

FIELD WORKER SERIES

PREAMBLE

The Field Worker series was developed based on the concept of a single series covering all staff engaged in delivering a service directly to a community or group of communities in an area over which the Department of Northern Affairs has jurisdiction. The jobs being measured have certain common elements. The positions require direct dealings with people outside of the department for the purpose of providing assistance to them in meeting their individual or group goals. The criteria for the recruitment, selection and advancement of incumbents is applicable to all positions.

The type of positions to be included are those in which the essential ingredient is dealing directly with northern residents in identifying needs, developing and applying programs to meet those needs and/or delivering the program or a portion of the program.

This series does not include positions which are essentially in support of these positions in a clerical or secretarial capacity. Also excluded are positions which, while they have program delivery responsibilities, are primarily technical, professional or trades oriented such as engineers, architects or construction supervisors.

It is important to note that progression from the Field Worker 2 level to the Field Worker 3 level is not automatic nor is it based on length of service. The 3 level is an advanced working level for Field Workers. Promotion is at the discretion of the departmental management and the Civil Service Commission and is based on a review of individual job performance and personal development in relation to a detailed set of criteria. Each such promotion is reviewed by a departmental review committee.

It is anticipated that at any point in time there would be a number of incumbents at the 1, 2 and 3 level as determined by the department.

“This information is available in alternate formats upon request.”

FIELD WORKER 1

GENERAL

This is a recruitment, training and first working level in which the work involves assisting a fully qualified and experienced field worker or working independently but with close supervision. Projects, assignments or case-loads will be clearly defined with specific objectives, and targets often described in terms of learning goals in addition to program goals. Incumbents may be expected to spend some time in a classroom-learning environment and will undergo frequent performance reviews.

TYPICAL DUTIES

- Takes job orders from employers, searches candidate lists and refers prospective employees.
- Handles routine requests for information from Northern remote citizens and transmits information on a variety of government programs.
- Participates in studies of employment development prospects, attends meetings with local government leaders and meets with organization leaders and/or representatives of northern based corporations on behalf of the department.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledges, Abilities and Skills

- Knowledge of the needs, living conditions, values, attitudes and life styles of residents of remote Northern Manitoba communities.
- Ability to relate well with other persons individually, in small groups and in large groups.
- Ability to learn and develop quickly.
- Ability to understand and speak a language of a significant segment of the native population would be an asset.
- Ability to communicate in writing.

Education, Training and Experience

- A sound basic education including communication skills.

- Experience in organizations emphasizing self-help, self-government or human development on a full-time, part-time or volunteer basis.
- Some regular employment in an organization located in Northern Manitoba.

Physical Standards

Physically capable of performing the duties assigned.

FIELD WORKER 2 and 3

GENERAL

The Field Worker 2 is a fully responsible level involving the independent delivery of a service to one or more communities and/or the management of several projects under limited supervision. Incumbents are responsible for identifying needs, exploring alternatives with community and departmental persons, designing, planning and implementing programs and evaluating results.

Incumbents identify resources both within and outside of the department and utilize these resources to the fullest extent possible to further the objectives of the area served. Incumbents act for the department, exercise financial responsibility, engage casual or contractual assistance, approve expenditures, and establish their own travel itineraries and arrangements. They often have control over their own working hours since they are physically separated from their supervisor, but will be under the close and constant scrutiny of the people they serve. They will be expected to participate in and contribute to the program planning and budgeting process in the department.

Supervision and direction is received from a regional or function manager or co-ordinator. Incumbents may be required to supervise lower levels of Field Workers.

The Field Worker 3 level involves essentially the same duties and responsibilities as the Field Worker 2. However, this is an advanced level reserved for senior Field Workers who are required to perform the more complex assignments. Incumbents are advanced to this level only

after meeting job performance and personal development criteria as outlined by the department.

TYPICAL DUTIES

- Co-ordinates the delivery of local government services to one or more communities in the designated area.
- Develops a manpower inventory and employment development program for a given community or region, identifies employment opportunities and places candidates in jobs and follows up on individual employee progress.
- Provides an information and communication service to one or more communities in the designated area.
- Manages projects that are designed to provide local or regional improvements.
- Conducts studies and project evaluations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledges, Abilities and Skills

- Must have a thorough knowledge of the aims, objectives and programs of the Department of Northern Affairs.
- Must have a knowledge of the programs of other government departments and agencies both federal and provincial serving Northern Manitoba.
- Must have a thorough knowledge of the life style, stage of development, attitudes, economics, geography, politics, and needs and desires of the people of Northern Manitoba.
- Must have a desire to assist Northern Manitobans to realize their community objectives.

- Must have the ability to work effectively with individuals, with small and large groups, with organizations both large and small in order to gain services or effect changes.
- Should be able to communicate well both orally and in writing. The ability to do so in a native language would be a considerable asset.
- Must be willing to work irregular hours, to travel extensively by scheduled and non-scheduled aircraft, and to accept accommodation different from normal commercial standards.
- May be required to have some of the specialized knowledge and skills of a trade, industry, profession, or occupation useful to the department and the communities or area served.
- May require the ability to oversee the work of others employed on a casual basis or who are providing a service on contract.

Education, Training and Experience

Must have either:

- a) extensive experience and training in a responsible capacity in a community service based organization, local government, native organization or other similar organizations in which the prime function is working with other persons to achieve common objectives; or
- b) extensive work experience in a field of employment that develops project management skills and abilities; useful technical skills such as construction, road building, sewage and water or forestry; and the ability to work with persons from a variety of socio-economic backgrounds; or
- c) training, development and work experience as a Field Worker-in-training and in the Department of Northern Affairs under supervision; or
- d) a suitable combination of the above that will permit the incumbent to effectively perform the assigned duties.

Physical Standards

Physically capable of performing the duties assigned.

FIELD WORKER 4

GENERAL

This is a supervisory level involving responsibility for a major geographic region in the designated area or for a major functional service. There is a responsibility for program development, for consolidation and analysis of needs and projects submitted by subordinates, and for the delivery of programs directly or through subordinates. The incumbent will be responsible for selecting, training and developing subordinate staff, for the allocation and assignment of work, for the review and evaluation of performance, and for the appraisal of staff. The incumbent will have responsibility for planning, scheduling, setting priorities, for review and control, and for taking action to ensure that overall targets are being met. They will have authority to approve financial commitments, to negotiate contractual arrangements, and will be held accountable not only for their own performance but for that of their subordinates. They will work under the general supervision of a program director or occasionally the head of a division. This level is differentiated from the Field Worker 3 by the fact that Field Workers 4 must supervise and direct Field Workers at the 1, 2 and 3 level.

TYPICAL DUTIES

- Supervises working level field staff and trains and develops field workers in training.
- Represents the department at meetings with representatives of other government departments, agencies or outside organizations.
- Assists and supports subordinate field staff in the performance of their duties and provides advice and interpretation of government policy, programs and directives.
- Participates in the program planning and budget system of the department.
- Directly manages major projects requiring specialized skills and knowledge and senior management ability and conducts high level negotiations for the establishment of new projects.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledges, Abilities and Skills

- Must have a thorough knowledge of the aims, objectives and programs of the department and a detailed knowledge of the specific goals and activities of the programs for which they have supervisory responsibility.

- Must have a thorough knowledge of the programs of other agencies of government in the North, of the experience of other government levels, of some of the history of government programs in the North and of the people involved in the delivery of these programs.
- Must have a thorough knowledge of the life style, stage of development, attitudes, economics, geography, politics and needs and desires of the people and places he serves.
- Must have a desire to assist the residents of Northern Manitoba in realizing their objectives.
- Must have the ability to supervise, motivate, train and develop subordinate staff.
- Must have effective human relations skills at all levels.
- Must be able to communicate effectively both orally and in writing.
- May be required to have a specialized knowledge of a given trade, profession, industry or occupation useful to the department and the areas served.

Education, Training and Experience

Extensive experience, training and development in progressively responsible roles in a community centered, or human development centered organization is required.

Physical Standards

Physically capable of performing the duties assigned.