

JOB DESCRIPTION

JOB TITLE	Client Support Worker
DEPARTMENT / PROGRAM AREA	Social Services
REPORTING TO	Supervisor of Employment and Client Outcomes
LOCATION	
WEEKLY HOURS OF WORK	
SALARY GRADE	Band 4
DATE	February 2017

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Under direction of the Supervisor of Employment and Client Outcomes and as an employee, the Client Support Worker is responsible to assist designated frontline staff in client support functions by gathering accurate and detailed information from applicants for a program or service delivered by DNSSAB, provide clerical reception support to customer service counter, switchboard and cheque pick-up window as required. The Client Support Worker is responsible for providing client support assistance which may include assessing potential eligibility for client supports and services within Social Service Programs. This position is required to provide optimal quality customer service through strong knowledge of programs and services, attention to detail, applicable federal, provincial and municipal legislation, policy and procedures, community resources and a variety of computer programs and software.

The position operates in compliance with legislation, policy, procedures and standards set by the Province and DNSSAB.

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

Receives calls and inquires from Social Service clientele and ensures accurate assessment is completed to support the delivery of programs within Social Services by:

- Responding to client inquiries and resolving client services issues and concerns through assessment and response;
- Referring to appropriate Social Services staff and other service providers for more complex inquiries or urgent matters;
- Receiving and processing client reporting documents as directed and updating case notes and files;
- Generating payment requests as directed from front line staff; distributing manual cheques, near cash items, drug cards as directed and recording distribution;
- Verifying documentation for discrepancies and errors and referring these to appropriate staff;
- Responsible for assigning, receiving and sending incoming and outgoing file transfers between CMSM/DNSSAB'S and local offices;
- Preparing necessary letters, memos, forms and reports as required;
- Assisting front line workers in making client contact or client follow up as required.

50%

Determination of potential eligibility or potential ineligibility for supports by:

- Collecting personal information to determine if the applicant's circumstances fall within the eligibility criteria described in the provincial and municipal legislation, policy and procedures;
- Attention to detail required when reviewing identification and required documentation for benefit/information pick up/release;
- Liaise with front line staff, provide accurate information and assessment to request approval to follow through with decision to approve or offer referral to alternate program or community partner;
- Communicating to the applicant any required or missing documentation to meet legislative requirements and adding such information into the technology data base;
- Monitoring receipt of funds for repayment, reimbursement and processing of all cash and cheques received and issuing receipts;
- Processing payments, verifying documentation, distributing vouchers, bus passes, cheques and near cash items as required.

30%

Provides optimum quality Customer Support Service to promote effective and efficient delivery of programs and services within Social Services by:

- Ensuring responses are accurate and potential eligibility decisions are consistent with the legislative requirements;
- Working effectively and efficiently with front line staff and peers to promote organizational team work;
- Maintaining an attitude of service excellence by responding efficiently and effectively to clients' needs;
- Verifying client needs by asking probing questions, and responding with respect and professionalism;
- Using customer-friendly language, supportive words and an empathetic tone of voice and avoiding the use of acronyms;
- Managing challenging applicants with care by utilizing conflict-resolution skills to resolve issues prior to reaching escalation;
- Identifying applicants who may be in crisis and responding to the needs of a vulnerable client population dealing with personal and/or sensitive issues (e.g. victims of violence, health related crisis, applicants pending evictions, applicants suffering from mental health and addictions issues, vulnerable youth 17 and 17 years of age, homelessness, victims of disaster etc);
- Maintain relevant updates on Federal, Provincial and Municipal legislation, regulation, practices, policy and procedure;
- Create an accurate and detailed electronic record of the telephone/in-person interaction using appropriate technology;
- Follow safety procedures and scheduling requirements when dealing with verbally abusive/aggressive applicants by creating service delivery and /or safety cautions in the records;
- Working cooperatively as part of a team in support of Case Management within all DNSSAB programs;
- Performing other duties as required.

20%

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Post-secondary Diploma in Social Services, Human Services or related field or acceptable combination of education and experience;
- Two (2) years' experience in a front-line role in a human services environment, preferably in a social service setting;
- Comprehensive knowledge of applicable Federal, Provincial and Municipal Legislation, policy, procedures and programs within DNSSAB;
- General knowledge of special needs/requirements of client populations accessing programs and services delivered by DNSSAB;
- General knowledge of the full range of community resources;
- Detail oriented with keen observation skills;
- High-level proficiency in desktop applications including Microsoft Office Suite;
- Ability to interpret and explain legislation, policy and procedures;
- Ability to communicate effectively and tactfully both oral and written;
- Ability to work in a stressful, fast-paced environment and recognize emergency situations;
- A valid Ontario Driver's License and a vehicle available for use on the job.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Undergraduate level (College) - Two years or equivalent.

EXPERIENCE

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over two years, up to and including four years.

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires the application of established methods or procedures. Work may involve a choice of methods.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Continuous periods of short duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Light activity of intermediate duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate co-ordination of coarse movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in a significant loss of time, resources, or cause significant embarrassment within the department or organization.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibility is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Tact and discretion required to deal with settle requests, complaints or clarification of information.

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of frequent exposure.