

Job Evaluation Rating Documentation

<p>CUPE, SEIU, SGEU, SAHO</p> 	<p>Job Title <u>Social Services Assistant</u></p> <p>Date _____</p> <p>Revised Date <u>2004</u></p> <p>Revised Date <u>Mar 20/12</u></p>	<p>Code</p> <p><u>329</u></p>
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<p>Decision Making</p> <p>Some choice of action within limits of accepted practice when advocating on the client's behalf. Uses discretion when solving problems associated with evictions and utility disconnects.</p>	<p>Degree</p> <p><u>3.0</u></p>
<p>Education</p> <p>Grade 12. Business certificate (784 hours).</p>	<p><u>3.0</u></p>
<p>Experience</p> <p>Twelve (12) months previous experience working in a Social Services environment to gain knowledge of socio-economic/cultural issues and various federal/provincial social assistance programs. Twelve (12) months on the job experience to become familiar with interviewing and assessment techniques, identifying and resolving issues and become familiar with region/facility/departmental policies and procedures.</p>	<p><u>5.0</u></p>
<p>Independent Judgement</p> <p>Performs all work in accordance with the standard practices defined in the regulations of the Saskatchewan Assistance Plan (SAP). Exercises judgment when interpreting information from clients, utilities, employers and government agencies.</p>	<p><u>3.5</u></p>
<p>Working Relationships</p> <p>Has regular contact with government agencies, utility companies, landlords and clients requiring tact and discretion. Requires appropriate tact when advocating on behalf of clients. Discusses problems with clients and prepares detailed benefit eligibility reports. Secures cooperation of utility companies and landlords when dealing with arrears or evictions.</p>	<p><u>3.5</u></p>

Impact of Action	Degree
Provides assessment, verification and monitoring of client eligibility to meet service standards. Inaccuracy in assessing client information may result in inaccurate reporting and client benefits may be affected. Inability to convince the utility company to reconnect a service may result in serious discomfort to mental health clients.	<u>2.5</u>
Leadership and/or Supervision Provides orientation to staff.	<u>1.0</u>
Physical Demands Occasional physical effort operating the computer with regular periods of data entry requiring fine movements.	<u>1.5</u>
Sensory Demands Regular sensory effort such as talking to third parties, computer work, and reconciling statements.	<u>2.0</u>
Environment Occasional exposure to minor conditions such as rudeness and interruptions.	<u>2.0</u>