

Job Description

Income Support Worker

PURPOSE OF THE POSITION

(The main reason for the position, in what context and what is the overall end result)

The Income Support Worker is responsible for administering and delivering the income support program in order to secure income support recipients receive timely and appropriate support.

SCOPE

(The way that the position contributes to and impacts on the organization)

The Income Support Worker reports to the Senior Administrative Officer and is responsible for administering and delivering the Income Support Program. Providing adequate services will ensure that income support recipients receive regular, timely and accurate support payments in adherence to legislation, regulations and policies.

RESPONSIBILITIES

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Provide information and assistance on the Income Support Program to ensure that residents are familiar with the program and the criteria for support

Main Activities

- Explain income support criteria and guidelines to applicants and recipients
- Explain the application process and assist applicants with completing application forms
- Verify applicant information including family size and current income
- Determine eligibility for support
- Process applications
- Refer both eligible and ineligible clients to other possible resources as appropriate

2. Administer and deliver the Income Support Program to ensure the program is delivered in an effective and appropriate manner

Main Activities

- Receive distribute and register income support payments
- Maintain ongoing communications with clients
- Follow up with clients on any changes to family size or income
- Data enter information in to the Social Assistance System (SAS)
- Meet with clients on a regular basis to review files and circumstances

3. Provide the appropriate level of client counseling in order to assist clients

Main Activities

- Interview clients to review histories, goals and needs

- Assist clients to establish goals and to develop education, career or other plans
- Assist clients with implementing education, career or other plans
- Provide clients with information on education and careers
- Refer clients to other agencies as appropriate

4. Plan and participate in community events concerning education and career development

Main Activities

- Plan and participate in career fairs and other community activities
- Distribute career, educational and employment information
- Make presentations to community groups

5. Complete administrative functions to ensure that the program is properly funded and administered

Main Activities

- Prepare and monitor the Income Support budget
- Submit required reports concerning the Income Support Program to Council and the GNWT
- Assist with the office operation of the community

6. Perform other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES

(The knowledge, skills and attitudes required for satisfactory job performance)

Knowledge

The incumbent must have proficient knowledge in the following areas:

- ✓ the legislation, regulations, policies and procedures for the Income Support Program
- ✓ career and education planning and development
- ✓ office administration
- ✓ an understanding of the northern economic, cultural and political environment

Skills

The incumbent must demonstrate the following skills:

- ✓ ability to administer the Income Support Program
- ✓ team building skills
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ effective verbal, presentation and listening communications skills
- ✓ effective negotiation and mediation skills
- ✓ effective written communications skills
- ✓ basic counseling skills
- ✓ computer skills including the ability to operate computerized accounting, spreadsheet, word-processing, graphics and website development programs at a highly proficient level
- ✓ stress management skills
- ✓ time management skills

Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of the Income Support Worker. The incumbent must also demonstrate the following personal attributes:

- ✓ be honest and trustworthy
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible
- ✓ demonstrate sound work ethics

WORKING CONDITIONS

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

Physical Demands

(The nature of physical effort leading to physical fatigue)

The Income Support Worker will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Income Support Worker may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions

(The nature of adverse environmental conditions affecting the incumbent)

The Income Support Worker may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of recipients, residents and clients. The Income Support Worker may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

(The nature of demands on the incumbent's senses)

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The municipal office may be noisy and busy making it difficult for the Income Support Worker to concentrate.

Mental Demands

(Conditions that may lead to mental or emotional fatigue)

The Income Support Worker deals with a very stressful environment as many of the clients experience financial difficulties and applicants may become very frustrated if they are ineligible for Income Support.

CERTIFICATION

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Employee Signature	Supervisor's Title
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Printed Name Date	Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
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Senior Administrative Officer's Signature Date	
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.