

# **ECONOMIC SECURITY COUNSELLOR**

## **PREAMBLE**

### **Inclusions**

Positions included in this series are those which have as their main objective the delivery of the Social Allowances Program which falls under the umbrella of The Social Allowances Act and The Social Services Administration Act. Positions in this series will have as key duties: budget administration on an individual client basis, information giving or getting, and client problem resolution on an individual client basis, the supervision of staff involved in these processes, program and policy enhancement and the co-ordination and management of program delivery systems and resources.

### **Exclusions**

Positions not included in this series are those which provide administrative or clerical support to the Social Allowances Program, those which have as their key responsibility compliance to the program, both on the part of clients and staff, and those which are primarily responsible for program evaluation.

### **Structure**

This 6 level series is designed to recognize knowledge and skills which may be acquired at the first two levels of the series, and which are built on or added to throughout the higher levels of the series. Primary skills are knowledge of and ability to apply the financial aspects of the program, which is required at the first level. (Financial Worker) and knowledge of and ability to apply a variety of non-clinical counselling methods and techniques, which is required at the second level, (Counsellor) in addition to those skills required at level 1. Other skills required at more senior levels include supervisory and consulting skills at level 3, (Senior Counsellor) and managerial and negotiation skills at levels 4 (Assistant Director), 5 and 6 (Director). Differentiation between levels 5 and 6 is based on criteria relating to provincial distribution of overall caseload, frequency of contentious cases, and demands on the Manager resulting from the above.

Positions progress through the series as the job focus shifts outward from the individual client to various facets of program and resource management, until at the most senior level, the Director's concern is with the overall functioning of the Social Allowances system within an assigned geographical area.

NOTE: The structure of the series and progression through it, are intended to be compatible with the government's stated policy regarding Affirmative Action.

## Definitions

The following definitions apply to terms as they may be used in this series.

\* **Direct:** To lead and/or manage designated resources toward the achievement of identified goals through the exercise of appropriate authority and the assumption of full relevant responsibility.

\* **Manager:** To control/administer resources to effectively and efficiently achieve the organization's goal(s).

\* **Supervise:** To provide direct, immediate and long-term guidance to subordinates, and regulate their work activities, so as to foster their development, and enhance job performance.

**Full Range Supervision:** Includes all the responsibilities of a Supervisor as described above. The Full Range Supervisor retains an on-going accountability for the effective performance by subordinates

**Intermittent:** Supervisory functions are limited by time, by function (e.g. may provide technical guidance or program supervision), and/or by accountability (e.g. may not be responsible for performance appraisal).

\* **Counsel:** In this context, is defined as a structured non-clinical interaction between a person (staff) perceived as a helper and a person or persons perceived as requiring help (client), which has as its purpose the solving of financial, social, personal or other problems.

\* **Interview:** In this context, is defined as structured, face-to-face, verbal and non-verbal interaction which has as its purpose the gaining of information (from the interviewee) which is of use to the interviewer or the person's organization or program which the interviewer represents.

\* **Program Delivery Systems:** The sum of those integrated activities which has as their direct objective the delivery of benefits to clients.

\***NOTE:** These definitions are consistent with those used by the department for their Task Analysis process.

# **ECONOMIC SECURITY COUNSELLOR 1**

## **GENERAL**

Working in conjunction with the case Manager, Economic Security Counsellors 1 are responsible for preparing and (administering) individual client budgets for financial assistance in accordance with The Social Allowances Act, the regulations and policies. Emphasis at this level is on the financial aspects of the program, particularly in relation to the application of the regulations and procedures relating to the Social Allowances Program.

## **TYPICAL DUTIES**

Calculates and maintains the amount of financial assistance to be issued according to relevant policies for clients already deemed eligible.

Determines, within established policies, financial adjustments as clients' circumstances change.

Reviews routine requests for special needs and authorizes within established limits.

Corresponds directly with eligible clients notifying them as to benefit levels, effective dates, circumstance reporting requirements, and provides clients with program information.

Initiates and responds to telephone and written enquiries involving clients, suppliers or agencies.

May respond to clients' needs for other forms of assistance by providing information, by directing clients to professional staff in the department and in other appropriate agencies.

Performs clerical tasks including all related documentation to effect issuance of monies, maintenance of client files, codes invoices for payment.

Prepares related reports.

May be required to assist in the training of new staff and to participate in the development of operational and administrative procedures.

Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge, Abilities and Skills**

Knowledge of basic accounting.

Working knowledge of Social Allowance Act and regulations.

Working knowledge of government programs and community resources.

Ability to work independently.

Ability to work under pressure.

Ability to maintain effective working relationships.

Ability to communicate effectively, both orally and in writing.

### **Education, Training and Experience**

Several years' office experience including two years in a responsible financial-related position, and significant experience in sensitive on-the-job oral and written communications.

# **ECONOMIC SECURITY COUNSELLOR 2**

## **GENERAL**

Incumbents at this level are responsible to administer the Social Allowances Program by establishing individual client eligibility, providing ongoing support (primarily of a financial nature), and referring to necessary and appropriate community resources as required. The emphasis at this level is on dealing with clients on an individual client basis. At this level, incumbents will function as case Managers for a full caseload, including any legal, financial or program related follow-through, and take on related administrative or supervisory responsibilities as requested.

## **TYPICAL DUTIES**

In accordance with relevant legislation, policy and internal procedures, assesses individual requests as to eligibility for support under the Social Allowances Program.

On routine cases, prepares necessary documentation and decides category and amount of assistance to be rendered.

On pre-established types of cases, recommends acceptance or non-acceptance into the program to the District Director.

Assesses continuing eligibility on an ongoing basis, by a variety of means including client interviews, home visits, and eliciting and verifying updated financial, and other relevant information.

Identifies these circumstances (family, health, lifestyle, etc.) which may present obstacles to independence, and works with clients to identify and pursue means of removing those obstacles.

Provides non-clinical counselling or referrals to other community resources, independently, or resulting from case conferences.

Managers own caseload, ensuring that all case recordings and follow-up requirements are met, case-related issues are dealt with in a timely and appropriate fashion, and any final action is completed.

Participates in a variety of legal or quasi-judicial events as required.

Responds to a variety of general and specific inquiries from a number of sources as directed.

Participates in related special assignments/projects/ongoing committees as requested.

May orient new Counsellors to Social Allowances Programs.

May supervise Support or Economic Security Counsellor 1 or staff on an ongoing or intermittent basis.

Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge, Abilities and Skills**

Comprehensive knowledge of The Social Allowances Act, The Social Services Administration Act regulations, policy, practice and related documents.

Working knowledge of other community resources which may be integrated with resources provided under Social Allowances Program.

Working knowledge of administrative procedures which are required for program implementation on an individual client basis.

Skill in the application of a variety of communication methods and techniques as they apply to specific client or colleague situations.

Skill in the analysis of client needs and abilities and in the formulation of specific plans tailored to client needs and abilities.

Well developed skill at written communications.

### **Education, Training and Experience**

Formal training in areas relating to the delivery of social and/or financial services, often achieved through an under-graduate Degree in the Social Sciences or through recognized in-house training.

Significant experience in a field and at a level considered related by Social Allowances Program Management and the Civil Service Commission.

Exposure to supervisory techniques.

# **ECONOMIC SECURITY COUNSELLOR 3**

## **GENERAL**

Incumbents at this level function as first level Supervisors and/or as Consultants to other staff, in addition to carrying a modified caseload. Incumbents at this level will actively participate in selected facets of program, staff, and office management, and will become cognizant of all facets of the management process, as it relates to the District Operation.

## **TYPICAL DUTIES**

Carries assigned caseload, including: intake, ongoing assessment, interaction with clients, file recording and documentation, referral to other resources and follow-up.

Acts as Program Specialist to senior and line staff in the District Office by researching and resolving specific case-generated issues as they relate to current legislation, policy, and practices.

Formulates and recommends changes to policy/practice at the local level and advises on specific courses of action as required.

Performs program quality control functions as they relate to specific files, and coordinates annual file review as assigned.

Provides a variety of administrative services as they relate to District Offices including budget analysis and control.

Assumes full range of supervisory responsibilities for assigned Financial Workers, and clerical staff.

May supervise Counsellors on an ongoing or intermittent basis.

Assumes responsibility for special projects as necessary.

Acts for the Director or Assistant Director as requested.

Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge, Abilities and Skills**

Extensive knowledge of The Social Allowances act, The Social Services Administration Act, regulations, policy, practice, and related documents.

Comprehensive knowledge of other community resources which may be integrated with resources provided under the Social Allowances Program.

Comprehensive knowledge of program administrative requirements (e.g. file recording and documentation).

Knowledge of department and service-wide administrative requirements as they impact on job responsibilities.

Working knowledge of supervisory principles and techniques.

Skilled in the application of a variety of communication methods and techniques, with specific skills in consultation with subordinates, peers, and superiors.

Skill in the area of analysis of client needs and abilities and in tailoring specific plans to client needs.

Well developed skill in the area of written communication skills.

Ability to identify, analyze, and resolve a variety of issues relating to individual client needs, program quality, administrative requirements and staff needs.

### **Education, Training and Experience**

Formal training in areas relating to the delivery of social and/or financial services, often achieved through completion of an under-graduate Degree in the Social Sciences.

Exposure to or training in the management theory, practice and process, with specific emphasis on the areas of supervisory methods and techniques.

Substantial responsible work experience in a field or program considered related by Program Management and the Civil Service Commission.

# **ECONOMIC SECURITY COUNSELLOR 4**

## **GENERAL**

Reporting to a District Director, incumbents at this level function as Assistant Directors and will, under general direction, carry out a wide range of managerial, supervisory, administrative and program related activities. Incumbents at this level will not usually assume an assigned caseload. Emphasis at this level is placed on assigned aspects of the delivery of the Social Allowances Program, rather than on specific client demands. Organizationally, incumbents at this level function as a link between the District Director and line staff.

## **TYPICAL DUTIES**

Ensures consistent and appropriate application of legislation, policy and practice by conducting file audits, providing policy, interpretation and direction to staff, and advising and recommending to District Director with regard to anomalies.

Develops and/or co-ordinates recommendations for changes to policy/practice, at the local or provincial level.

Actively participates in human resource management functions at the district level by analyzing staff requirements and workload distribution, participating in the staffing function, administering the collective agreement, and co-ordinating and/or providing staff development opportunities.

Assumes full supervisory responsibilities for assigned staff (Counsellors, Financial Workers and/or administrative support).

Assumes responsibility for assigned aspects of operational management of fiscal resources, including full participation in the complete budgetary process, at the district level.

Responds to specific queries about the program as requested.

Acts in place of the Director on a regular basis.

May assume complete responsibility for all facets of a satellite office or, in a large urban district office, for an assigned portion of staff complement and fiscal resources.

May formally represent the program, within department or to extra-departmental agencies such as community groups.

May be required to carry a partial caseload.

Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge, Abilities and Skills**

Extensive knowledge of the Social Allowances Program, delivery mechanisms and the external factors which may impact on program delivery.

Working knowledge of the principles and processes involved in the development and/or alteration of program policy at both local and provincial levels.

Working knowledge of management practice and techniques in relation to human and fiscal resources with specific emphasis on supervisory skills.

Well developed skills in the application of a variety of communications techniques, specifically as they relate to interviewing, counselling, consulting, and supervising.

Well developed skills in problem identification, analysis and resolution.

### **Education, Training and Experience**

Formal training in an area related to the level of responsibility, e.g. often achieved through a B.A. in Social Sciences, (in addition, training in the areas of human resource management or financial management).

Several years' progressively responsible experience in several of the following areas: program management, service delivery, financial management, program review, audit or evaluation, in a field related to economic security.

# **ECONOMIC SECURITY COUNSELLOR 5**

## **GENERAL**

Reporting to the Executive Director, Income Security, incumbents at this level represent the final district authority on benefit allocation and policy interpretation for the Social Allowances Program. District Directors, functioning under general direction, are responsible to ensure consistent application of the relevant legislation and policy throughout the district, and to ensure that district standards are compatible with provincial standards. Positions at the Economic Security Counsellor 5 level will normally be situated in smaller urban or rural centres.

## **TYPICAL DUTIES**

Ensures that the Social Allowances Program is delivered throughout the district in accordance with legislative, policy, and external requirements.

Manages district human resources, including staff development, deployment and selection.

Performs full range of supervisory responsibilities both directly, and indirectly through senior district staff.

Manages district fiscal resources, including full accountability for district operational budget, space, equipment, etc.

Assumes responsibility for developing and maintaining a variety of relationships with external agencies, including other provincial government program areas and departments, other government jurisdictions (e.g. federal government, City of Winnipeg); public interest groups, other private or quasi-public community resources available to the client group.

Provides a communications link between district and executive staff in the areas of policy and practice development, program changes, and the expression of local issues to executive staff.

Participates on a variety of provincial committees.

Performs other related duties as requested.

## **QUALIFICATIONS**

### **Knowledge, Abilities and Skills**

Comprehensive knowledge of managerial principles, practices and techniques, particularly as they relate to a public sector service delivery environment and to the needs of staff delivering such a program.

Good knowledge of the Social Allowances Program, delivery mechanisms and the external factors which may impact on program delivery.

Comprehensive knowledge of and demonstrated skill in the application of a variety of communications techniques specifically as they relate to interviewing, counselling, consulting, supervising, and negotiating with other agencies.

Well developed skills in the areas of problem identification, analysis and resolution.

### **Education, Training and Experience**

Several years' progressively responsible experience at a mid-managerial supervisory or senior program level preferably in a social and/or financial service delivery area.

Extensive formal training in areas related to the level and scope of responsibility of the position.

# **ECONOMIC SECURITY COUNSELLOR 6**

## **GENERAL**

Reporting to the Executive Director, Income Security, incumbents at this level represent the final district authority on benefit allocation and policy interpretation for the Social Allowances Program. District Directors, functioning under general direction, are responsible to ensure consistent application of the relevant legislation and policy throughout the district, and to ensure that district standards are compatible with provincial standards. Positions classified at this level will normally be situated in larger urban centres. These positions will be responsible to manage complex organizational structures. In addition, positions classified at this level serve an increasingly diversified clientele.

## **TYPICAL DUTIES**

Ensures that the Social Allowances Program is delivered throughout the district in accordance with legislative, policy, and external requirements.

Manages district human resources, including staff development, deployment and selection.

Performs full range of supervisory responsibilities both directly, and indirectly through senior district staff.

Manages district fiscal resources, including full accountability for district operational budget, space, equipment, etc.

Assumes responsibility for developing and maintaining a variety of relationships with external agencies, including other provincial government program areas and departments, other government jurisdictions (e.g. federal government, City of Winnipeg); public interest groups, other private or quasi-public community resources available to the client group.

Provides a communications link between district and executive staff in the areas of policy and practice development, program changes, and the expression of local issues to executive staff.

Participates on a variety of provincial committees.

Performs other related duties as requested.

## **QUALIFICATIONS**

### **Knowledge, Abilities and Skills**

Extensive knowledge of managerial principles, practices and techniques, particularly as they relate to a public sector service delivery environment and to the needs of staff delivering such a program.

Good knowledge of the Social Allowances Program, delivery mechanisms and the external factors which may impact on program delivery.

Extensive knowledge of and demonstrated skill in the application of a variety of communications techniques specifically as they relate to interviewing, counselling, consulting, supervising, and negotiating with other agencies.

Well developed skills in the areas of problem identification, analysis and resolution.

### **Education, Training and Experience**

Several years' progressively responsible experience at mid-managerial supervisory, or senior program level, preferably in a social and/or financial service delivery area.

Extensive formal training in areas related to the level and scope of responsibility of the position.