

**1. IDENTIFICATION**

<b>Position No.</b>	<b>Job Title</b>	<b>Supervisor's Position</b>	
See Appendix	Regional Manager Income Assistance	See Appendix	
<b>Department</b>	<b>Division/Region</b>	<b>Community</b>	<b>Location</b>
Family Services	Income Assistance/ Various	See Appendix	See Appendix

**2. PURPOSE**

<b>Main reason why the position exists, within what context and what the overall end result is.</b>
<p>Reporting to the Regional Director, IA &amp; CD the incumbent is responsible for all aspects of service delivery of the Income Assistance Programs in the Income Assistance Delivery Office.</p> <p>The incumbent shall develop and monitor budget allocations and expenditures, supervise staff, evaluate community Income Assistance Delivery Programs, provide training to department and community staff and participate as a member of the Family Services team. The incumbent will be responsible for providing communities with expert advice and direction in the delivery of Income Assistance policy and regulations. The incumbent will be responsible to assist in providing expert advice and direction in the delivery of Income Assistance policy and regulations. Income Assistance Programs presently include: Social Assistance, Daycare Subsidies, Senior Citizens Supplementary Benefit, Seniors Fuel Subsidy programs (may include any and all Income Assistance Programs presently offered by the Department of Family Services).</p>

**3. SCOPE**

<b>Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?</b>
<p>The Regional Manager Income Assistance position supervises Income Assistance Workers, Administrative Support Staff, Casual employees and may indirectly supervise contracted hamlet employees. Expenditure decisions in this program can have immediate client impact. The incumbent is required to liaise with other government departments as well as community governments and agencies. Program design and delivery can have a great impact on client well-being.</p>

#### 4. RESPONSIBILITIES

**Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.**

The incumbent works with residents of Nunavut to ensure programs and services are aimed at increasing self-reliance and are responsive to local needs by:

- Working with the communities to develop community-specific productive choice models
- Working with the community to ensure they it has a good understanding of the various programs and services delivered by the Department and the GN
- Communicating with the public to get feedback and input on the extent to which existing programs and services appropriately address community needs and seek advice on potential improvements
- As part of the Nunavut Poverty Reduction Strategy explore potential initiatives to make families more self-sufficient with adequate and appropriate resources from Government

Supervision and support to Income Assistance Delivery Staff by:

- Participation in recruiting and hiring staff
- Orienting new staff to the Income Assistance delivery office
- Ensuring new staff are trained, and that existing staff get training required to remain competent
- Developing a work plans for the approval of the Regional Director that will identify goals, objectives and desired results for Income Assistance Office
- As part of the approved work plan, travelling, at least twice per year to each community for which the manager has responsibility to assess progress towards agreed upon performance objectives with local workers and the overall capability of the office operations
- Consistently monitoring staff performance and imposing progressive disciplinary action when required.
- Conducting annual performance reviews
- Reviewing cases and casework (regularly) with staff to ensure adherence to policy and ensuring appropriate casework standards are implemented
- Assisting staff in difficult or contentious cases
- Delivering Income Assistance as necessary
- Coordinating and tracking client referrals
- Coordinating trend analysis to determine client and programs needs
- Assisting in program reviews
- Becoming a subject matter expert on the Income Assistance Delivery System (ISDS) so as to be a support to income assistance workers in the Income Assistance office
- Following up on incident reports prepared by Income Assistance Workers
- Ensuring that Income Assistance Workers comply to office standards such as Records Management, file maintenance and the protection of client information at all times
- Ensuring that information collected in conjunction with Canada Revenue Agency and Service Canada are maintained as per negotiated agreements.

Administration of Income Assistance budget by:

- completing variance reports
- Ensuring compliance with legislation, policy, regulations and directives

- Providing input into regional budget submissions
- Ensuring all audit reports are acted upon in a timely fashion
- Following up on outstanding client overpayments
- Following up on all outstanding cheque issue: cashed unrecorded, stop payments and void cheques as required
- Participating in and following up on audit requests from the Department of Finance and the Office of the Auditor General
- Participating in year-end exercises
- Ensuring that the Income Assistance Office is properly outfitted with office equipment and supplies and notifying the Regional Director of these needs in a timely fashion.

Develop and maintain effective relationships with local community agencies and organizations by:

- Participating in interagency groups
- Assessing and monitoring community needs, gaps and duplication of services
- Participating in evaluations
- Providing program reports to community and regional councils
- Assisting local groups to acquire resources required to meet local needs that are unmet
- Delivering presentations on programs and services as required.

Other duties as assigned.

## 5. KNOWLEDGE, SKILLS AND ABILITIES

**Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.**

*Knowledge* identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviours and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

**These requirements are in reference to the *job*, not the incumbent performing the job.**

### **Contextual Knowledge**

- An in-depth understanding of various Income Assistance Programs both at the Territorial and Federal level
- Knowledge of Government, department and division practices as they relate to customer service, allowable data requests, privacy and access to information would be an asset
- An understanding of, interpretation and application of relevant government, department, and division legislation, policies, and procedures
- Basic knowledge of audit and investigation techniques
- Knowledge of adult learning styles
- Basic knowledge of community development initiatives
- Strong knowledge of all aspects of case planning and file notation
- Basic knowledge of community development

### **Skills & Abilities**

- Ability to assess skills and performance
- Ability to match leadership style with staff/community needs
- Ability to delegate
- Ability to determine priorities from among a variety of conflicting tasks
- Conflict resolution skills obtained through course work would be an asset

- De-escalation skills and ability to deal with difficult clients
- Ability to teach/coach
- Ability to organize client files effectively
- Group working skills
- Ability to absorb, retain and share effectively both written and verbal information from a variety of sources
- Strong communication skills both written and verbal
- Ability to be an effective spokesperson
- The ability to speak more than one of Nunavut's official languages is an asset
- Ability to exercise expenditure control
- Ensure all non-compliance reports are acted upon
- Ability to monitor and follow-up on tasks efficiently
- Effective time management
- Ability to manage stress

The level of knowledge required is most commonly acquired through:

A Bachelor's degree in business administration, economics, commerce or a related field. Related fields may include Bachelor of Arts, degrees in Social Work or Education. 2 years of related experience is required along with 1 year experience in Supervision and Management of employees. Previous course work in Career Development and Human Resources is an asset.

Must be able to pass the statutory training and hold an appointment as a Social Welfare officer as designated under the Act.

Acceptable combination of education and experience may be considered.

Highly sensitive position, CRC/VSC is required.

## 6. WORKING CONDITIONS

**List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).**

### Physical Demands

**Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.**

Most of the incumbent's time is spent in a sitting position working at a computer screen, with opportunity to move about.

### Environmental Conditions

**Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.**

Extreme weather changes will affect overall performance of position as a result of needing to fly to communities for program management purposes. This can place undue strain on the individual if weathered in or out of the community.

### Sensory Demands

**Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.**

Reflective listening and analysis of situation required in dealing with clients. Computer work is required and may cause eyestrain.

### Mental Demands

**Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.**

Client services delivery can be very stressful, as this position will be the first level of appeal for clients. Often client demands fall outside the program mandate and this must be explained to clients. Decisions often involve the allocation of scarce resources, which may result in negative client or community backlash.

**7. CERTIFICATION**

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**8. ORGANIZATION CHART**

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

**“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of th**

## 9. APPENDIX

Position Number	Community	Supervisor	Distribution Code
17-07136	Cambridge Bay	17-07941	17210-01-4-410-1700000-01
17-07137	Pangnirtung	17-07966	17210-01-2-250-1700000-01
17-12372	Pangnirtung	17-07966	17210-01-2-250-1700000-01
17-07147	Rankin Inlet	17-02391	17210-01-3-320-1700000-01
17-07149	Iqaluit	17-14755	17211-01-2-235-1700000-01

**is position”.**