

# JOB DESCRIPTION

## Benchmark Job #010

Ministry: Human Resources  
Branch: Income Assistance  
Location: Vancouver

Working Title: **Client Service Worker**  
Level: Range 9  
Classification: Clerk

### PRIMARY FUNCTION

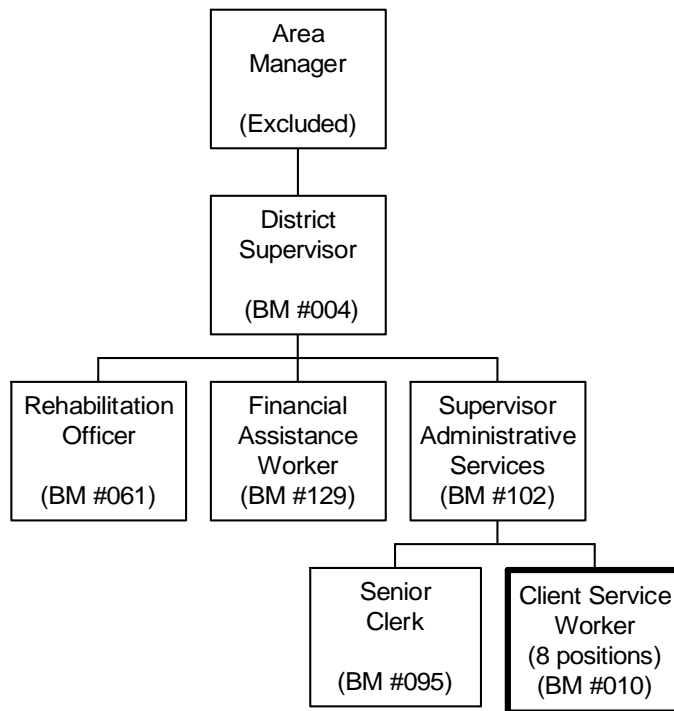
To provide case specific information to income assistance clients and issue interim funds as administrative support to Financial Assistance Workers (FAW).

### JOB DUTIES AND TASKS

1. Prepares client files and issues funds
  - a. receives documentation from client and assists in completion of application and forms
  - b. gathers pre-application information, checks information given by client and conducts a prior contact check noting any discrepancies between system and application; conducts initial check to confirm intent to rent information; enters client pre-application information into computer
  - c. processes drug, dental and optical requests; authorizes the issuing of interim funds to \$500 per transaction by referring to prescribed criteria
  - d. issues vouchers for transportation, groceries, accommodation or other basic necessities authorized by FAW
  - e. accepts and witnesses various financial documents such as UIC repayments and security deposits
  - f. processes MSP, Optical and T5 Tax forms
  - g. prepares files for transfer out, registers documents into computer system for transfer in and checks that documents have been received
  - h. opens, updates, combines and closes files as required; indexes files using ARCS/ORCS, conducts file searches and sends closed files to Records Management Unit
2. Receives enquiries from clients over the telephone or in person at the counter in an income assistance office
  - a. answers enquiries and provides information on services or directs to appropriate resource
  - b. identifies urgency of the request, informs clients of information required prior to their meeting with an FAW; arranges appointment and informs client of intake and appointment procedures
  - c. gathers information from client to identify specific client inquiry, searches the client's file to gather factual information regarding the client's circumstance; answers questions regarding client's file using screens, codes and records
  - d. explains to clients their rights and obligations under the 5 BC Benefits Acts and Regulations and ministry policy
  - e. informs clients of their regulatory and social requirements for program eligibility
3. Performs other related duties
  - a. prints imprest cheques
  - b. obtains signing authority signatures, distributes imprest cheques according to FAW's instructions and releases cheques for client pick-up
  - c. receives reimbursement cheques, issues receipts and ensures safe-keeping of negotiable documents
  - d. opens, date stamps and distributes incoming mail
  - e. types general correspondence for staff
  - f. monitors activity in the waiting room and alerts appropriate staff if any concerns arise
  - g. provides informal orientation to the workplace to new employees

ORGANIZATION CHART  
Benchmark Job #010

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# REASON FOR CLASSIFICATION

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Job Title: Client Service Worker

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Know a variety of job functions and how they relate to the income assistance office to explain to clients their rights and obligations under the 5 BC Benefits Acts and Regulations, authorize funds within prescribed criteria and limits, gather relevant information for pre-application files and respond to enquiries.</p>	C	60
2	<p><b>MENTAL DEMANDS</b>            Judgement to recognize known differences and determine the priority of tasks to identify client circumstances and authorize funds within prescribed criteria and limits.</p>	C	60
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Discretion required to exchange information needing an explanation of income assistance client's rights and obligations under the 5 BC Benefits Acts, their regulatory and social requirements for program eligibility, status of client's file and appointment criteria.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Some coordination and dexterity required to operate keyboard to update client information on computer with a minimal requirement for speed.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by specific procedures, using written instructions, changes the order of completion to meet immediate requests or demands in performing several functions to respond to questions regarding client's files, provide funds following well-defined criteria, set up and maintain client files and print and distribute imprest cheques.</p>	B	30
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Moderate financial responsibility to determine eligibility and authorize funds to \$500 for drugs, dental, optical, transportation, food and accommodation using prescribed criteria.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Moderate responsibility to provide support to a multiple user filing system including opening, combining, and closing files.</p>	C	15

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to provide informal orientation to the workplace to new workers.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Moderate care and attention to provide interim funds to meet the basic necessities of income assistance clients.	C	15
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused requirement to frequently balance interview schedules, walk in and telephone clients, front desk duties and interruptions.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently stand at front counter to service clients.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with angry clients.	C	6
13	<b>HAZARDS</b> Significant exposure to hazards from frequent possibility of physical violence from clients in an income assistance office.	D	9

**Total Points: 286.5**

**Level: Range 9**