



IDENTIFICATION

| Department | Position Title | |
|---------------------------------|------------------|-----------------|
| Education, Culture & Employment | Client Navigator | |
| Position Number | Community | Division/Region |
| 71-639 | Yellowknife | North Slave |

PURPOSE OF THE POSITION

The Client Navigator serves clients using an Integrated Service Delivery approach to deliver Income Security Programs, specifically: Income Assistance for Adults, Income Assistance for Seniors and Persons with Disabilities and the Senior Home Heating Subsidy programs. This includes determining eligibility, providing information, advising, assisting, and liaising with clients, communities and stakeholders regarding the suite of programs offered and conducting preliminary assessments regarding allegations of program abuse by recipients. This position serves as a resource in making necessary referrals to assist residents in meeting their socio-economic needs while maintaining their health and dignity, and to ensure that clients receive effective and efficient services.

SCOPE

Reporting to the Regional Manager, Income Security Programs (ISP), the Client Navigator (Navigator) is located in Yellowknife and is responsible for the delivery of the Income Assistance and Senior Home Heating Subsidy programs. These programs provide financial assistance to vulnerable residents of the Northwest Territories (NWT) to meet their financial needs and maintain their health and dignity.

This position holds a statutory appointment under the *Social Assistance Act* and delivers Income Security Programs (ISPs) in accordance with NWT legislation, policies, guidelines, and established procedures. The position also works in an unregulated environment that is guided by program guidelines and broad direction from the Legislative Assembly.

The Income Assistance program consists of an annual budget for the NWT of approximately \$40 million and the Senior Home Heating Subsidy is \$2 million.



Due to the fact that the Navigator is often in a different community than their supervisor, the Navigator must work with autonomy and independence to adjudicate eligibility and establish eligibility using problem-solving techniques, judgment, precedence, legislation, policy, guidelines, and established procedures.

The Navigator works with the Department of Education, Culture and Employment (ECE) staff, other Government of the Northwest Territories (GNWT) departments and outside agencies to integrate services, assist clients with their individual needs, ensure effective program delivery, and make the best use of resources available. The Navigator has authorization of up to \$3,000 per cheque and holds spending authority for all community-based ISPs. Several cheques may be issued to one applicant/recipient or several applicants/recipients per day. Funds are withdrawn from the Regional Income Security budget.

The incumbent works with clients who are experiencing difficult life circumstances, and will occasionally be required to defuse emotional situations in a calm, professional manner. In many cases, the Navigator may be the only employee in the community and as such the opportunities for debriefing client situations with other staff are limited.

The position provides the necessary supports to ensure basic needs are met and to provide assistance to individuals, families, and the community by identifying necessary supports available with other agencies.

RESPONSIBILITIES

1. Determine eligibility for program funding and identify other required supports by conducting individual assessments.

- Work with high-risk applicants who are dealing with complex social issues (poverty, homelessness, mental health issues, addiction, etc.) as well as persons with disabilities and seniors.
- Advise applicants on program benefits, guidelines and appeal processes.
- Collect, document and evaluate information to determine an applicant's eligibility (including inactive applicants) for the Income Assistance and Senior Home Heating Subsidy programs in accordance with legislation, regulations and established policies and procedures.
- Conduct interviews with applicants by phone or in person, while compiling and verifying applicant information in accordance with approved policies, procedures and guidelines, reviewing client circumstances as required and determining overpayments. This is part of the assessment process which assists in determining need and eligibility to ensure applicants qualify for program support.
- Adjust the amount of benefits as a result of changing circumstances and ensure clients receive benefits and services for which they are eligible, maintaining system integrity by updating the Case Management Administrative System (CMAS) software program



and paper files with changes to an applicant's circumstances, including overpayments, decisions that affect eligibility, reasons for refusals and appeals.

- Provide information to applicants regarding program benefits, guidelines and appeal processes.
- Interview applicants to determine if there are health or social needs and make referrals to community support services.
- Facilitate referrals to Health and Social Services, Housing NWT, service providers, community agencies, employment, education and training to better support applicants in meeting their needs.

2. Provide Income Security (ISP) Program benefits and services to eligible NWT residents in accordance with NWT legislation, policies, guidelines and procedures while ensuring Service Standards are being met.

- Provide client focused customer service.
- Ensure that applicants meet all eligibility criteria for the Income Assistance and Senior Home Heating Subsidy programs in accordance with legislation, regulations and established policies and procedures.
- Establish and maintain applicant files by collecting and including all relevant documentation on case file (electronic & paper) in a consistent, accurate and timely manner.
- Manage all operational records from creation or receipt, through processing, distribution, organization, retrieval and disposition.
- Maintain on-going professional relations when assisting applicants and working with outside agencies.
- Assist applicants with appeals when necessary.
- Prepare and present submissions to the Social Assistance Appeal Committee and Board.
- Interpret the relevant sections of the ISP regulations, policies, guidelines, and procedures and recommend changes where appropriate.
- Process applicant payments using CMAS.
- Investigate suspected fraud.
- Recover overpayments in CMAS when necessary.
- Implement and adhere to all office security procedures and protocols ensuring safety for self and colleagues.
- Maintain all applicant personal and financial information in a confidential and secure manner and store all files according to *ATIPP* guidelines.
- Work with outside agencies to address client needs and assist with specific client situations.



3. Provide comprehensive integrated services to individual clients using a client centered approach.

- Manage a high volume, complex caseload in various Income Security Programs.
- Interview applicants on an individual basis to review applicant histories, goals and perceived needs to assist in meeting applicant needs and achieving their goals.
- Assist applicants to identify potential barriers to achieving goals and helping them to establish development plans by making necessary referrals to other agencies.
- Ensure applicants are clearly informed as to agencies, institutions and support groups which may alleviate individual barriers and make referrals where appropriate.
- Case conference with other professionals working with the applicant to ensure an integrated approach to applicant development.
- Consult and develop partnerships with non-government organizations, government departments, ECE staff, Indigenous organizations and community organizations to identify local support services for applicants.
- Participate in inter-agency teams composed of other governments, community and special interest groups as required.
- Participate in promotional activities as required, explaining ISPs and benefits to the general public.
- Maintain accurate case notes and records for reference and statistical purposes.

4. Develop community capacity in order to provide enhanced programs and services.

- Working as part of a team with other community members and agencies to identify and establish community-based career/employment opportunities for the applicant.
- Work with other members of inter-agency groups to support and promote wellness activities.
- Develop working relationships with other community and regional agencies who may also work with ISP recipients (e.g., Health & Social Services, Justice, Housing).
- Make presentations to schools, organizations, community groups and the general public about ISPs, as required.
- Update and distribute ISP information.
- Participate in the development and delivery of capacity building programs, as required.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

In working at close contact with the public on a regular basis, there is a risk of exposure to communicable diseases.



Sensory Demands

No unusual demands.

Mental Demands

The Navigator may be required to deliver Income Security programs to outlying communities on a regular basis, with travel by small aircraft or by vehicle.

The incumbent works in an isolated environment where there are high public expectations, diverse client needs and program responsibilities that require constant attention and action, and pressure to meet deadlines and provide quality service.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or the ability to acquire and apply knowledge of all ISPs, as well as a other funding sources such as Employment Insurance (EI), various Pension Plans, Income Tax, and the Canada Child Benefit program.
- Knowledge and/or the ability to acquire and apply knowledge of the different community-based agencies and resources available to appropriately refer clients in the community and region.
- Skills in client centered service, assessment, interviewing techniques and program compliance.
- Financial investigation skills to authenticate client financial information and prevent program abuse.
- Communication skills, including writing, empathic listening, conflict resolution, providing feedback, questioning, paraphrasing and interpreting verbal and non-verbal information.
- Computer skills, including familiarity with window-based programs, word processing, spreadsheet, communications software and basic troubleshooting.
- Decision-making, problem solving, planning, time management, calculating, record keeping and report writing skills.
- Stress management skills and the ability to exercise self-control and maintain composure under continuing stress.
- Information seeking, teamwork and cooperation, relationship building, and adaptability skills.
- Client centered and service oriented, including valuing diversity, treating all clients fairly and equally, being flexible, and maintaining confidentiality.
- 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 a Social Science field and a minimum of one (1) year of relevant experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

The incumbent must be able to successfully complete the Income Security Statutory Training and CMAS Training within an established timeframe (1-3 months).

Position Security

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