

Working Title Services Coordinator		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Common Service Access Division	Ministry Human Services
Present Classification PS1		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 Non-Management Job Description Writing Guide [Pages 7-8](#)).

Human Services is leading the transformation of social-based programming and delivery in Alberta. A Citizen-Centred Integrated Service Delivery (CCISD) Model has been created to depict what access and provision of services will look like once the overall transformation is complete, with the model being introduced to reduce service gaps, simplify access, and improve outcomes for Albertans needing assistance. Under the CCISD Model, Albertans will be able to access information and support for social-based programs and services via three channels - in-person, contact centre, and web.

The Common Service Access (CSA) part of the CCISD Model focuses on ensuring consistent information and levels of service are delivered to clients regardless of service delivery channel used, with the associated integrated workforce and service delivery resulting in improved client access; improved client transition through life stages; improved client experience; improved ways of doing business; and improved value for money. The CSA Division is accountable for designing, implementing, and operating the CSA portion of the CCISD Model, including connections to and across programs and services, in collaboration with Human Services program delivery stakeholders.

Position Purpose

The Services Coordinator is an integral aspect of the CSA approach, working at in-person sites and in the contact centre. This position provides a more holistic approach to client-centred services, assisting Albertans to achieve better outcomes by considering the broad range of client needs and social-based programs and services available to meet identified needs. In addition to performing needs identification and registration for all Human Services programs and services, the Services Coordinator provides eligibility determination, assessment, outcome planning, and service delivery for select programs and services. Individuals requiring services for which this position does not provide eligibility determination, assessment, outcome planning, and service delivery are referred directly to Program Delivery Specialist with expertise in applicable programs.

The Services Coordinator works closely with other Ministry program delivery representatives to coordinate social-based program and service delivery for Albertans and provide a more seamless client experience. This position applies a working knowledge of policy and program rules associated with Human Service programs and services and a theoretical knowledge of social barriers, human behaviour, family dynamics, grief and loss, health, mental health, addiction, and cultural issues to carry out common service access functions. As the first point of contact with Albertans accessing social-based programs and services, the Services Coordinator is relied upon to engage positively with clients, create a welcoming and respectful environment, and effectively represent Human Service programs and services.

Reporting to the Alberta Supports Contact Centre or In-Person Site Supervisor, this position functions within relevant legislation and regulations and applicable Ministry and government policies, procedures, and guidelines.

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 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

1. **Service Needs Identification:** The holistic needs of individuals are identified to determine appropriate social-based programs and services for which they may be eligible.

Activities:

- Interviews and assesses circumstances of individuals, probing for more information as required.
- Identifies needs and provides accurate and timely information and guidance pertaining to social-based programs and services and related legislative, regulatory, policy, and operational guidelines, including associated applications and resources as appropriate.
- Provides specialized knowledge, information, advice, and guidance regarding options and legislative controls to assist Albertans in resolving issues and problems relating to more than 29 social-based programs and 120 services.
- Accurately interprets and applies multiple policies and procedures for social-based programs to ensure best possible outcome for client.
- Coordinate, make direct contact with program areas, and follow-up with client and program area to ensure appropriate services were received when necessary
- Provides appropriate referrals to municipal, provincial, and federal government departments, assessment services, agencies, associations, courts, law enforcement bodies, and legal bodies when enquiries and/or need(s) do not pertain to Human Services programs and services.
- Screens prospective applicants against applicable criteria to determine programs and services for which they are potentially eligible.
- Liaises with external stakeholders and agencies to support, correct, or resolve concerns of individuals as appropriate.
- Provides immediate crisis intervention services to defuse and de-escalate conflicts or crises in accordance with established protocols as required.
- Demonstrates sensitivity to diverse cultural and ethnic backgrounds of individuals, including determining language requirements, accessing interpreters as required, and tailoring responses as appropriate.
- Responds to e-mail requests for social-based program and service information.

2. **Registration:** Once determined potentially eligible, individuals are registered (become clients) on behalf of social-based programs and services using a common process.

Activities:

- Enters personal client information into multiple systems and databases to create or update client files.
- Refers clients directly to Program Delivery Specialists for provision of specialized and/or transitional planning services as appropriate.

3. **Eligibility Determination:** Once registered, client eligibility for select social-based programs and services is determined.

Activities:

- Collects and interprets eligibility-related information and documentation from clients and compares to relevant criteria to determine eligibility for select programs and services, including:
 - determining the information needed to make decisions regarding eligibility and following up with clients to clarify information as required.
 - using multiple systems and databases to verify documents already received and determine any that are missing.
 - providing clear explanations to clients as to which documents meet requirements, how to obtain and submit documents, and when responses can be expected.
 - making referrals to program areas as required.
- Informs client of eligibility decisions and enters eligibility decisions and rationale into multiple systems and databases.
- Informs ineligible applicants of applicable appeal processes and alternative resources to meet their needs, including assisting clients to access resources and services as required.
- Accesses and searches across multiple databases on behalf of clients for relevant, accurate, and complete information regarding benefit and/or application status.
- Troubleshoots and/or researches alternative community resources when clients are not eligible for Human Services or Alberta Government social-based programs and services.

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 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

4. **Assessment:** Client needs are assessed to determine available service(s) and related service level(s) for select social-based programs and services.

Activities:

- Uses appropriate processes and tools to determine range of service(s) and related service level(s) applicable to clients for select programs and services. Interprets and applies legislation, regulation, policy and program rules to determine appropriate level(s) of service.

5. **Outcome Planning:** Outcome plans are developed and documented for clients accessing select social-based programs and services.

Activities:

- Creates records of service(s) and related service level(s) for clients, as well as records of next steps and responsibilities of involved parties to meet established goals and outcomes over a specified period of time.
- Uses multiple information technology systems (systems and databases) to update service plans and ensure their accuracy, including accessing, making changes to, and providing client-specific information.

6. **Service Delivery:** Services are provided to clients accessing select social-based programs and services.

Activities:

- Refers to regulations and applies policy and program rules to determine and approve level of benefits based on Eligibility Determination and Assessment
- Authorizes provision of identified service(s) and related service level(s) to clients for select services
- Issues benefits (e.g., payments via system) or forwards (approved benefits requests) to benefit processing unit.

7. **Other Responsibilities:** The common service access portion of the CCISD model is actively supported and enhanced.

Activities:

- Develops and maintains collaborative relationships within a team environment to support continual improvement.
- Provides input to development of new and revised business processes relating to common service access.
- Liaises with representatives of other ministries and external organizations and agencies to resolve issues and support continuous improvement in the delivery of social-based programs and services.
- Ensures timely completion and accuracy of hard copy and electronic file documentation as required.
- Provides feedback and recommendations relating to the value of the Services Coordinator role and its potential application for other programs and services.
- Provides input to support continuous improvements of service delivery across channels (contact centre, web, and in-person), including providing input to improve the Alberta Supports Web Portal.
- Researches, develops, and maintains program and service resource materials to facilitate consistent service delivery and training of staff members.
- Trains and mentors new staff members.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

Common Service Access focuses on making it easier for Albertans to access social-based services and programs and transition between programs as they age or their circumstances change, as well as ensuring consistent information and levels of service are delivered to clients regardless of service delivery channel used. The Services Coordinators provides a primary point of contact and one-stop approach to delivering services within the in-person site or contact centre environment. This position provides needs identification and registration for all Human Services (and specified Alberta Health) programs and services, as well as eligibility determination, assessment, outcome planning, and service delivery for select social-based programs and services.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

In addition to ensuring that documents and applications are prepared and processed in accordance with applicable legislative, regulatory, policy and program rules, the Services Coordinator interprets and explains relevant legislation, regulations, policies, and guidelines to individuals and clients. This position works independently to exercise judgment when performing needs assessment and registration for diverse social-based programs and services, as well as when making decisions relating to eligibility, assessment, outcome planning, and service delivery for select services (e.g., funeral benefits for AISH and Income Support clients and registration, assistance and billing for other clients as well as determine eligibility & issue benefits for emergency income support).

The Services Coordinator works directly with a large and diverse client base, including low income individuals from across age groups and individuals facing physical challenges, emotional/mental disabilities, literacy, and cultural barriers. Common service access functions are provided to clients in relation to the Child Care Subsidy, Alberta Health Benefits, and Alberta Seniors, Persons with Developmental Disabilities, Children's Services, Family Services, and Public Guardian programs.

This position asks key questions and provides information in a fast-paced environment, and often in emergency situations. The Services Coordinator is relied on to identify multiple and often complex needs and potential social-based programs and services available to assist individuals to achieve better outcomes. The Services Coordinator must also be able to apply knowledge of programs and their interrelationship in relation to various situations faced by individuals and clients (e.g., AISH in relation to Seniors programs, Income Support in relation to AISH, Child Care Subsidy eligibility while receiving Income Support)

This position is required to coordinate services between multiple Human Services divisions, one other Ministry, external providers (Blue Cross) and municipal services. This creates a complexity in the position that does not exist in your typical government position.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

The Services Coordinator must have thorough **Knowledge** of:

- Alberta Government policy and program rules and guidelines for social-based programs and services to complete needs identification and registration for all programs and services and eligibility determination, assessment, outcome planning, and service delivery for select services (e.g., funeral benefits, emergency income support):
 - Family Support for Children with Disabilities (*Family Support for Children with Disabilities Act*)
 - Family and Community Support Services (*Family Violence Act*)
 - Child Care Subsidy (*Child Youth and Family Enhancement Act*)
 - Assured Income for the Severely Handicapped (*AISH Act*)
 - Persons with Developmental Disabilities (*PDD Community Governance Act*)
 - Employment and Training Services (*Income and Employment Supports Act*)
 - Income Support (*Income and Employment Supports Act*)
 - Health Benefits (*ISTHB Regulation*)
 - Seniors Benefits (*Alberta Seniors Act*)
 - Aids to Daily Living (*Public Health Act*)
 - Office of the Public Guardian (*Adult Guardianship and Trustee Act*)
 - Office of the Public Trustee (*Adult Guardianship and Trustee Act*)
 - Persons for Protection in Care (*Supportive Living Accommodation Licensing Act*)
 - Homelessness
 - Family Violence (*Family Violence Act*)

(Note: Knowledge of other programs and services will be required as they transition to Common Service Access)

The Services Coordinator must also have **knowledge** of:

- Government business plans, goals, strategies, and priorities as related to the Human Services mandate
- Human Services vision and goals for the transformation of social-based programming and delivery

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- CCISD model, including common service access business processes and functions for social-based programs and services in Human Services and Alberta Health
- Social barriers, human behaviour, human development, family dynamics, grief and loss, health, mental health and addiction in relation to dealing with individuals and clients
- Assessment and interview techniques the partner and stakeholder community affected by the Human Services mandate, including relevant organizations, committees, and advisory groups
- Alternative community services and agencies, including awareness/knowledge of relevant community, federal, and municipal programs
- Relevant legislation for all Human Services programs, especially for reporting and referral purposes
- relevant legislation, regulations and policies, including duties and responsibilities of a public body under the *Freedom of Information and Protection of Privacy Act* and *Health Information Act (HIA)*
- Relevant information systems and business productivity software (e.g., databases such as CCIS, AHB, Seniors, Mobius, TOI, CCD, LISA as well as Microsoft Office Suite and SharePoint), and expert knowledge of the Alberta Supports Web Portal to navigate, guide, and teach Albertans about the resources available to assist them in achieving best possible outcomes
- The Alberta Supports and Seniors Knowledge Base

The Services Coordinator must have the following **Skills**

- Excellent verbal and written communication skills, including ability to paraphrase complex policy and procedure information into logical and concise presentations that individuals / clients can understand and act upon
- Listening skills, including demonstrated compassion and understanding
- Interviewing and assessment skills
- Problem-solving and research skills
- Advisory and consultation skills
- Analytical and decision making skills
- Organization and time management skills, including ability to prioritize multiple and competing demands in a fast-paced, high client volume environment
- Interpersonal and relationship management skills
- Strong crisis intervention/management skills and ability to de-escalate stressful situations

The Services Coordinator must be **Able** to:

- Use a person-centered approach to deliver common service access functions
- Assess and synthesize client needs
- Deal effectively with difficult, volatile, sensitive, and/or stressful situations and behaviors
- Interact effectively with people having physical, mental, and cognitive impairments, using English as a second language, or having diminished capacity, including advocating on behalf of clients with diminished capacity to ensure appropriate services
- Demonstrate understanding of cultural diversity
- Work effectively in an environment with changing priorities, short timelines, and limited resources
- Demonstrate self-management skills with a strong results orientation
- Work independently as well as contribute in a team environment
- Demonstrate flexibility, adaptability, initiative, sound judgement, and creativity
- Demonstrate a positive attitude in delivering client service, along with commitment to team work, continuous improvement, and confidentiality
- Employ reasoning and questioning strategies to capture, analyze, interpret and synthesize information for clients and programs
- Develop rapport with clients by empathizing, understanding client situations, and demonstrating desire to help clients improve their outcomes
- Educate, empower and encourage clients to act to improve outcomes

Education/Experience

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

This position has regular and ongoing contact with

- Citizens, citizen representatives, clients, community service representatives, first responders (911), municipal and federal governments (liaison and referral), MLA offices (client support), program partners, service providers, etc. to provide information, needs identification, and registration for social-based programs and services and Health services and the full range of common service access functions for select social-based programs and services (e.g., needs identification, registration, eligibility determination, assessment, outcome planning, service delivery)

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#)).

None exercised

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

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ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

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 the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned.

Incumbent

Name

Signature

Date

Director

Name

Signature

Date

Division ADM

Name

Signature

Date