

Working Title Income Support Advisor	Name
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Position Number	Reports to Position Number	Division, Branch/Unit Employment and Financial Services Common Service Delivery, ISCC	Ministry Assisted, Living and Social Services
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Present Classification	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](#)).

Working within the Income Support Contact Centre, the Income Support Advisor issues emergency Income Support and AISH benefits (temporary shelter, medical, dental, travel and food) to potential and existing Income Support clients and active AISH clients. The Advisor facilitates and troubleshoots the resolution of income support concerns, AISH 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.

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 conducts a needs assessment interview to determine client needs and as appropriate issues benefits and provides referrals to meet financial or employment/career.** Conducts assessments to assist clients in clarifying and prioritizing service needs.
- 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.
- Facilitates clients goods and services with external stakeholders (i.e pharmacy, hotels etc).
- Provide information on options presented to assist Albertans in making informed choices, clarifying expectations and services available.

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- Refers to programs, services and financial options in accordance with identified client need within program eligibility criteria.
- 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.
- Provides information and determines eligibility, suitability for programs and services.
- Enter, retrieve and verify client information on varied systems as required (Compass, Mobius, LISA, CCD, MAEBS, and DIMG). Documents and updates client files.
- Informs client of both internal and external resources and how to access service.
- Refers to community support agencies such as 211, shelters, FCSS etc.
- If applicant is not eligible, the client is informed during their call and is advised verbally of the process for appealing this decision.
- **Provide information, advice and program interpretation related to operations, policy and program expertise to Albertans, EFS 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 and AISH 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 and AISH benefits.
- Respond to inquiries from other provinces about persons who may have received financial assistance from Alberta income support Programs
- Respond to inquiries on sponsorship default for Albertans and former Income Support clients
- **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 SCSS, such as Health benefits, Employment Services, Homelessness and Family Violence prevention.
- Provide clients with community information, such as, Health Link, 211 Alberta, subsidized housing phone numbers, emergency shelter information and emergency mental health locations.
- Provide general information on policy and eligibility for the Income Support and AISH programs.
- Where a client's request is not an emergency refer the client to appropriate resources.

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- **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 and AISH benefits.
- Liaise with internal staff from SCSS and other welfare jurisdictions to correct and/or resolve issues and support continuous improvement in the processing of benefits.

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 client focused assessments 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 an emergency situation. 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.
- Able to exercise professional judgement to assess individual circumstances and apply assessment techniques, theories, and practices to determine needs.
- Are challenged daily to explain and provide to Albertans client focused assessments, exploring resources and options to support them in making informed decisions.
- Activity with Albertans requesting services generally involves an initial interview, needs and eligibility determination, provision of initial benefits, and referral to a provider of ongoing support within SCSS or in the community.
- Makes decisions on level of benefits as per Income Support and AISH policies.
- Provides information and referral services to various internal and external programs and services for Albertans, accessing services through Seniors, Community and Social Services.
- Frequent contact with external stakeholders and other divisions of the department, Career and Employment Consultant, . Examples - Children Services, Medical professionals, immigration, community agencies, shelters, etc.

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.

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- 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, Child Tax Benefit, Alberta Seniors Benefits, Child Care Subsidy).
- Social barriers, human behaviour, human development, family dynamics, grief and loss, health, mental health and addiction in relation to dealing with individuals and clients.
- Knowledge of computerized information systems (COMPASS, MOBIUS, DIMG, LISA, CCD, CXone, Service now).
- 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.
- 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



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Signatures

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

Incumbent

Name	Signature	Date

Supervisor

Name		Date

Division

Name	Signature	Date