

Working Title Income Support Advisor	Name
---	------

Position Number	Reports to Position Number	Division, Branch/Unit Delivery Services, Centrally Delivered Services, ISCC	Ministry
-----------------	----------------------------	--	----------

Present Classification Programs Services 1	Requested Classification
---	--------------------------

Dept ID	Program Code	Project Code (if applicable)
---------	--------------	------------------------------

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

Working within the Income Support Contact Centre, the Income Support Advisor issues after hour's emergency Income Support benefits (temporary shelter, medical, dental, travel and food) to potential and existing Income Support clients. The Advisor facilitates and troubleshoots the resolution of income support concerns, provides referral services, service needs determinations, and information and advice on the interpretation and application of legislation and policy. The Advisor provides these services through the Income Support Contact Centre, which is a 24/7 operation. Services are provided via telephone, fax and email.

Advisors are also cross trained to provide services for the AISH Contact Centre, the Parent Information Line and Office of the Public Guardian. These programs are delivered by Centrally Delivered Service via shared services agreements with the departments of Seniors and Childrens' Services. For the AISH Contact Centre, Advisors provide emergency benefits and information and advice on AISH programs. With the Parent Information Line, Advisors are trained to provide information and advice on Child Care Programs, including subsidies, standards and availability. For the Office of the Public Guardian, Advisors provide after hours referral services for callers wishes to be connected to a Public Guardian.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

- The Worker provides initial Crisis Intervention, Referrals and assessment within a service needs determination interview process to identify client service needs and assist clients to clarify their career, employment, education/training or financial support needs.**
 - Conducts Service Needs Determination interviews to assist clients in clarifying and prioritizing service needs.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

- Identify needs and present options to the person consistent with program guidelines to support the search for employment, overcoming barriers to employment, or obtaining training to increase employability. Options presented are specific to meet assessed needs of an individual.
 - Provide information on options presented to assist Albertans in making informed choices, clarifying expectations and services available, relevant labour market information and Labour Market Information Centre services and resources, job search techniques, etc. which will assist them in their development of appropriate action plan.
 - Refers to programs, services and financial options in accordance with identified client need within program eligibility criteria.
 - Provides information and determines eligibility / suitability for programs and services.
 - Develop and document an initial action plan to support applicant's goals - outlining next steps the person has agreed to take with respect to pursuing employment or training options. Liaise with varied service providers, agencies, etc. to expedite implementation of the action plan as required.
 - Conduct information sessions in the community, (e.g. to explain programs to other partners, community agencies) or targeted groups of individuals who may share similar needs (e.g. returning to school), as requested.
 - Provide front-line information service to post-secondary students under the Shared Services Agreement with Alberta Learning.
 - Enter, retrieve and verify client information on varied systems as required (Student's Finance, CAIS, LISA, CCD). Document applicant paper files, and update electronic files
 - Informs client of both internal and external resources and how to access service.
 - Facilitates brokerage of services.
 - Responds to emergent needs associated with basic needs including shelter, food, medical issues for the family in cases such as potential eviction, homelessness, and lack of food and termination of utility services.
 - Refers to community support agencies such as AADL, AADAC, shelters, etc.
- 2. Provide information, advice and program interpretation related to operations, policy and program expertise to Albertans, EII staff, and other jurisdictions on a wide variety of Income Supports issues.**
- Respond to telephone, fax, email, and written inquiries from Albertans about Income Support matters, such as, benefit determinations/explanations and appeal procedures.
 - Provide referral information on all government and community programs and services that may assist Albertans.
 - Provide program interpretation, advice and information on a variety of policy and operational issues and facilitates overall access to Income Support benefits.
 - Provide help desk support services to clients, partners and contracted agencies in using web based

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

information services.

- The IS Advisor provides specific client information on the federal NCB benefits at the request of EII staff.
- Respond to inquiries from other provinces about persons who may have received financial assistance from Alberta Income Support Programs
- Provide information on child care subsidy, kin care and the stay at home program.
- Estimate child care subsidy for daycare, day home and the stay at home program.
- Assist callers who use the Automated Reporting for Clients system.

Respond to inquiries on sponsorship default for Albertans and former income Support clients

3. Facilitate troubleshooting and resolution of income support concerns to enhance service and provision of low-income benefits to potential and existing clients. The focus of the IS Advisor's interaction with the client is to enhance the caller's degree of self-sufficiency and to promote economic independence.

- Provide information and advice about other programs offered by EII, such as Child and Adult Health benefits, Skills for Work, Self Employment, Training on the Job, Skills Development Grant – EI and Non EI, Post Secondary Loans and Grants, DRES, full-time and part-time funding options.
- Through an in house database maintained by the contact center, provide clients with community information, such as, Health Links Contact Centre, subsidized housing phone numbers, emergency shelter information and emergency Mental Health locations.
- Provide information on Policy, eligibility for the AISH program.
- Where a client's request is not an emergency refer the client to appropriate resource.

4. Provide technical support, advice and interpretations on Income Support legislation to Department staff, other government welfare jurisdictions, contracted providers and partners.

- Research, identify, and resolve operational issues to support continuous improvement in the processing of Income Support benefits.
- Liaise with internal staff from EII and other welfare jurisdictions to correct and/or resolve issues and support continuous improvement in the processing of benefits.
- Review reports produced by the NCB system and determine action required. Advise regional delivery staff of corrective action and monitor to ensure appropriate action has been taken.
- Review and provide input into NCB policy and procedural changes. Develop training material for field staff when NCB policy and procedures are changed.
- If applicant is not eligible, the client is informed during their call and is advised verbally of the process for appealing this decision.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

- Delivers customer service to all Albertans provincially through phone applications.
- Interviews clients from diverse economic, social and cultural backgrounds. This role deals with a diverse population of clients who exhibit various levels of behaviour and emotional intensity. This role may deal with people who have suffered loss (health, home, job mental health issues, illness and addictions issues and who are in crisis. Need for high sensitivity to these situations. This role must be able to defuse situations that may include being verbally abusive, threatening harm to self or staff and displaying a variety of emotions. This role must have the ability to address the complexity of needs for a variety of clients with their own unique issues
- Need to exercise a moderate degree of professional judgement to assess individual circumstances and apply career planning techniques, theories, and practices to determine needs and develop an investment/action plan.
- Are challenged daily to explain and provide to Albertans the Service Needs Determination process, with its focus on exploring issues and options to support them in becoming employed, rather than simply determining if they qualify for income support.
- Activity with Albertans requesting services generally involves an initial interview, needs and eligibility determination, provision of initial supports, and referral to a provider of ongoing support within AEII or in the community.
- Makes decision on level of benefits client will receive as per Departmental policies.
- Provides information and referral services to various internal and external programs and services for Albertans, accessing services through Alberta Human Resources and Employment.
- Interacts with other divisions of the department, Career and Employment Consultant, Child Support Services, Fraud, other departments. Examples - HRDC, Children Services, Learning, Medical professionals, immigration, service agencies, shelters, WCB, Widow's Pension, Employment Insurance, employers, Justice. etc.
- Frequent contact with external stakeholders (contracted service providers, community agencies, private and public training institutions).

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- Advanced knowledge of income support and AISH legislation, policy and procedures.
- Working knowledge of related programs/services provided through provincial and federal government departments (i.e. Employment Insurance, Apprenticeship).
- Knowledge of computerized information systems (CAIS, SF, EI, LISA, CCD, NCB).
- Gain and maintain an understanding of variances in regional operational procedures.
- Well developed organizational skills
- Working level of relationship building skills
- Ability to use multiple computer systems and phone lines.
- Essential communication skills coupled with interpersonal and negotiation skills to foster client commitment in following through with an investment plan.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- Skills in providing information/guidance to individuals from a wide variety of backgrounds and in a wide variety of personal life circumstances.
- Ability to respond to clients who become hostile, aggressive or depressed due to their circumstances, and to de-escalate tense situations and function in a fast paced, high client volume environment
- Ability to exercise a high degree of independent decision-making in applying professional standards to personal judgement and objectivity in dealing with varied clients and varied programs.
- Interviewing skills - to assess client needs and income support eligibility
- Knowledge of a wide variety of provincial current and evolving external community resources, agencies, contracted services, etc

ORGANIZATION CHART: Please attach an organization chart including supervisor, peers and staff (where applicable).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Compensation Manager, 6th Floor, Peace Hills Trust Tower, 10011 – 109 Street, Edmonton, Alberta, T5J 3S8, phone 408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that all signers have read and discussed the information in this Position Description.

Incumbent

Name

Signature

Date

Supervisor

Name

Signature

Date

Division

Name

Signature

Date