



# Employment Opportunity

## Social Development Intake Worker

### Job Summary

The Social Development Intake Worker will work in conjunction with current S/A staff. The Social Development Intake Worker is responsible for assisting in the administration of the Social Assistance Program, to include the processing of social assistance, maintaining of client files and financial records, and the development of related reports and correspondence.

### Duties and Responsibilities

- Performs all duties and responsibilities in accordance with the Ulkatcho Band policies, standards, and procedures, and as directed by the Band Administrator
- Maintains confidentiality on all matters relating to the affairs of the Ulkatcho Band

### Social Assistance:

- Conducts interviews to assess eligibility for social assistance, completing all necessary forms to determine eligibility
- Informs clients of rights and responsibilities and the right to appeal
- Reviews income from other sources such as Unemployment Insurance, Workers Compensation, pensions, Schools Allowances, honorariums, and wages received
- Collects specific documents from clients to support their claims
- Interprets policy and procedures for clients for a better understanding of the social assistance process
- Issues social assistance cheques

- Performs yearly review with individual clients to ensure proper documentation is on file
- Provides home visits to complete social assistance forms when necessary
- Maintains filing systems that accurately documents all transactions (case notes, payments, arrears, notices) to meet AANDC compliance review standards
- Monitors expenditures for basic needs and special needs budgets, and files for time related allowances such as hardship and pre-natal
- Reports quarterly ISC reports
- Assists managers in the completion of documentation required for the Work Opportunity program, or any related First Nations Social Assistance Employment Training initiative
- Works with housing manager and Employment Services Coordinator to assess client needs, and makes referrals to support resources
- Assists in the completion of required reports for Chief and Council and attends Chief and Council meetings, as required
- Other duties as assigned or required

The duties listed are provided as examples of area of responsibility and are not intended to create limits to responsibility but to help understand the scope of the position. All staff are expected to be team oriented and maintain confidentiality of all information gained while working with the organization.

## **Qualifications**

### **Education:**

- Grade 12 plus courses in business administration, bookkeeping, office administration or social services

### **Competencies:**

**The Social Development Clerk should demonstrate competence in some or all of the following:**

- Provides Customer Focused Service – Creates customer-focused service and solutions with a genuine interest in meeting the needs of all parties
- Communicates Information – Communicates and discusses with team critical information including rationale behind decisions.

Creates an environment where open honest communication is valued and develops strong, cooperative relationships

- Quality – Sets and attains quality standards that meet or exceed requirements
- Planning and Organizing – Establishes and plans a clear course of action, involving others as appropriate, managing activities and monitoring results to accomplish specific goals and timetables
- Initiative – Is a self-starter, seeking out or taking the initiative to identify new challenges or opportunities and proactively doing things
- Problem Solving – Uses critical thinking skills to analyze problems systematically, organize information, find root causes and generate options or solutions

**Skills and Abilities:**

- Good interpersonal skills with the ability to support individuals to access resources, and problem solve
- Strong administrative skills with attention to detail
- Intermediate skills with Microsoft Office (You are capable of using large number of functions and feel confident using the program)
- Ability to schedule, budget, and work under pressure
- Ability to communicate clearly to individuals
- Good integrity and professionalism
- Strong team player with excellent teambuilding skills
- Lifestyle consistent with the importance and responsibilities of the position

**Experience:**

- Prefer (2) years related experience in Community Social Work and Administration

**Conditions of Employment**

- Must be able to obtain and maintain a Criminal Records Check
- Must be able to obtain and maintain a valid BC Driver's License
- Must provide a vehicle in good operating condition and appropriate vehicle insurance to meet program requirements OR access to company vehicle is provided and requires a valid Driver's License
- Operates as part of a team and is flexible about the boundaries and functions of the job

- Maintains open and professional communications with co-workers, board members and all others who do business with the society or member bands
- Agree to abide by the UFN confidentiality policy
- Ensures that all internal and external deadlines are met
- Travels as required in the performance of their job
- Serves on committees as directed by the Band Administrator
- Takes responsibility for identifying upgrading of personal skills necessary to perform job duties
- Successfully completes all training courses undertaken at the direction of Band Administrator or Supervisor
- Recognizes and respects all cultural diversity and has an understanding of Aboriginal culture

### **How to Apply**

Application Deadline: Open until filled

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Please email resume and cover letter to Gerald Koehler at [gkoehler@ulkatcho.ca](mailto:gkoehler@ulkatcho.ca) or drop off your resume to Liz Anderson at the Band Office. If emailing include **"Social Development Intake Worker"** in the subject line.