INCOME SUPPORT WORKER
Training Needs Assessment Evaluation Form

Personal/Position Information

Name: _____

Period Covered: _____

Position: _____

Reviewed by: _____

Title: _____

Position Start Date: _____

Community: _____

Region: _____

INCOME SUPPORT WORKER
Training Needs Assessment Evaluation Form

Instructions:

The information contained in this evaluation is strictly confidential. The supervisor will meet with the employee to review the employee's performance and complete the Community Government Performance Evaluation Form. Input form the employee is critical. The employee will have an opportunity to make comments concerning the review in the employee comments section of this form. The information will be used to develop an individual training plan for the employee as well as a training plan for the community.

The employee will be rated as follows for each competency:

Each competency is to be rated as follows:

1 – Needs significant improvement – employee is unable to complete task or perform function in a satisfactory manner even though assistance is routinely provided

2 – Needs improvement - employee can complete task or perform function with considerable assistance

3 – Satisfactory – employee can complete task or perform function in a satisfactory manner with little or no assistance

4 – Very good – employee consistently completes task or performs functions in an above average manner with little or no assistance

5 – Outstanding – employee consistently completed task or performs function at a very high level with little or no assistance

1 – Competency has little significant to the position

2 – Competency has minor significance to the position

3 – Competency is important to the position

4 – Competency has major significance to the position

5 – Competency is critical to the effective performance of the position

For more information on how to complete this review please contact the Regional Office of the Department of Municipal and Community Affairs or the MACA School of Community Government.

INCOME SUPPORT WORKER
Training Needs Assessment Evaluation Form

Major Category	Skill	Subskill

Income Support Programming	Deliver income support	Explain income support criteria and guidelines	Explain application process	Provide application forms	Assist client with completion of application	Review applications	Verify family size and income
		P | S | 5	P | S | 5	P | S | 5	P | S | 5	P | S | 5	P | S | 5

		Determine eligibility for income support as per Income Support Legislation	Process application to initiate income support for clients who are eligible	Refer clients who are not eligible to other resources and agencies	Assist clients who are not eligible for income support with appeals processes		
		P | S | 5	P | S | 5	P | S | 5	P | S | 5		

	Administer income support	Assist clients with completion of forms	Monitor client activities to ensure compliance with program responsibilities	Follow up on changes to family size	Follow up on changes to family income	Distribute income support payments	Register income support payments
		P | S | 5	P | S | 5	P | S | 5	P | S | 5	P | S | 5	P | S | 5

		Data enter information into the Social Assistance System (SAS)	Maintain all documents regarding clients in a confidential and secure manner	Meet with clients on a regular basis to review files and activities			
		P | S | 5	P | S | 5	P | S | 5			

INCOME SUPPORT WORKER
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Major Category	Skill	Subskill

Income Support Programming | **Provide client counseling**

Interview clients to review histories, goals and needs	Assist clients to clarify career goals	Assist clients to develop career and education action plans	Assist clients to develop strategies to implement career and education action plans	Assist clients to identify potential barriers to achieving goals	Help clients to develop contingency plans
P _ S 5	P _ S 5	P _ S 5	P _ S 5	P _ S 5	P _ S 5

Provide information to clients through various means including print, video and software	Administer appropriate aptitude, interest and values tests	Provide clients with a clear interpretation of test results	Provide clients with information on agencies, institutions and support groups	Provide clients with labour market information	Assist clients with job search
P _ S 5	P _ S 5	P _ S 5	P _ S 5	P _ S 5	P _ S 5

Assist clients to develop resumes and complete job applications	Provide clients with interviewing tips	Arrange for job shadowing activities	Arrange for work experience		
P _ S 4	P _ S 4	P _ S 4	P _ S 4		

Provide community services

Plan community events such as carrier fairs and workshops	Facilitate community events	Distribute career, educational and employment information	Make presentations to different groups, organizations and schools	Maintain the career resource library	Case conference with other community workers
P _ S 4	P _ S 4	P _ S 4	P _ S 4	P _ S 4	P _ S 4

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Major Category	Skill	Subskill					
Income Support Programming	**Possess knowledge of income support**	Possess knowledge of counseling skills	Possess knowledge of income support legislation	Possess knowledge of income support guidelines	Possess knowledge of career planning and development	Report to funding agencies	
		P | S | 4	P | S | 4	P | S | 4	P | S | 4	P | S | 4	
Executive Functions/Council Support	**Provide support to chief and council**	Prepare briefing notes and positions	Prepare discussion papers	Provide advice to chief and council	Make recommendations to council	Seek legal interpretation and advice	Demonstrate awareness of traditional law and customs
		P | S | 4	P | S | 4	P | S | 4	P | S | 4	P | S | 4	P | S | 4
		Liaise with designated organizations and agencies	Assist with setting goals and objectives	Provide advice on policy, procedures and bylaws	Assist in defining goals and objectives	Prepare decision summaries	
		P | S | 4	P | S | 4	P | S | 4	P | S | 4	P | S | 4	
	Ensure compliance	Identify applicable legislation	Demonstrate familiarity with applicable legislation	Comply with applicable legislation	Comply with policies and procedures		
		P | S | 5	P | S | 5	P | S | 5	P | S | 5		
	Possess knowledge of council systems	Possess knowledge of council systems	Possess knowledge of committee systems				
		P | S | 3	P | S | 3				

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Perform Administrative Functions	**Provide information management**	Keep daily reports	Track data using computer software applications				
		P S 5	P S 5				
	Schedule work	Develop work plans, strategies and contingencies	Follow work plans	Organize tasks			
		P S 4	P S 4	P S 4			
Technical Skills	**Possess computer skills**	Use word processing software programs	Use spreadsheet software programs	Use database software programs	Use utility software programs	Operate e-mail and Internet	Use presentation programs
		P S 4	P S 4	P S 3	P S 3	P S 4	P S 3
	Practice technical skills	Ability to read manuals and instructions	Ability to complete basic reports				
		P S 4	P S 4				
Human Resource Management	**Work in a team environment**	Work cooperatively with others	Oversee casual employees				
		P S 4	P S 4				
Communication	**Use effective communication**	Read and comprehend business documents	Write clearly and concisely	Practice listening skills	Speak effectively	Make presentations	Demonstrate negotiation skills
		P S 4	P S 4	P S 4	P S 4	P S 4	P S 4

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Major Category	Skill	Subskill

Maintain public relations

Maintain customer service			Assist with community events			Liaise with community organizations and agencies											
P	S	4	P	S	4	P	S	4									

Provide information

Provide education about programs and services			Develop information pamphlets and brochures			Perform public speaking duties			Perform public relations duties								
P	S	4	P	S	4	P	S	4	P	S	4						

Professionalism — **Demonstrate good work habits**

Manage stress			Take direction			Motivate self			Demonstrate dependability and accountability			Maintain confidentiality			Make decisions		
P	S	4	P	S	4	P	S	4	P	S	5	P	S	5	P	S	4

Manage time			Demonstrate willingness to perform alternate duties as required			Demonstrate punctuality			Demonstrate flexibility			Demonstrate organizational abilities			Work with minimal supervision		
P	S	4	P	S	4	P	S	5	P	S	4	P	S	5	P	S	5

Meet deadlines			Employ analytical skills			Demonstrate responsibility			Be a team player			Cooperate with others			Respond positively to others		
P	S	5	P	S	5	P	S	5	P	S	5	P	S	5	P	S	5

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Major Category	Skill	Subskill					

Professionalism	**Demonstrate positive personal attributes and ethical behaviour**	Accept change	Adapt to situations	Compromise	Separate personal and professional life	Pursue personal and professional development	Demonstrate patience
		P | S | 4	P | S | 4	P | S | 4	P | S | 4	P | S | 4	P | S | 5

	Demonstrate positive personal attributes and ethical behaviour	Maintain a positive attitude	Demonstrate honesty	Possess sense of humour	Display tact	Demonstrate diplomacy	Demonstrate courtesy
		P | S | 4	P | S | 5	P | S | 4			

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Comments:

1. Supervisor's comments

2. Expectations for the coming year/workplan

3. Employee goals and objectives

4. Career Goals

5. Recommended training

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6. Employee Comments

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Employee:	Supervisor:
Title:	Title:
Signature:	Signature:
Date:	Date: