

STRENGTH

PEACE

UNITY

Mohawk Council of Kahnawake



P.O. Box 720
Kahnawake Mohawk Territory J0L 1B0

'Tsi Nīkaiō 'tenhiseró:tens Ne Onkweshón:'a Rotiió'tens

HUMAN RESOURCES UNIT

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Website: www.kahnawake.com

Job Description

GENERAL INFORMATION	
Job Title:	Income Security Case Officer #SSI 9
Division:	Social Assistance, Client Based Services
Date of Job Description:	April 2009
Terms:	Indeterminate
Job Reports To:	General Manager of Social Assistance

THE INCUMBENT	
Name of Incumbent:	
Date of Hiring:	
Name of Supervisor:	Joanne Sky

GENERAL JOB DESCRIPTION
Under the supervision of the General Manager of Social Assistance, is responsible to administer basic income assistance services to short term and long term recipients.

RESPONSIBILITIES	TASKS
Assesses each new client, processes the administration of the case and identifies specific client issues, determines the action plan and provides counselling services on a per case basis.	<ul style="list-style-type: none"> ➤ Interviews applicants to determine reason for application and the need for financial assistance, and probable causes of unemployment; ➤ Advises and guides applicants in understanding Kahnawà:ke Social Assistance Program policy and procedures; ➤ Reviews applications for Social Assistance to ensure completeness and accuracy of information and determines applicant's eligibility; ➤ Assists community members with any type of Income security related documentation; ➤ Assesses/identifies need to appoint a third-party administrator to act as trustee for recipients who require assistance in managing funds. Sets up appointments with Kahnawà:ke Shakotiiia'takehnhas Community Services representatives in this regard;

	<ul style="list-style-type: none"> ➤ Discuss problems/difficulties in applying or interpreting specific procedures; ➤ Provide link with other agencies for support.
Performs annual re-evaluations for long term recipients, monthly evaluations of short term recipients and reassess the client plan as needed.	<ul style="list-style-type: none"> ➤ Schedules clients for re-evaluation to determine if needs or categories need to be changed; ➤ Identify changes to financial status and conduct interviews to assess situation; ➤ Cancels financial assistance for clients who have not returned completed Beneficiary Statements; ➤ Implements and manages a follow-up process to assess need for the continuation of financial assistance or need for revising the amount of financial assistance; ➤ Conduct periodic investigations into individual cases.
Collaborates with other service providers in guiding the clients through the individualized plan as required.	<ul style="list-style-type: none"> ➤ Researches administrative practices of other Native communities; ➤ Maintains awareness of programs offered by other KHRDG agencies to recipients; ➤ Communicate with Ministere de la Solidarite Sociale agents on changes to the Provincial Social Assistance Program.
Communicate formally with the SA manager to discuss transferring the case either to Employability, Social Development or other services and to communicate the status of the cases.	<ul style="list-style-type: none"> ➤ Prepares special Ad Hoc reports on the program's status; ➤ Updates manager on Case files to be transferred to other Case Officer(s); ➤ Identifies ways to improve service delivery. Prepares and submits recommendations to management; ➤ Participates with staff in recommending revisions to policies and or procedures.
Monitor and follow through the cheque printing procedure.	<ul style="list-style-type: none"> ➤ Process applications for Social Assistance and manage monthly preparation/ mailing of social assistance cheques. ➤ Provide Chiefs with issued cheques and cheque run lists for verification purposes. ➤ Coordinate mailing of cheques. ➤ Obtain authorized signatures for monthly issuance of cheques. ➤ Manages the entry of data into database, the consolidation of information and the generation of reports that provide monthly and cumulative totals.
<ul style="list-style-type: none"> ➤ Perform other job related duties as directed by immediate supervisor. 	

ACCOUNTABILITY

- To assist clients with basic income applications;
- To contribute to the smooth and effective functioning of the Social Assistance Program;
- To process client information effectively and ensure that all aspects of cheque delivery are administered diligently;
- To deal with internal and external clients in a tactful, discrete and courteous manner;
- To maintain confidentiality;
- To adhere to the MCK Administration Manual-Personnel Policy and Kanien'keha language initiatives.

QUALIFICATIONS

Education and Experience Required	<ul style="list-style-type: none"> ➤ DEC in Social Sciences, Social Work or related discipline, plus one (1) year relevant experience; <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ DEP in Secretarial Sciences, plus three (3) years relevant experience with related training; <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ➤ HIGH SCHOOL DIPLOMA, plus five (5) years relevant experience.
Skills Requirements	<ul style="list-style-type: none"> ➤ Knowledge of Kahnawà:ke's Social Assistance Program policies and procedures are an asset; ➤ Strong oral and written communication skills; ➤ Good organizational skills and a sound applied knowledge of Word and Excel are required. ➤ Case management skills; ➤ Must consider problems as a challenge, collect information relevant to the problem, be disciplined in ascertaining the root cause, identify and develop a practical solution, communicate the findings and implement action to resolve the problem; ➤ Ability to generate monitoring systems that identify whether self, others or the organization are achieving their objectives and also any variances there may be in terms of goals and timescales; ➤ Must ensure that corrective action plans are formulated and implemented; ➤ Must remain rational when dealing with others, work within organizational requirements, be systematic and factual when dealing with colleagues, and handle conflict with logic until a solution becomes achievable; ➤ Ability to work within a technical or specialist area of expertise in order to continuously improve the quality of the service and/or the product provided; ➤ Ability to work as part of a team and exercise tolerance and consistency when dealing with others;

	<ul style="list-style-type: none"> ➤ Must remain self-controlled and prepared to listen to what others think and feel; ➤ Ability to encourage a high level of performance by providing effective mentoring, coaching and counselling; ➤ Ability to encourage people to communicate effectively and through example and expertise create a participative and involved atmosphere; ➤ Must adopt an accommodating and helpful manner, debate, agree and where necessary accept the objectives set by others and work within agreed parameters in order to ensuring tasks are complete; ➤ 5 day work week; 37.5 hours; normal office environment; ➤ Occasional overtime to meet needs of the department; ➤ Occasional visits outside the office environment (service providers, severe cases); ➤ Low stress and exposure to verbal abuse; ➤ Exposure to emotional, personal, and sensitive situations regarding social and family issues; ➤ The ability to communicate in the Kanien'keha and French languages is an asset; ➤ The willingness to learn the Kanien'keha language is required.
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THE IMMEDIATE SUPERVISOR

THE INCUMBENT

DIRECTOR OF HUMAN RESOURCES