

Job Class Profile: Client Services Officer**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	5	5	2	4	4	5	4	1	3	
Points	233	83	13	19	120	108	83	21	32	712

JOB SUMMARY

The Client Services Officer performs professional, front line work in providing comprehensive and quality services to clients who wish to access programs and services of the department.

Key and Periodic Activities

- Acts as resource person for the general public, clients, sponsors, and community agencies to provide general information, guidance, support, and advice regarding policies, procedures, processes and regulations of various programs and services.
- Assesses and processes cases of varying complexity to determine eligibility for programs or services offered by the Department of Human Resources & Employment and the Department of Health and Community Services (i.e. Health Coverage, Newfoundland and Labrador Prescription Drug Program (NLPDP), Labour Market Development, Career and Employment Services, Income Support).
- Determines eligibility for programs or services by conducting preliminary investigations and/or gathering of information from external/internal sources through electronic interfaces. This includes, but is not limited to, assessing financial or medical requirements, verifying financial or medical information, consulting with health professionals, conducting in-person and telephone interviews with clients, or utilizing mail-in applications or declarations to obtain information of a highly confidential, sensitive and personal nature.
- Communicates with clients who have restricted drug coverage and explains the process of same. Manages the ongoing interactions with these clients by telephone or in person.
- Assesses clients for referrals to other programs (i.e. Employment Insurance, Canada Pension Plan, Workplace Health and Safety Compensation Commission, Eastern Health, Personal Care, Child Welfare, Newfoundland and Labrador Housing Corporation, Iris Kirby House, RNC, etc.). Assessment for these programs is based on verbal and written documentation as well as the investigative process.
- Provides income support and related services by confirmation of continuing eligibility, conducting periodic reviews, analyzing electronic information, and through the interpretation of departmental acts, regulations and policies to promote client independence and social well being.
- Reassesses applications and determines final entitlement to benefits and denies or approves benefits depending upon the outcome of the reassessment.
- Communicates with other NLPDP programs and divisions and ensures by way of restricting

Key and Periodic Activities

- health care coverage, the proper utilization of prescription drugs. Also scrutinizes and tracks the status of special authorization requests.
- Investigates referrals of alleged misuse of benefits and determines ongoing eligibility based on established eligibility criteria. Sets up overpayments if deemed necessary.
 - Makes necessary changes to benefits entitlements.
 - Arranges out of province travel for stranded persons and individual's requiring medical intervention which is not available in the province.
 - Maintains a caseload of residents in shelters, hospitals, halfway houses, and residential facilities. Issues benefits to these individuals through the means of recurring, non-recurring, and manual cheques with government service authorization and authorization for health benefits.
 - Works with liaison social workers and program supervisors to deal with clients in crisis which may include locating emergency food, shelter and transportation or within a team concept with other professionals from various agencies and government departments to resolve issues for clients with complex needs.
 - Inputs daily call statistics.
 - Monitors budgets, statistical records & authorities and issues payments, approves invoices, and controls expenditures.
 - Enhances client employability by participating in program development, making appropriate referrals through an enhanced screening and assessment process, providing career guidance and direction, acquiring relevant and up to date knowledge of all programs and services that facilitate clients re-entering the workforce.
 - Attends training sessions and promotes programs and services to clients and community partners.
 - Negotiates with sponsors, communities and individuals to determine the amount of financial and human resources to be provided.
 - Prepares recommendations for projects and forwards to the Manager.
 - Reviews legal agreements between sponsors/organizations and participants.
 - Monitors community/sponsor activities to ensure that the activities approved are being completed.
 - Maintains regular contact with sponsors/organizations/participants via phone, in person, drops in visits, appointments, or on-site visits. Makes contact with participants on projects to ensure they are experiencing a worthwhile intervention.
 - Attends case conferences.
 - Provides after hours on-call coverage.
 - Processes out of province health care claims which require consultation with health care professionals in other provinces and determining eligibility to deny or approve a claim.
 - Processes claims of seniors who are landed immigrants to determine eligibility for drug coverage.
 - Responds to MHA inquiries regarding a client's application.
 - Scans documents for client's electronic file.
 - Reviews attendance records for clients attending post-secondary institutions or on short term courses.

Key and Periodic Activities

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| <ul style="list-style-type: none"> — Attends job fairs. |
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SKILL

Knowledge

General and Specific Knowledge:

- Solid working knowledge of internal policies and procedures, related acts and regulations (i.e. Income and Employment Support Act, Pharmaceutical Services Act,) as well as extensive knowledge of programs and services offered within the department, other departments and agencies, and external groups in order to connect clients to the appropriate service.

Formal Education and/or Certification(s):

- Minimum: Undergraduate degree in Social Sciences or Commerce or a related field.

Years of Experience:

- Minimum: 3-5 years experience.

Competencies:

- Maintain current knowledge of policies and programs and their changes which may affect clients.
- Develop provincial and inter-provincial resources and contacts.
- Information gathering skills.
- Assessment, analytical, investigative, and mediation skills.

Interpersonal Skills

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| <ul style="list-style-type: none"> — A range of interpersonal skills are used and include listening to information from others to identify major issues with distraught clients; asking questions to gather information; providing routine and complex information/direction to others; providing care/nurturing to individuals who are dealing with emotional and family crisis moments; conducting formal interviews with clients; coaching or mentoring clients; gaining the co-operation of others to complete work or address issues; providing front line contact for the general public and being able to explain and address questions specific to programs and services offered; providing career advice/guidance and dealing with angry or upset people in person or on the telephone. — The most significant and frequent contacts are: clients; health care professionals such as social workers, pharmacists, physicians; co-workers and manager to discuss complex cases or to see solutions outside the policy norm. |
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EFFORT

Physical Effort

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| <ul style="list-style-type: none"> — The demands of the job do not result in fatigue, requiring periods of rest. — There is an occasional requirement to lift objects less than 10 lbs., such as files or office supplies. — Regularly required to stand and walk to perform duties, however, majority of tasks and |
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activities involve sitting at a computer for extended periods performing fine finger and precision work.

Concentration

- **Visual** concentration is constantly required when using a computer for extended periods of time, analysis and assessment of applications and detailed financial or medical documents, observing clients during face to face interviews.
- **Auditory** concentration is needed to hear clients on the telephone or to focus and analyze documents, listening to clients with various dialects or speech impairments or who are in crisis and upset.
- **Repetition** requiring **alertness** is required when interviewing a client for an application or interviewing them for a cautioned statement, computer/data entry or manual documentation.
- **Alertness** to the health and safety of others (i.e. irate clients in the office can escalate making it necessary to take control of the situation, vulnerable clients in crisis or who are threatening suicide, victims of violence, or clients who are homeless or with complex immediate needs.)
- **Time pressures/deadlines** are a constant occurrence relating to monthly statistics, application deadlines, dealing with homeless clients or those in crisis requiring immediate solutions, sponsors seeking programs that are time sensitive, political request, processing income support applications quickly as clients who require financial assistance have little or no money to support themselves.
- **Lack of control over work pace and interruptions** are constant (i.e. re-prioritization of work, emergency requests, multiple application or payment claims received each day that must be processed due to time sensitivity, several programs or projects commencing at the same time requiring negotiations/approvals/agreements etc., to be completed and walk-in clients.)
Eye/hand coordination (i.e. computer/keyboard use)
- **Exact results and precision** are regularly required as financial data must be error free and projected over a 12 month period, medications must be classified and costed precisely to determine the exact co-pay, gathering and interpreting information to determine financial eligibility, financial budget amounts must be accurate to avoid overpayments, slippage, or over budgeting.)

Complexity

- Work tasks are generally different but related involving a wide variety of responsibilities and situations.
- Problems/challenges regularly range from those that can be resolved by following procedures to those that must be defined and practical solutions found.
- Typical challenges/problems include, gathering enough evidence to deem whether or not a client is deemed eligible or ineligible and whether to suspend assistance; managing high volume of work while providing quality service to clients; resolving issues for clients which may require contacting Newfoundland Power or landlords if a client has been unable to pay bills or rent and to negotiate an extension or find alternate solution; working closely with health professionals to create possible solutions for clients with complex needs.
- When addressing typical challenges or problems several references are available including

policy manuals, acts and regulations, departmental guidelines and procedures, managers and coworkers.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks are moderately prescribed or controlled.
- Issues basic income support rates to clients without supervisory approval.
- Has discretion in areas such as emergency assistance and can issue up to \$1,000.00 in emergency funds, can determine the amount and type of assistance to be issued, prioritize workloads, and negotiate with sponsors the number of participants and allotment of funding for a project. Has autonomy to complete tasks such as reviewing or re-assessing client eligibility, decisions on co-pay amounts, manually over-riding computerized data systems on a case by case basis, approving or denying 65+ coverage for landed immigrants, suspension of cases, emergency drug cards, or food vouchers.
- Supervisory approval is required for anything that is beyond the normal amount of assistance or if the client does not meet the specific requirements outlined in the policy but for other reasons should qualify for a higher rate of assistance, such as approving shelter for more than 4 days, signing of agreements with sponsors, and large financial commitments.
- A high level of discretion must be exercised when dealing with clients who are victims of abuse and have complex needs or in determining the amount of emergency assistance to disburse based on discussions with the client. Discretion and judgement are utilized frequently throughout the day when dealing with clients who often are upset or in crisis.
- Work is performed independently in negotiating and determining project worthiness and recommending approval of a project to the manager for final signature.

Impact

- Work tasks and activities can have a positive and negative impact within the department, outside the organization, clients/public.
- Work also impacts finances, health and safety, processes and systems, information and corporate image. Work results are most directly felt on the clients. Issuance of income support or approval directly affects the client for whom the benefit is being issued and relationships the client may have (i.e. paying rent to their landlord). Approving client applications with the Labour Market Development Agreement allows clients to make connections in the work force in skills or job training.
- Errors have the most impact is clients/partners/finances. A delay in processing an application or issuing the wrong amount of assistance could cause the client's electricity being disconnected, eviction and homelessness, and no income to support themselves and their family, and a client's access to required medication if a drug card is not issued. Given the high caseload and the volume of applications/information being printed by incumbents, if the wrong personal information was sent to the incorrect client, a breach of privacy would occur.
- Checks and balances are in place for the issuance of funds to ensure the correct amounts are dispersed to the correct person. Policies and procedures are in place and adhered to
- Identification and resolution of errors normally occurs within hours of problem identification.

Development and Leadership of Others

- Not responsible for the supervision of staff.
- May provide on the job advice, guidance, and orientation to new staff and students.

WORKING CONDITIONS

Environmental Working Conditions

- There is generally no requirement for safety precautions or equipment.
- May visit work sites of clients, and depending upon the work site, hard-hats and protective footwear may be required.
- There is a limited likelihood of minor cuts, bruises, abrasions, injury, or illness causing disability
- Exposure to computer glare, noise and lack of privacy from open office environment.
- Occasionally physical threats can occur resulting from irate clients coming to the office.