
PRIMARY FUNCTION

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 orientation to the workplace to new employees
 - e. drives vehicle to home visits

ORGANIZATION CHART
Benchmark Job #058



REASON FOR CLASSIFICATION

Benchmark Job #058

Job Title: Financial Assistance Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE 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>MENTAL DEMANDS Judgement to apply analysis and interpretation of applicant behaviour and income assistance regulations and policy 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>INTERPERSONAL COMMUNICATION SKILLS 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>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive while conducting home visits.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS 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>RESPONSIBILITY FOR FINANCIAL RESOURCES Significant financial responsibility to authorize cheques and emergency allowances to income assistance recipients.</p>	E	33
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to operate a light vehicle to conduct home visits.</p>	C	15

REASON FOR CLASSIFICATION

Benchmark Job #058

Job Title: Financial Assistance Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Considerable care and attention to provide assessment and counselling to clients to assist them in becoming financially responsible.	E	40
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently listen to and observe clients during interviews to assess financial situations.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to computer screen to access, update and review on-line client files.	C	12
12	SURROUNDINGS Exposure to frequent unpleasant dealings with upset, angry or demanding clients.	C	6
13	HAZARDS Significant exposure to hazards from frequently working around clients who may react violently.	D	9

Total Points: 607

Level: Range 15

JOB DESCRIPTION

Benchmark Job #129

Ministry: Social Development and Economic Security
Branch: Field Operations
Location: Vancouver

Working Title: **Financial Assistance Worker**
Level: Range 15
Classification: Community Program Officer (EAW)

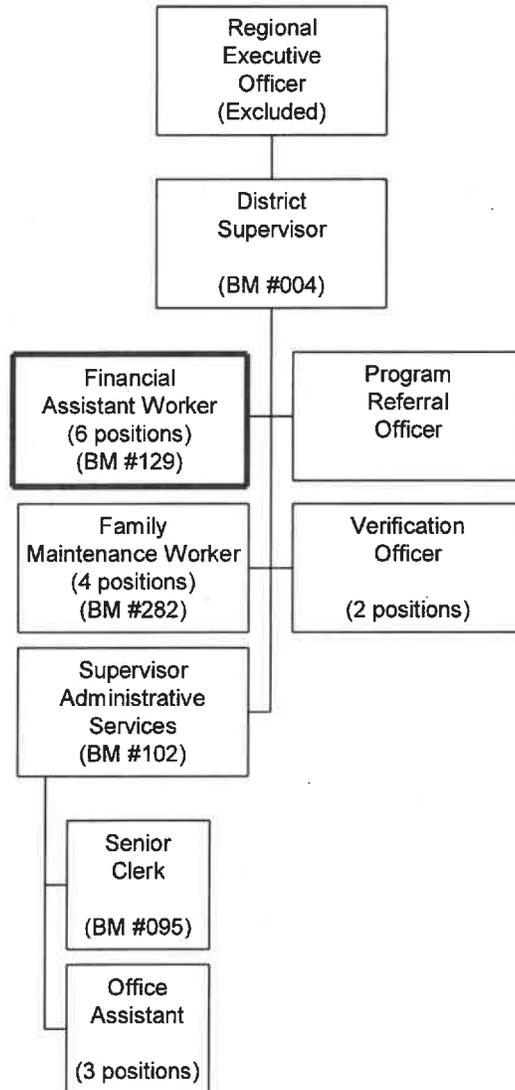
PRIMARY FUNCTION

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 client's 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 orientation to the workplace to new employees
 - e. drives vehicle to home visits

ORGANIZATION CHART
Benchmark Job #129



EASON FOR CLASSIFICATION

Benchmark Job #129

Job Title: Financial Assistance Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE 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>MENTAL DEMANDS 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>INTERPERSONAL COMMUNICATION SKILLS 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>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive vehicle to clients' homes to conduct home visits.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS 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>RESPONSIBILITY FOR FINANCIAL RESOURCES Significant financial responsibility to authorize cheques and emergency allowances to income assistance recipients.</p>	E	33
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to operate a light vehicle to conduct home visits.</p>	C	15

EASON FOR CLASSIFICATION

Benchmark Job #129

Job Title: Financial Assistance Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DÉGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Considerable care and attention to provide assessment and counselling to clients to assist them in becoming financially responsible.	E	40
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently listen to and observe clients during interviews to assess financial situations.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to computer screen to access, update and review on-line client files.	C	12
12	SURROUNDINGS Exposure to frequent unpleasant dealings with upset, angry or demanding clients.	C	6
13	HAZARDS Significant exposure to hazards from frequently working around income assistance clients who may react violently.	D	9

Total Points: 607

Level: Range 15

JOB DESCRIPTION

Benchmark Job #130

Ministry: Social Development and Economic Security
Branch: Field Operations
Location: Prince George

Working Title: **Financial Assistance Worker**
Level: Range 15
Classification: Community Program Officer (EAW)

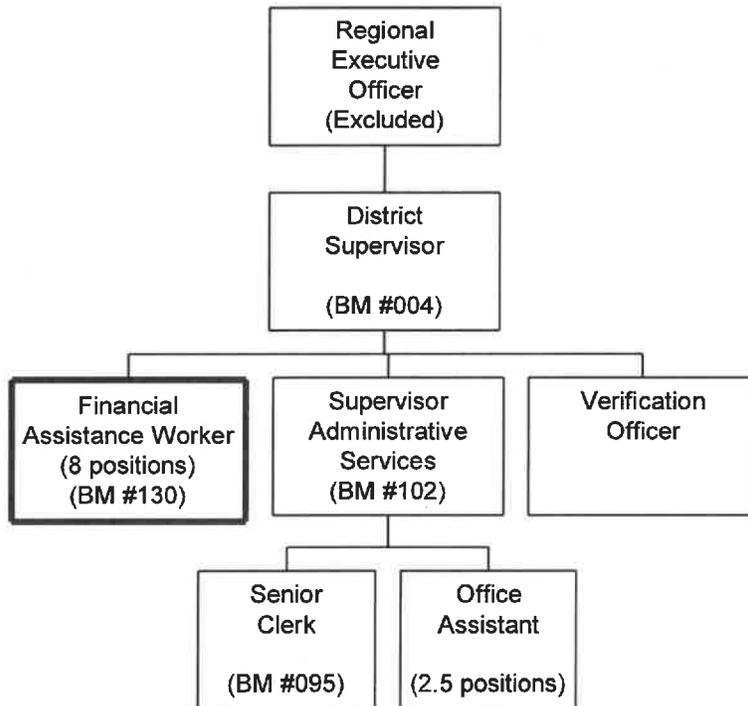
PRIMARY FUNCTION

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

ORGANIZATION CHART
Benchmark Job #130



REASON FOR CLASSIFICATION

Benchmark Job #130

Job Title: Financial Assistance Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE 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>MENTAL DEMANDS 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>INTERPERSONAL COMMUNICATION SKILLS 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>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive vehicle to clients' homes to conduct home visits.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS 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>RESPONSIBILITY FOR FINANCIAL RESOURCES Significant financial responsibility to authorize cheques and emergency allowances to income assistance recipients.</p>	E	33
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to operate a light vehicle to conduct home visits.</p>	C	15

REASON FOR CLASSIFICATION

Benchmark Job #130

Job Title: Financial Assistance Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to co-workers on policy, procedures and legislation.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Considerable care and attention to provide assessment and counselling to clients to assist them in becoming financially responsible.	E	40
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently listen to and observe clients during interviews to assess financial situations.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to computer screen to access, update and review on-line client files.	C	12
12	SURROUNDINGS Exposure to frequent unpleasant dealings with upset, angry or demanding clients.	C	6
13	HAZARDS Significant exposure to hazards from frequently working around income assistance clients who may react violently.	D	9

Total Points: 611

Level: Range 15

JOB DESCRIPTION

Benchmark Job #131

Ministry: Social Development and Economic Security
Branch: Field Operations
Location: Victoria

Working Title: **Financial Assistance Worker**
Level: Range 15
Classification: Community Program Officer (EAW)

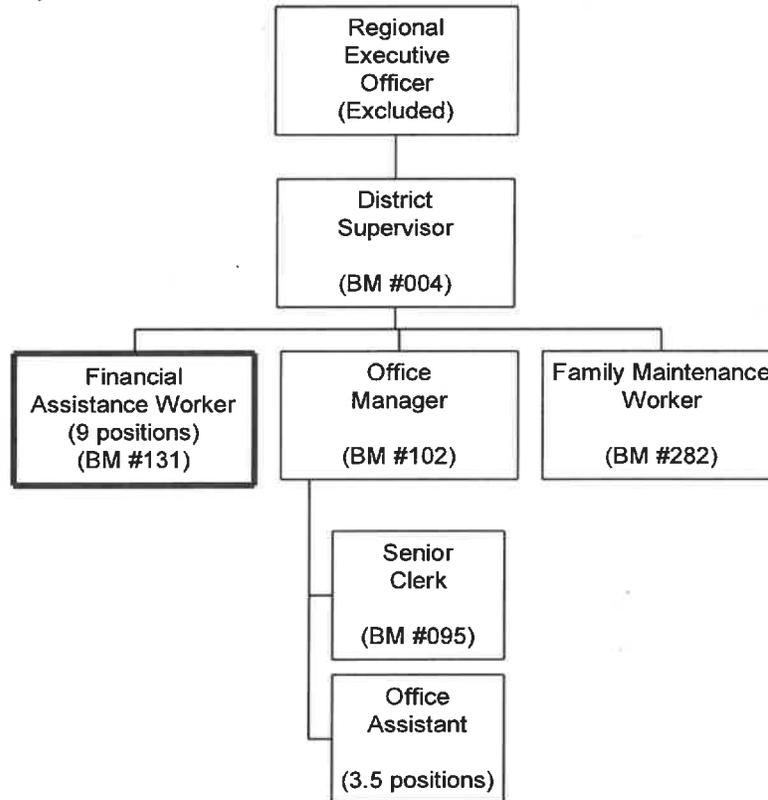
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 - a. liaises with various community and government agencies and keeps updated on available resources
 - b. participates in committees and special projects
 - c. provides emergency social services when needed such as emergency food, medical supplies and shelter
 - d. provides formal training to co-workers on policy, procedures and legislation
 - e. drives vehicle to home visits

ORGANIZATION CHART
Benchmark Job #131



REASON FOR CLASSIFICATION

Benchmark Job #131

Job Title: Financial Assistance Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
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REASON FOR CLASSIFICATION

Benchmark Job #131

Job Title: Financial Assistance Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
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9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Considerable care and attention to provide assessment and counselling to clients to assist them in becoming financially responsible.	E	40
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13	HAZARDS Significant exposure to hazards from frequently working around income assistance clients who may react violently.	D	9

Total Points: 611

Level: Range 15