

The Department of Community Resources and Employment is committed to Employment Equity and encourages applications from qualified persons of aboriginal ancestry; persons with disabilities; members of visible minorities; and women seeking management or non-traditional roles.

Careers

Eligibility Review Worker

The Department of Community Resources and Employment administers the Saskatchewan Assistance Program. Benefits are provided to families and individuals who, for various reasons, including disability, illness, low income or unemployment, cannot meet basic living costs.

The Saskatchewan Assistance Program has a series of controls to ensure the system is accountable and benefits are going to the people who need them. These controls include eligibility review workers who review client circumstances and prepare police fraud referrals. Eligibility review workers typically have a background in social work or the social sciences and are required to travel and work flexible hours.

The Job

Your responsibilities include:

- verifying client circumstances based on referrals from caseworkers to determine eligibility for, and level of, benefits;
- identifying client needs during home visits or other contact;



- documenting case information, verifying findings and preparing reports;
- completing complex calculations on client files, confirming, analyzing, recommending and reporting on client information obtained through computer matching, from other agencies and from public complaints to ensure the adequacy of benefits;
- advocating for clients and facilitating the resolution of conflict through negotiation between clients and others;
- assisting social assistance clients in obtaining child maintenance payments by searching for information on absent parents and;
- conducting assessments of initial, changing and ongoing financial circumstances such as other sources of income, marital status, dependents and special needs taking into consideration client employability, health issues, level of functioning, employment history and plans, family and community supports and personal strengths/ barriers.

The Person

We are looking for someone who is able to:

- plan and conduct interviews in a compassionate manner to verify client circumstances and gather information of a confidential nature;
- gather and record information using prescribed methods and referencing procedure manuals to verify client circumstances;
- interact in a sensitive manner with people from all cultures, age groups, religions, gender and sexual orientation and socio-economic backgrounds;
- clearly and concisely compose reports, chronological recordings, memos and letters;
- explain events and share information in an organized, clear and concise manner;
- independently and interdependently work with co-workers, agencies and others to consistently meet program and client needs;

- anticipate and use judgment when applying prescribed protocols in situations which may pose a risk to self and/or others and;
- access, retrieve, input and process information using various electronic systems in an accurate and timely manner.

Eligibility Review Workers are:

- confident and positive in order to support, motivate and encourage others to make positive choices;
- non-judgmental in order to respond without prejudices or preconceived opinions, to establish and maintain communication, and build rapport;
- approachable/non-threatening/personable in order to effectively interact with people from all cultures, religions, sexual orientation, age groups, gender and socio-economic backgrounds;
- empathetic in order to build trusting relationships and provide quality service and;
- able to travel and conduct extensive field work.

You will have knowledge of:

- mathematical skills and general accounting practices;
- applications and interpretations of policies, legislation and regulations;
- interviewing and assessment techniques;
- the socio-economic impact of poverty on individuals and communities;
- multicultural beliefs, values and perspectives with particular emphasis on First Nations and Métis and;
- other provincial and federal government income support programs and services.