

New

Ministry

Community and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

SFSC

Requested Class

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Support & Financial Services Coordinator (SFSC) is responsible for determining ongoing eligibility for Income Support recipients, the issuance of financial benefits, and the provision of support services to benefit recipients. The SFSC monitors, supports and holds benefit recipients of Income Support benefits accountable for progress towards self-sufficiency.

SFSCs are the point of contact for Active Income Support recipients, recently Active Income Support recipients, and the stakeholders working on behalf of the recipients. The SFSC assists Income Support recipients in meeting their employment, financial, personal, and medical needs to ensure their economic and social well-being. This position also provides crisis support and independent decision making to connect individuals with appropriate intervention resources.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Eligibility Determination

Assesses eligibility for financial benefits issued to individuals, ensuring financial benefits are provided within program policies and guidelines. Ensures substantiation of need or circumstances is provided.

Analyze information, interpret and apply policy/legislation in order to refer individuals to appropriate

programs and services.

Review submitted documentation, from Physicians, Financial Institutions, Landlords and/or other agencies, to make eligibility decisions based on policy.

Identify when further information, including but not limited to; medical documentation, immigration status, family composition; is required to support the case management process.

Clarify medical information with Physicians and/or Treatment teams as needed.

Create, review and update Service/Action Plan items to confirm an individual has completed activities as agreed including status of tasks such as completion of Residential Treatment program.

Responds to changes to an individual's circumstances (e.g. as identified in ARC or annual review, as communicated to the SFSC by the client, etc.) generating benefits, issuing replacement benefits or terminating client benefits for reasons of excess income or assets or failure to provide required information to maintain eligibility for financial services or lack of follow-through on Action(Service) plan commitments.

Assesses eligibility for household unit when adding a dependent, or partner to file by gathering documents including government issued ID, bank statements, custody orders, Child Support Referrals, and asset substantiation, as outlined in policy.

Review employment readiness factors for recipients to prioritize referrals to Career and Employment services, which may include CEC involvement, and appropriate provision of career related resources.

Review files to become familiar with an individual's relevant history, current situation, needs, medical issues, investment/action plan/case management activities in order to respond to recipients' queries and support decision making regarding eligibility.

Changes to an individual's circumstances may be significant and impact an individual's eligibility for financial benefits (e.g. reviewing self-employment business viability).

Review and update the Action(Service) Plan based on current circumstances.

Clarify medical information with Physicians and/or Treatment teams as needed.

Financial Management

Calculates and adjusts budgets and issues benefits within delegated authority.

Review and interpret financial information submitted by recipient, including information related to businesses or other detailed financial arrangements.

Update budgets according to client category as determined by medical status.

Identifies overpayment, calculates overpayments, notifies client of overpayment, makes recommendations to waive or collect overpayments, based on policy parameters

Ensure timely review of individual circumstances - which may include but is not limited to: tasking expiry of medical documentation, expiry of asset exemption, viability of self-employment or casual employment, assessment for supplementary benefits, clarification of immigration status, and crisis/emergency benefits.

Program Integrity

Determine when requests are outside delegated authority, and gather appropriate documentation and submit requests to appropriate level of delegated authority, including, but not limited to, director's approval, dental review committee, health benefit exception committee.

Reviews Hold for Automated Client Reporting system (ARC), Annual Reviews, and documentation for completeness; follow-up with individuals to ensure required information is received.

Identify when further information, including but not limited to; medical documentation, immigration status, family composition; is required to support the case management process.

Responds to changes to an individual's circumstances (e.g. as identified in ARC or annual review, as communicated to the SFSC by the client, etc.) generating benefits, issuing replacement benefits or terminating client benefits for reasons of excess income or assets or failure to provide required information to maintain eligibility for financial services or lack of follow-through on Action(Service) plan commitments.

Completes repayment agreements as outlined by policy. Determines if an individual should be referred to the Fraud Unit.

Completes Assignments of Benefits for individuals who have applied, are eligible to apply, or are receiving Employment Insurance.

Informs ineligible individuals of their right to appeal, explains the appeal process.

Ensures that information considered to make a decision is clearly documented in DIMGs and/or MOBIUS/COMPASS (IT systems), including rationale and applicable policies.

Responds to Audit recommendations by reviewing documentation, consulting with supervisor/manager and taking corrective action where necessary.

Community Supports and Referrals

Assists recipients, to identify and discuss individual needs as well as options for addressing these needs.

Informs ineligible individuals of options and alternate resources to meet their needs and assists with access to these services as required.

The SFSC is responsible to assess ongoing eligibility based on a broad spectrum of presenting issues that may be financial, personal, employment or medical related. The SFSC will provide information regarding community resources to help the recipient address shelter situations such as potential eviction, homelessness, lack of food, termination of utility services, domestic violence and emergency medical needs.

Provides information on varied employment/training options to assist individuals in making informed choices: Exposure courses, community resources, and contracted agencies. Clarifies expectations and services available. Connects individuals with resource contacts directly, as appropriate to facilitate service access.

Collaborates with Career and Employment Consultants, community resources and agencies/services providers to ensure participation (e.g. addictions treatment, mental health treatment, methadone clinics) and/or to confirm an individual has followed through on Action(Service) plan activity, and to discuss individual programs, and options for next steps in supporting the search for employment or pursuit of training opportunities.

Works collaboratively with other roles within Community and Social Services, and other Government and

community partners.

Clarifies and explains Income Support program guidelines, procedures, and practices to community resources and agency contacts. Connects with vendors, pharmacies, Alberta Aids To Daily Living, Alberta Adult Health Benefits, Landlords, Health Benefits Exception Committee, and various helping agencies to assist clients to meet emergent needs, while adhering to legislation governing protection of private and confidential information.

Problem Solving

Typical problems solved:

The SFSC assesses the current circumstances, and will make determination regarding the authorization or denial of benefits, emergency benefits, and various financial supports.
The SFSC has the authority to interpret legislation and policy to arrive at decisions regarding eligibility for the program, or non continuous benefits, and recognizes when consultation with supervisor/manager is required
The SFSC utilizes deescalation techniques and exercises judgment in supporting individuals with unique, changing, and emergent needs.
The SFSC applies creative problem solving when working with recipients to assess needs, seeks clarity and identifies options to address these needs, and supporting the recipient in following through with agreed upon Action(Service) plans.

Types of guidance available for problem solving:

The SFSC performs their duties in accordance with Income Support Act, Regulations, policies, procedures and guidelines.
SFSC staff report to a Delivery Supervisor who monitors, guides and supports decision making.
Staff development is supported by training, colleagues and mentors.

Direct or indirect impacts of decisions:

Decisions made have profound impacts on the lives of benefit recipients and their household through support to their financial situation, and supporting their involvement with programs and services that enhance their employability and involvement with community.
The actions and decisions made by SFSCs can impact community relationships, the perception of the program, the ministry and the GOA by the public.
Effective case management and file management practices are essential to manage caseload growth, ensure alignment with policy, prevent overpayments and identify potential misuse or abuse of the program's intent.

Key Relationships

Major stakeholders and purpose of interactions:

The primary role of an SFSC is to ensure Albertans receive benefits to which they are entitled based on parameters set forth in policy and/or legislation.

Stakeholders:

Income Support recipients, Active and Inactive

All divisions within Community and Social Services, other Government of Alberta departments, other government levels (federal, provincial, municipal).

Community and Social Services staff (Directors, Managers, Supervisors, Career and Employment Consultants, Child Support Workers, Administrative staff, AISH Generalists, other SFSCs)

Community partners including but not limited to Physicians, Financial Institutions, Financial Administrators, Landlords, Outreach/Emergency Shelters, Indigenous serving organizations, Immigration and Newcomer Services, Family and Community Support Services, contracted career and employment providers, community specific agencies, and vendors

Social Services agencies from other Provinces or jurisdictions

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Human Services related education

Job-specific experience, technical competencies, certification and/or training:

SFSCs require extensive knowledge of Income Support Act, Regulations, policy and procedures as well as zone/site procedures to address operational requirements. This knowledge is used on a daily basis to direct queries, make decisions, respond to requests for information, and conduct daily activities.

Working knowledge of Government of Alberta social programs such as Alberta Works Career and Employment Information Services (CEIS), Assured Income for the Severely Handicapped (AISH), Child Care Subsidy, Alberta Aids to Daily Living (AADL), Alberta Adult Health Benefit (AAHB), Office of the Public Guardian/Trustee (OPGT) and Persons with Developmental Disabilities (PDD) or other applicable government resources.

Knowledge of programs offered by other government ministries, local and federal government. Knowledge of a wide variety of external local and regional community resources, agencies and contracted services that provide services to clients.

Understanding of social factors that contribute or co-exist with poverty including but not limited to domestic violence, homelessness, mental health and addictions, and awareness of programs and resources to support individuals experiencing barriers.

Understanding of labour market and recipients capacity to engage/attach to reach their potential.

Knowledge of the Freedom of Information and Protection of Privacy (FOIP) Act and how it relates to daily interactions with government agencies, community members as well as recipients. Understand where a legal requirement exists to share information related to an imminent health or safety matter, including as required under the Child, Youth and Family Enhancement Act.

Familiar with The Residential Tenancies Act, including the Safer Spaces for Victims of Domestic Violence Act

Working knowledge of Emergency Protection Orders, Restraining Orders, Release Conditions, and Probation Orders as they pertain to eligibility.

Knowledge of financial resources which may impact eligibility in accordance with income and asset requirements. The ability to analyze and interpret financial documents and apply policy and legislation to determine eligibility. This may include financial resources including bank accounts, mutual funds, RRSPs, RDSPs, annuities, LIRA, inheritance documents, business/farm/self-employment statements, and other investments.

Working knowledge of exempt and non-exempt income and assets.

Ability to review and understand medical information submitted by the client to determine how the information impacts eligibility for core / supplementary benefits, and employment or rehabilitation involvement or expectations, and when additional information may be required to understand limitations and prognosis.

Working knowledge or awareness of resources for persons with disabilities including but not limited to Specialized Assessments, DRES and community resources or contracted service providers.

Understanding community inclusion as a factor impacting overall health and wellness of individuals, and

the communities in which they live.

Knowledge of case management techniques, assessment, negotiation and problem-solving skills.

Demonstrated knowledge of various computer programs including but not limited to: LISA/CCD, Mobius/COMPASS, ARC, email, Teams, Imaging, Recoveries, word processing and the internet.

Working knowledge of contact centre technology.

Knowledge of assessment principles, practices and applications.

Working knowledge of relevant Acts including, but not limited to, the Landlord and Tenants Act, Adult Interdependent Relationships Act, and Employment Standards Act and Regulation.

Awareness of additional potential income sources including, but not limited to: Seniors Benefits, Employment Insurance, CPP, Child Support, Immigration related funding, Worker's Compensation, Disability income protection programs, and other federal, provincial and municipal funding.

Knowledge of Occupational Health and Safety program and requirements including working alone legislation.

Skills:

Assess recipient identified needs and align decisions with legislation, policy and procedure.

Interviewing skills to determine ongoing recipients needs and Income Support eligibility.

Strong verbal and written communication skills.

Interpersonal skills to foster recipient engagement and participation in their action plan by providing information/guidance to individuals from a wide variety of backgrounds and in a wide variety of personal life circumstances.

Conflict resolution and problem-solving skills to address recipients who may become hostile, aggressive or depressed or suicidal due to their circumstances, and to de-escalate tense or threatening situations.

Ability to apply foundational understanding of diversity and inclusion concepts and context in their work with Albertans.

Ability to engage and problem solve with community stakeholders to respond to recipients needs, within program mandate.

Strong organizational and time management skills and the ability to balance routine tasks with complex, competing and urgent demands.

Ability to exercise a high degree of independent decision-making in applying in-depth knowledge of income support policy drawing upon sound judgment and sensitivity.

Sound critical thinking skills to address complex recipient circumstances.

Ability to maintain competency on current and emerging software, systems, programs, policies and procedures. Able to use remote-based software tools to effectively engage with recipients in completing daily work.

Ability to adapt in changing work environment.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>SFSCs are expected to monitor their progress on completion of work, through use of various tools associated work with functions. They ensure that future oriented reviews and actions are identified.</p> <p>SFSCs do not delegate work to others. For review - level B or C?</p>
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>SFSCs need to stay up to date on technology, programs, and services to ensure they have the tools to respond to both the presenting and underlying issue. They need to be able to respond to unique, sensitive or complex situations which may not be clearly defined in policy.</p>
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<p>SFSCs work with recipients to understand circumstances and develop a proactive plan to increase self-sufficiency and support outcomes.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes 	<p>SFSC work in a changing environment where they respond to shifts in daily functions and unanticipated recipient situations. They are able to adapt to shifts in their team, systems, policy,</p>

		<ul style="list-style-type: none"> • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	presenting recipient circumstances and maintain professionalism. SFSCs manage self-care for emotional resilience through their interactions with recipients and changing program priorities.
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	SFSCs work collaboratively with a variety of roles to achieve client and program outcomes.
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	SFSCs actively engage in their own learning. While they do not have direct reports, they are actively involved in supporting the onboarding and ongoing learning of all SFSCs.
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	Engages with a variety of stakeholders to facilitate recipients participation and outcomes.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

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Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

DM Name

Date yyyy-mm-dd

DM Signature