

Job Class Profile: Career and Financial Counsellor**Pay Level: CG-32 Point Band: 704-717**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	4	2	3	4	4	4	1	2	
Points	280	67	13	14	120	87	83	21	21	706

JOB SUMMARY

The Career and Financial Counsellor performs specialized professional work related to the counselling of individuals seeking financial assistance to pursue post-secondary studies. Work involves providing career and financial counselling to students to assist them in making sound career decisions which will lead to graduation from post secondary education with reasonable student loan debt. Works with representatives of post secondary institutions to advise of Student Aid policies and directives and to develop and deliver information sessions to high school students and parents regarding career and financial counselling.

Key and Periodic Activities

- Provides career/financial counselling to students to assist in making informed decisions on post secondary educational options. Includes labour market research, disability related issues and family situation as it relates to post secondary education and financial eligibility.
- Completes Career Counselling Summary Reports (i.e. individualized student reports containing background information, supporting documentation/research and counsellor recommendation).
- Completes daily/weekly student reports to ensure students make informed choices regarding their chosen field of study as well as an attempt to keep student debt at a manageable level.
- Develops and implements career counselling presentations in high schools, post secondary schools, career fairs, government departments and community agencies to inform students about Student Aid policies and procedures and highlight the importance of informed career decision making and related financial implications and obligations.
- Works with divisional staff on policy interpretation as it relates to individual client files to make recommendations regarding continued eligibility.
- Works with divisional staff on developing a communications strategy regarding provision of student financial assistance by revising presentations and print materials and identifying target groups.
- Maintains Student Aid policy manual and internal operations manual.
- Conducts research into best practices of Student Financial Assistance in other provinces and territories in an effort to improve current programs, policies and services.
- Reviews student loan related documents for accuracy.
- Develops up-to-date contact listings for secondary and post secondary provincial institutions.

SKILL

Knowledge
<p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Student Aid policies and procedures and applicable legislation. — Counselling techniques. — Best practices related to Student Financial Assistance. — Labour Market Information. — Computer programs. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Undergraduate degree in the Social Sciences. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 3 to 4 years of experience. <p>Competencies:</p> <ul style="list-style-type: none"> — Report writing. — Presentation skills.
Interpersonal Skills
<ul style="list-style-type: none"> — A range of interpersonal skills are utilized when providing career and financial counselling to students, including listening and asking questions to gain information pertinent to financial assistance and eligibility; providing career, employment and student aid information; gaining the co-operation of students involved in career and financial counselling; providing expert advice and counselling and advising students of any recommendations made regarding financial assistance/eligibility. — Communications occur with students, the general public (i.e. parents) and co-workers in the immediate work area and within the department and with supervisors/managers and other employees. — The most significant contacts are students, co-workers within Student Financial Services and the general public.

EFFORT

Physical Effort
<ul style="list-style-type: none"> — Work demands do not result in considerable fatigue, requiring periods of rest. — Occasionally required to lift or move equipment required for presentations (laptop computer, projectors, boxes of printed materials, display unit) weighing less than 10 lbs. — Sitting is a constant requirement as the majority of work time is spent sitting at a desk working on a computer, speaking on the phone, counselling students or meeting with co-workers. Occasionally required to stand and walk usually when conducting presentations or attending career fairs. Some driving is also required. — Fine finger or precision work is constantly required to perform computer work such as compiling reports, developing presentations and revising printed materials to be used in presentations.

Concentration

- **Visual and auditory** concentration is constantly required. Computer related work requires visual concentration and **eye hand coordination** and hearing is required to listen to students during the counseling process.
- **Time pressures/deadlines and interruptions** occur regularly since the work performed has attached service standards which ensure students are served in a timely manner. During peak time (June to October), meeting time pressures and deadlines becomes challenging due to the increased volume of work (also affects **control over pace of work**). Deadlines exist regarding when to submit applications for financial assistance or to file an appeal related to financial assistance.

Complexity

- Work involves a series of tasks or activities which are similar/related in terms of the skills and knowledge used and where tasks are usually well defined.
- Policy interpretation to ensure that policy and regulations are applied to all decisions made. Ensuring correct policy and regulations are applied is the cornerstone of all decisions and recommendations made daily.
- References available to address any problems or issues include the Canada Student Loans Program (CSLP) regulations, Student Loan Manual, Operations Manual, co-workers and management personnel.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed.
- Decisions on individual student cases are made independently while exercising judgement and discretion within student aid policies and regulations. All recommendations are forwarded to the referral source for final decisions.
- Independently makes recommendations on loans with respect to policy and legislation; revisions and edits to divisional operations manual.
- Commitment to travel for information sessions, career fairs and presentations to educational institutions require supervisory approval as does developing resources to be used by educational institutions, ordering of promotional material and changes to communications strategy.
- Discretion and judgment is exercised within the counselling process and making recommendations on client cases within applicable policies and procedures.
- Works with students, staff and educational institutions to meet student needs within the policies pertaining to Student Loan Program.

Impact

- Work tasks and activities are felt within Student Financial Services Division and on students. When a counsellor recommendation is made on a case, the referral source will have to make a decision on whether a loan will be approved or not which directly impacts students.
- Results of work tasks and activities directly impact the processing of loan applications and appeals.

- Errors could result in a student not receiving the necessary loans/grants or incorrect amounts which could mean overawards are established or not enough money is issued to cover educational related expenses.
- If a significant error occurs in a counsellor's recommendation, complaints could be made which would reflect negatively on the division.
- Errors are typically identified and resolved within a week since student loans are printed once a week and it usually takes that time frame for the application to be processed and reviewed by the student and educational institution.

Development and Leadership of Others

- Does not have responsibility for the supervision of staff.
- Provides feedback and orientation to new/summer staff.

WORKING CONDITIONS

Environmental Working Conditions

- Work does not require any special precautions or safety equipment.
- Occasionally required to travel to offer presentations and attend career fairs.