

Working Title Lead Hand — Income Support Contact Centre	Name
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Position Number	Reports to Position Number	Division, Branch/Unit EFS/CSD/ISCC	Ministry Assisted Living & Social Services
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Present Classification Program Services 2	Requested Classification
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Dept ID	Program Code	Project Code (if applicable)
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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](#)).

The Employment and Financial Services division within Assisted Living and Social Services (ALSS) provides financial assistance to Albertans through the Income Support and AISH programs. The Common Service Delivery (CSD) branch is responsible for the Income Support Contact Centre (ISCC) which provides emergency financial assistance through 24/7 operations. The ISCC plays an integral role ensuring Albertans basic needs are met 24/7 and through provincial emergencies such as wildfires or floods.

Position Purpose

The ISCC Lead Hand is an integral position within the ISCC. The Lead Hand provides ongoing support to the ISCC staff including Advisors, Supervisors and Management. The Lead Hand is responsible for 5 key operational components of the ISCC.

1. Provides supports to ISCC Advisors in responding to Albertans' questions, emergency benefit requests, taking escalated calls, and problem solving complex client situations. Through these interactions analyzes knowledge or service gaps, conducts research, analyzes program policy and/or procedures, gathers information, and subsequently writes training documents or manuals to fill identified gaps.
2. Responds to Action Requests and Telephone Action Requests, which includes; conversations with clients to clarify the issue, issue benefits, contacting community agencies, providing client with appropriate resources and next steps and writing responses to the requests.
3. Responsible for Program Administration, includes; monitoring Digital Imaging system (DIMG), maintaining statistics, providing reports, conducting call evaluations, and program knowledge expert.
4. Responsible for Project Management, including planning and implementing new and enhanced programs and business processes for ISCC and the branch.
5. Respond to calls on the ISCC queues.

This position requires daily interpretation and application of the *AISH Act* and *Income and Employment Supports Act*. This position applies a working knowledge of policy and program rules associated with Assisted Living and Social Services (ALSS) 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 provide emergency benefits. The Lead Hand is relied upon to engage positively with Albertans, stakeholders, staff and leadership to create a welcoming and respectful environment, and effectively represent ALSS programs and services. Through ongoing mentoring, coaching and monitoring of Advisors, the Lead Hand plays a key role in ensuring Albertans receive accurate and consistent information and are awarded the appropriate benefits.

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](#)).

Reporting to the Income Support Contact Centre 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 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

Core Responsibilities

1. Provides supports to ISCC Advisors in responding to Albertans' questions, emergency benefit requests, taking escalated calls, and problem solving complex client situations. Through these interactions analyzes knowledge or service gaps, conducts research, analyzes program policy and/or procedures, gathers information, and subsequently writes training documents or manuals to fill identified gaps.
 - Trains, develops and mentors staff to ensure the delivery of Income Support and AISH programs in a consistent manner.
 - Provides expert guidance and assistance to advisors encountering difficulties with specific files.
 - Through ongoing coaching and mentoring, strives to improve the overall quality of information provided to clients and benefits issued to low income Albertans.
 - Promotes a learning culture by encouraging professional development and job shadowing/mentoring opportunities for staff.
 - Motivates employees and leads by example to maintain employee morale and to ensure that staff work to their maximum potential
 - Assists the supervisor in the recruitment and scheduling of staff.
 - Gain an understanding of and interpret the client's issue(s).
 - Review and interpret client file history to resolve client issues.
 - Liaise with external stakeholders, Income Support & AISH programs and delivery staff (vendors, community agencies) to identify, research and resolve operational processes to support continuous improvement in the processing of emergency benefits.
 - Liaise with Zone EFS staff from Income Support & AISH to correct and/or resolve issues and support continuous improvement in the processing of emergency benefits.
 - Problem solves a variety of situations by clarifying, researching and interpreting policies, regulations and operational procedures for situations involving contradictory or unprecedented issues.
2. Responds to Action Requests and Telephone Action Requests.
 - Contacts client to clarify needs, problem solve, determine eligibility for benefits and issue benefits.
 - Contacts community agencies to support client to access resources.
 - Provides client with appropriate resources and next steps.
 - Prepares accurate and timely responses to ministerial assignments such as action requests, information requests and briefing notes for the signature of the Minister, Deputy Minister, and Assistant Deputy Minister.
 - Research and compile information using multiple data bases and internet search
 - Collaborate with internal and external organizations such as housing, police, transportation companies and hotel companies.
3. Responsible for Program Administration, includes; monitoring Digital Imaging system (DIMG), maintaining statistics, providing reports, conducting call evaluations, and program knowledge expert.
 - Oversees the delivery of services in accordance with the strategic direction of the department and CDS/unit business plan.
 - Ensures department programs are administered as defined by legislation, policy and procedures.
 - Monitors the DIMG queues to ensure documents are actioned and imaged to correct client file
 - Resolves documents in queue that are unmatched to invoices
 - Conducts call evaluations, providing the results to staff, coaching staff and identifying issues to ISCC

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Supervisor.

- Acts as an emergency benefit program expert to provide information and advice requiring an advanced level of program knowledge.
- Maintains statistics and provides reports as requested.
- Provides cover-off to ISCC Supervisor as required.
- Ensures accurate and timely delivery of Income Support and AISH programs and services information to staff and public.
- Communicates with businesses to establish vendor listings
- Works closely with other Ministry program delivery representatives to coordinate benefits and service delivery for common clients.

4. Responsible for Project Management, including planning and implementing new and enhanced programs and business processes for ISCC and the branch.

- Track project progress and ensure timelines and deliverables are met.
- Make recommendations for future projects.
- Assist with Planning, organizing and evaluating projects relating to delivery programs and demonstrating leadership.
- Conduct post-project audit evaluations.
- Responsible for carrying out program related special projects or initiatives on behalf of CSD that compliment the government's direction in cost savings initiatives and helps meet the Business Plan objectives.

5. Respond to calls on the ISCC queues.

- Provides program information, assesses for benefits and issues benefits to Albertans
- Completes corresponding administrative duties including opening files, form completion, issuing benefits via p-card, invoice or e-transfer

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](#)).

The primary function of this position is to provide information, analysis, support and advice on IS and AISH financial benefit provision to ISCC staff, ISCC Supervisors and ministry department managers to ensure optimal functioning of the ISCC 24/7. The position requires in-depth program knowledge, client data base access, problem analysis, research skills, solution analysis and implementation of solutions. The information and advice will influence the direction, design, and implementation of differing aspects of the ISCC. The position requires a high degree of flexibility in working with various groups and players, primarily internal and some external to the department, to ensure that collaborative processes are carried out and Albertans have access to emergency benefits. The Lead Hand exercises considerable judgement to determine the best approach to a particular issue and how resolve it.

The position instantly takes escalated calls and provides immediate verbal or written (via Teams chat) responses to ISCC staffs' program knowledge questions. This requires a high level of program knowledge and communication skills to de-escalate callers. Requires theoretical knowledge of human behavior, trauma based theories, and cultural impacts. Through these calls and responses, develops reference materials to fill knowledge or training gaps. The position requires extensive knowledge of policies and procedures of Income Support and AISH programs as well as how the program operates provincially. Requires knowledge and ability to search for community resources.

This position coordinates and provides training to new staff, refresher training to existing staff and updates training/reference documents. Coaches staff in the moment on how to handle a situation, de-escalate a caller and

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](#)).

policy/benefit decisions. Completes call evaluations to ensure staff are following policy, procedures and receive recognition for calls meeting expectations.

The Lead Hand will:

- Effectively communicate status of activities to the ISCC Supervisor.
- Support ISCC Advisors in the delivery of emergency benefits.
- Contribute to the success of the department's communication with primary clients and key audiences.
- Support the branch, ministry and business plan.
- Work independently on project assignments within established priority and project guidelines.
- Make sound on-the-spot decisions based on the ability to analyze all pertinent information.
- Act as technical expert in production and writing of communications materials.
- Make decisions with regard to identifying changes to meet operational requirements (internal and GoA-wide) following an analysis of the changes and assessment of impacts on the existing websites, applications and processes.

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; skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certifications/registrations required for the job.

Knowledge:

- *Income and Employment Support Act* and *Assured Income for the Severely Handicapped Act* to provide consultation and ensure adherence to legislation requirements. Expert knowledge of all Income Support & AISH programs and services and related acts, regulations and policies.
- Ministry Income Support and AISH policies and procedures to monitor and assess service delivery, resolve problems and identify issues.
- Social barriers, human behaviour, human development, family dynamics, grief and loss, health, mental health and addiction in relation to dealing with individuals and clients.
- Principles of assessment and interview techniques.
- Leadership principles and techniques.
- Alternative community services and agencies, including awareness/knowledge of relevant community, federal, and municipal programs.
- Department and community services/resources to ensure effective utilization of resources and evaluate effectiveness of service provided and provide support.
- Major stakeholders groups to facilitate mutual understanding and promote co-operation between department and community.
- Multi-cultural understanding to deal effectively with clients and staff.
- Departmental administrative systems for personnel related matters.
- Knowledge of Freedom of Information and Protection of Privacy Act (FOIP), Collective agreements, Labour markets, Employment Insurance, Federal Income Programs (CPP, OAS, CRA) Labour Relations Act, Income & Recovery Act, Human Rights Act, Parentage and Maintenance Act, Domestic Relations Act, Occupational Health & Safety Act, Employment Standards Code & Regulations.
- Knowledge of other department programs.
- CSD Operational Plan and the SCSS Business Plan.
- Knowledge of computerized information systems including Compass, DIMG, CCD, LISA, MAEBS, CXOne, Service Now, SharePoint, TOI and Microsoft Programs

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
- Interviewing and assessment skills.
- Listening skills, including demonstrated compassion and understanding.
- Analytical and decision-making skills.

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- Conflict resolution, mediation, and negotiation skills.
- Strong crisis intervention/management skills and ability to de-escalate stressful situations.
- Organization skills.
- Leadership skills, including team building, motivation and influencing.
- Community Liaison/relations.
- Computers skills.
- Public relations, networking skills.
- Sensitivity and understanding of cultural diversity in the workplace.
- Time Management – Ability to meet deadlines.
- Ability to work in a fast-paced, stressful environment.

Abilities:

- Support staff during difficult situations.
- Provide coaching/feedback to staff in a constructive manner.
- 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 supportive relationships with staff based on understanding and mutual respect.

Education/Experience

Undergraduate degree or diploma in social sciences or similar field. Direct work experience is considered.

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

Daily

- ISCC Advisors
- Callers / Albertans
- ISCC Supervisors
- ISCC Manager

As needed

- CSD Directors
- CSD Executive Director

Frequent and ongoing

- Employment and Financial Services delivery managers, supervisors and staff
- Other Ministries (Justice, Technology and Innovation, Children's Services)
- Community agencies and emergency personnel
- Business vendors

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

Informal supervision through call evaluations and responding to staff questions.
During summer months, may supervise students.

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](#)).

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 Director/ADM

Name

Signature

Date

