



# Penticton Indian Band

841 Westhills Drive,  
Penticton, British Columbia  
Canada V2A 0E8

Telephone: 250-493-0048 Fax: 250-493-2882

<b>Position Title:</b>	<b>Social Development Worker</b>	<b>Classification:</b>	6	\$28.06-34.67 per hour (Based on education and experience)
<b>Department:</b>	Social Development	<b>Type:</b>	Task performer	
<b>Status:</b>	Permanent	<b>Working Hours:</b>	35 Hours per Week	
<b>Responsible To:</b>	Social Development Manager			
<b>Location:</b>	841 Westhills Dr, Penticton BC V2A 0E8			
<b>Deadline:</b>	<b>Posted Until Filled</b>			

## Job Summary:

Reporting to the Social Development Manager, the Social Development Worker will be required to perform an array of administrative duties including administration and overseeing the day-to-day management of the PIB Social Development Services including planning, organizing, and directing an effective Social Development Program, assist with the annual program and related budgets, monitor and prepare the financial reports relative to the income assistance program and expenditures. The Social Development Worker will work to process monthly social assistance applications in accordance with ISC and PIB program Policy and guidelines. Plan and organize employment creation projects and programs. Maintain an up-to-date system of case files and records.

## Core Competencies:

- Accountability
- Adaptability
- Communication
- Listening skills
- Critical Thinking
- Planning and Organizing
- Problem Solving
- Results Orientation
- Service Orientation
- Teamwork
- Computer knowledge
- Client intake

## Duties/Responsibilities:

### Job Responsibilities and Work Performed

- Responsible for entries
- Ensure all client documentation is kept current.
- Talented at filing electronically.
- Organize and participate in Social Development Workshops.
- Aid in the preparation of historical data for file closures.
- Access, research and gather supporting documentation as directed by the Supervisor
- Track and compile data for identification of workload, systemic issues, absences, leave requests, client upsets, and community gaps.
- Complete and review expense reports, invoices, and other relevant monetary documents.
- Maintain a professional image and demeanor with all employees, management, executives, visitors, and clients always.
  - Respond to needs of clients through:
    - o Assist with job search
    - o Explain and define eligibility requirements
    - o Create workshop and training in areas of need
    - o Take applications for Income Assistance
  - Completion of bi-weekly cheque runs
  - Filing of documentation
  - Answering phone inquiries

- Interact and support clients
- Review and prepare all documents, reports and other correspondence materials for the management and support staff team.
- Maintain a high level of confidentiality in all interactions.
- Assist with report and presentation preparation.
- Assist with the other Team Leaders when needed – Youth Recreation and Family Preservation
- Support the Social Development Manager with the department supervision when needed with signing authority and department supervision
- Other duties, relevant to the position, shall be assigned as required and agreed upon

### **Accountability**

- Takes accountability, seeks appropriate supervision
- Ensure a self-care in place with Supervisor
- Reports all issues to Supervisor if can't resolve them on their own
- Ensure accuracy of documentation
- Client files maintained to audit standards
- Keeping supervisor informed of potential political or client upset issues.
- Accountable to team and community and clients to deliver the highest level of service possible.

### **Relationships**

#### *Internally*

- Reports to Social Development Manager
- Assist SD Departmental staff

#### *Externally*

- Interacts with multiple internal and external departments on behalf of clients

### **Qualifications/Requirements:**

#### **Minimum Academic/Educational Requirements**

- Post-secondary diploma in an administration field or equivalent training.

#### **Other Certification, Licenses, Designations and/or Training**

- Clear Criminal Record check including Vulnerable sectors.
- Valid Driver's license and drivers abstract, access to reliable transportation.

#### **Specific Job Skills and Levels**

- Must be proficient with the use of computers, including Microsoft Office Suite (Word, Excel, PowerPoint), Email and internet usage.
- Must have excellent written and communication skills.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally always.
- Excellent internal and external customer service skills.
- Ability to work independently.
- Good organizational, time management and prioritizing skills.

#### **Minimum Level of Experience**

- 2 years of work experience in children's services or administration.

#### **Personality Traits (Required to be successful in position)**

- |                                |                                    |
|--------------------------------|------------------------------------|
| • Professionalism              | • Self-motivated                   |
| • Honesty                      | • Takes pride in serving community |
| • Works hard to meet deadlines | • Innovative and creative          |
| • Empathy and compassion       | • Dedicated                        |

### **Assets:**

- Knowledge of Xyntax
- Knowledge of relevant Child, Youth and Family Enhancement (CYFEA) legislation and other applicable Acts.
- Knowledge of Okanagan language and culture

**Working Conditions:**

- Busy office setting.
- Manual dexterity required to use desktop computer and peripherals.
- Interacts with employees, management, and the public at large.
- Overtime may be required.
- Some travel may be required.
- Working environment and safety protocols of the highest calibre, working in a private office with face masks worn in all general areas.

Preference will be given to qualified Aboriginal applicants as per section 21 of the Human Rights Code.

**Deadline:**

Until Filled

**Send your Resume to Senior Manager, Human Resources**

**Rory Gabriel at [jobs@pib.ca](mailto:jobs@pib.ca)**