



## IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Intern, Student Case Officer	
Position Number	Community	Division/Region
71-17224	Yellowknife	Income Security Programs / HQ

## PURPOSE OF THE POSITION

The Intern, Student Case Officer, Income Security Programs, is responsible for assisting in the delivery of Student Financial Assistance (SFA) to enable Northwest Territories (NWT) residents to obtain the assistance required to participate in post-secondary studies. Student Case Officers deliver SFA in accordance with NWT legislation, policies, guidelines, and established procedures.

## SCOPE

Income Security Programs assist eligible NWT residents to meet their basic financial needs and assist with post-secondary educational expenses through the SFA program. The Department of Education, Culture and Employment (ECE) administers approximately \$50 million in assistance to NWT residents through a number of social and financial assistance-based programs. SFA consists of an annual budget of approximately \$15 million and serves an average of 2,200 applicants per year from across the NWT.

Located in Yellowknife, the Intern, Student Case Officer (Intern) reports to the Manager, Student Financial Assistant (Manager) and is responsible for assisting Student Case Officers (SCO) in the delivery of SFA, which ranges in scope from student grants, loans and scholarships. SFA provides funding to eligible residents to assist with their educational financial needs.

The Intern works with ECE staff, other Government of the Northwest Territories (GNWT) departments and outside agencies, such as the Indigenous Skills, and Employment Training Program (ISETP), post-secondary institutions and Indigenous governments using a case management approach to integrate services, ensure program delivery, and make the best use of resources available.



With regular consultation with colleagues, program staff and Manager, this position requires the Intern to be vigilant to detect fraud and program abuse. The Intern is also required to scrutinize all documents for validity, look for verbal and visual signs during client assessments, and report to the Manager regarding tips provided by the community members.

Student Case Officers (SCOs) are required to inform some clients they are not eligible for financial assistance as per the rules of the SFA program. Clients routinely question the authority and decisions and complain of unfair treatment to the Manager, Director, Assistant Deputy Minister, Deputy Minister, Minister and elected officials of the Legislative Assembly.

The Intern will experience most aspects of enforcement of GNWT legislation, student dissatisfaction, disputes, resolutions of issues, and meeting timelines. The incumbent may experience discomfort due to the financial assessment nature of the job.

The incumbent will be required to work overtime during peak periods.

## **RESPONSIBILITIES**

### **1. Assist in determining eligibility for program funding and identify other required supports by conducting individual assessments, for supervisory review.**

- Guide applicants and use assessment processes to determine need and eligibility criteria to ensure applicants qualify for program assistance.
- Inform applicants on program benefits, guidelines, and appeal processes.
- Help to ensure that applicants apply and receive any benefits they may qualify for.
- Verify all information supplied by applicants during the assessment process.
- Under supervisory review, complete client assessments online using the Case Management Administrative System (CMAS), System for Accountability and Management (SAM) software programs, Administrative Records Classification System (ARCS) and Operational Records Classification System (ORCS) and the Digital Integrated Information Management System (DIIMS).

### **2. Assist in the provision of Student Financial Assistance Program benefits and services to eligible NWT residents in accordance with NWT legislation, policies, guidelines, and procedures, under supervisory review.**

- Establish and maintain administrative/client files in DIIMS, ARCS and ORCS.
- Inform students on alternative funding to assist with their educational expenses.
- Monitor client progress to ensure compliance with regulations and standards.
- Maintain on-going professional relations and, within the scope of the Intern role, assist clients with participating in post-secondary education.
- Collect and include all relevant documentation on case file (electronic and paper) in consistent, accurate and timely manner.
- Assist in managing all operation records from creation or receipt, through processing, distribution, organization, retrieval, and disposition.



- Assist clients with appeals when necessary.
- Attend appeal hearings as an observer,
- Interpret relevant sections and participate in recommending changes to the SFA Regulations, policies, guidelines, and procedures.
- Process client payments using CMAS.
- Bring instances of suspected fraud to the attention of the Manager and assist in the recovery of overpayments in CMAS.
- Prepare briefing notes for the Manager relating to students who are considered a credit risk.
- Provide supporting documentation when requested by Manager and/or Program Specialist in response to Senior Management, MLA, or Ministerial requests.

**3. Develop community capacity to provide enhanced programs and services.**

- Develop working relationships and liaise with other community and regional agencies/governments who may also work with SFA recipients (e.g., registrars, school counselors, Career and Education Advisors, Career Development Officers, Client Navigators).
- Maintain a working relationship with Financial Reporting and Collections staff within the Department of Finance.
- Make presentations to schools, organizations, community groups and the general public about the SFA program.
- Update and distribute the SFA program information.
- Develop relationships with provincial education administrators, university and college registrars, industry and business, high school teachers and counselors, adult educators.
- Maintain contact with other funding agencies to avoid duplication of funding and to investigate optional supplementary funding possibilities.
- Develop working relationships with partner departments and the public by liaising with the Audit and Finance section of the Income Security Division, Financial Reporting and Collections, Department of Finance, school officials and clients to obtain information or to explain regulations and/or policies and procedures.

**4. Perform other duties as assigned to achieve governmental and department goals through special projects and initiatives.**

- Assist with duties of Student Case Administrative Assistant as needed.
- Take and distribute minutes of divisional meetings.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.



### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

The incumbent experiences high public expectations, diverse client needs and program responsibilities that require constant attention and action. The incumbent will be required to meet deadlines and provide quality service.

The Intern will be involved in situations that require interacting with hostile, angry and uncooperative clients, or their advocates, in a professional manner. The Intern is required to demonstrate understanding and empathy while working with clients of the program.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of and/or the ability to acquire knowledge of the Student Financial Assistance (SFA) program
- Ability to acquire knowledge of funding sources such as ISETP, University and College Entrance Program, Income Assistance, Employment Insurance, etc.
- Ability to acquire skills in case management, assessment, interviewing techniques and program compliance.
- Ability to acquire financial investigation skills, including writing, empathic listening, conflict resolution, providing feedback, questioning, paraphrasing and interpreting verbal and non-verbal information.
- Calculation skills in determining eligibility amounts for funding and/or recoveries.
- Computer skills, including familiarity with window-based programs, word processing, spreadsheet, communications software, operating systems and file management.
- Decision making, problem solving, planning, time management, calculating, record keeping and report writing skills.
- Personal management competencies such as self-control, initiative, information seeking, stress and anger management, teamwork and cooperation, and the ability to establish and build rapport.
- Client service orientated includes valuing diversity, treating all clients fairly and equally, being flexible and maintaining confidentiality.
- Ability to acquire and apply knowledge of alternative sources of funding for post-secondary studies.
- Familiarity with post-secondary education institutions and programs.
- Planning, organization, time management skills and the ability to work independently.
- Ability to take responsibility for privacy/confidentiality of data and client information.

- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

A Diploma in social sciences, public administration, or business administration

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**Position Security**

- ☐ No criminal records check required.
- ☒ Position of Trust – criminal records check required.
- ☐ Highly sensitive position – requires verification of identity and a criminal record check.

**French language** (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

**Indigenous language:** Select language

- ☐ Required
- ☐ Preferred