

# JOB DESCRIPTION

Benchmark Job #209

Ministry: Skills, Training and Labour  
Branch: Skills Development  
Location: Abbotsford

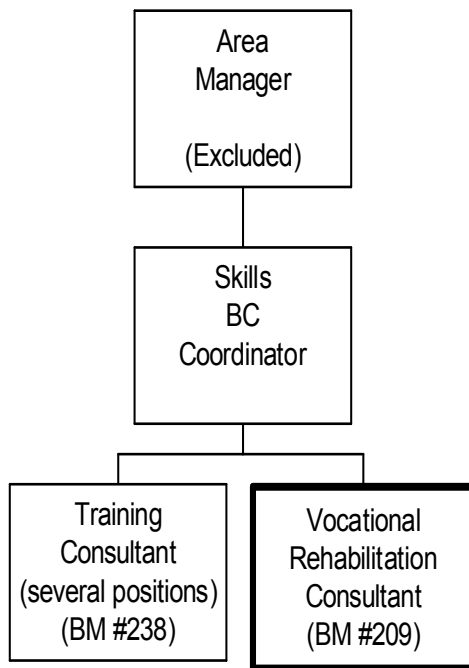
Working Title: **Vocational Rehabilitation Consultant**  
Level: Range 21  
NOC Code: 4213

## PRIMARY FUNCTION

To deliver a comprehensive range of vocational rehabilitation services in the community to clients with physical and mental disabilities that prevent them from working.

## JOB DUTIES AND TASKS

1. Assists clients to develop plans for achieving competitive employment and educational opportunities
  - a. assesses client needs by interviewing client and compiling and reviewing background information such as test results, academic reports and work-site/training assessments to determine client's readiness and eligibility for service
  - b. coordinates and authorizes appropriate medical, educational, vocational, psychological and psychiatric assessments, tests and resources
  - c. assesses needs and purchases medical and technical aids that may reduce the vocational handicap of client and refers for appropriate medical follow-up as required
  - d. provides support and counselling to clients and their families
  - e. identifies vocational assets and liabilities and ensures access to related information and options
  - f. provides advice to ineligible individuals to explore alternate employment or educational services and refers to appropriate services
  - g. examines the consequences of the individual's disability and possible vocational outcomes
  - h. analyzes labour market data and identifies available training resources and employment opportunities
  - i. develops, approves and monitors training, goals, plans and strategies
  - j. negotiates training programs and employment placements with prospective employers, monitors the terms of Personal Placement Program contracts and determines effectiveness of placement
  - k. advises employers regarding job-site modifications and assesses tools, equipment and transportation required by clients
2. Promotes and supports the program's partnerships with other professionals, agencies and institutions
  - a. coordinates and delivers services and programs in conjunction with other ministries, agencies and professionals
  - b. develops vocational rehabilitation plans with school and university counsellors, physicians, psychologists, agencies and others
  - c. responds to referrals for services from health professionals, educators and family physicians
  - d. provides information and makes presentations to employers, professional groups
  - e. informs employers of available disability funding programs to offset costs of training
3. Develops and controls Vocational Rehabilitation Services area operating budget (\$400,000) and authorizes rehabilitation expenditures
  - a. approves and monitors expenditures to clients and service providers within spending authority
  - b. authorizes or terminates expenditures for rehabilitation services
  - c. assesses bids and services provided by agencies, professionals and educational institutions and negotiates, administers and monitors contracts
  - d. forecasts budget requirements and prepares budget requests
4. Performs other related duties
  - a. monitors and maintains Vocational Rehabilitation Services policies and procedures to ensure consistency and adherence to program guidelines, ministry standards and legislation
  - b. ensures accuracy of client records of expenditures for training, transportation, technical aides and assessments
  - c. maintains and updates client files and records on computerized case management system
  - d. travels to placement work sites



# REASON FOR CLASSIFICATION

Benchmark Job #209

Job Title: Vocational Rehabilitation Consultant

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the principles of vocational rehabilitation to analyze labour market data and client background and provide counselling services for employment of physically and mentally disabled clients in the community and develop individual vocational and training plans.</p>	G	250
2	<p><b>MENTAL DEMANDS</b> Judgement to modify vocational rehabilitative methods to work with changing circumstances of mentally and physically disabled clients to analyze labour market data and identify available training resources and employment opportunities, develop individual vocational plans and training strategies, negotiate training programs and employment placements and authorize expenditures for rehabilitation services.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b> Persuasion required to use basic counselling to counsel clients and their families on vocational assets and liabilities and training plans.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to drive vehicle to placement worksites and community resources.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by ministry policies and vocational rehabilitation standards, applies accepted work methods in a different way to provide individualized vocational rehabilitation services to clients, assess client needs and vocational potential, and determine and initiate the appropriate actions to assist clients in gaining employment.</p>	E	120
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Considerable financial responsibility to be accountable for Vocational Rehabilitation Services area operating budget of \$400,000.</p>	F	43
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to organize a project information system by setting up, maintaining and updating confidential client records.</p>	C	15

# REASON FOR CLASSIFICATION

Benchmark Job #209

Job Title: Vocational Rehabilitation Consultant

<b>FACTOR NO.</b>	<b>REASON FOR CLASSIFICATION</b>	<b>DEGREE</b>	<b>CLASS. POINTS</b>
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to provide orientation to new staff and work instructions to administrative support staff.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Considerable care and attention to provide direct rehabilitative, vocational counselling to disabled clients.	E	40
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently read test results, academic reports, work-site/training assessments and other documents.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to test results, academic reports, work-site/training assessments and other documents.	C	12
12	<b>SURROUNDINGS</b> Exposure to regular unpleasant dealings with upset clients.	B	4
13	<b>HAZARDS</b> Moderate exposure to hazards from frequent driving to work sites and community resources.	C	6

**Total Points: 767**

**Level: Range 21**

# JOB DESCRIPTION

Benchmark Job #280

Ministry: Attorney General  
Branch: Criminal Justice  
Location: Courtenay

Working Title: **Manager, Crown Victim Witness Services**  
Level: Range 24  
NOC Code: 4212

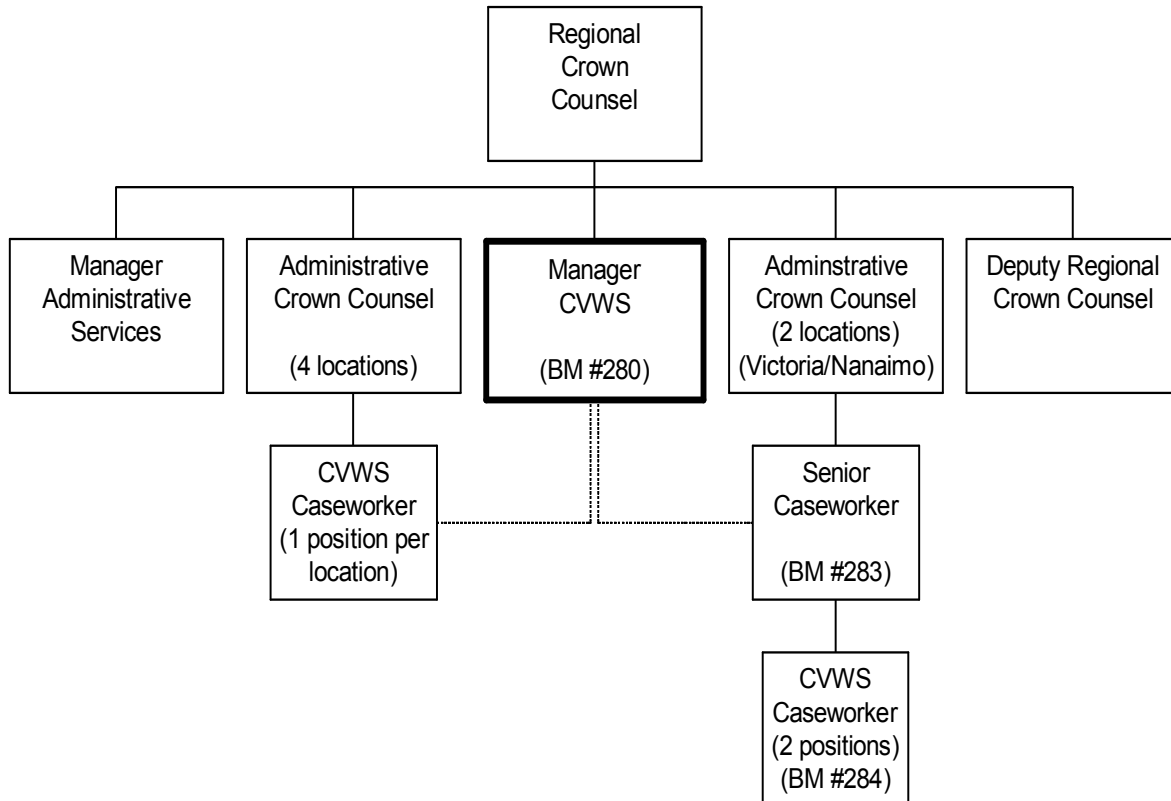
## PRIMARY FUNCTION

To organize the delivery of Crown Counsel Victim Witness Services (CVWS) to victims, witnesses and their families in cases involving a fatality, serious bodily harm or emotional trauma and to ensure the obligations of the Victim of Crime Act (VOCA), as delegated to CVWS, are met.

## JOB DUTIES AND TASKS

1. Plans, develops, coordinates and monitors the delivery of CVW services within an assigned area
  - a. analyzes community needs and establishes service priorities for assigned area
  - b. estimates projected program costs, consolidates district budget submissions and recommends regional budget package to Regional Crown Counsel
  - c. develops office policies and procedures and ensures compliance with legislation, standards & policy
  - d. provides consultant and training support to other victim services within the assigned area
  - e. develops and negotiates inter-agency protocol agreements and policies, coordinates CVW services with other victim assistance programs, criminal justice and social service providers and monitors and mediates grievances
  - f. provides guidance and direction to senior caseworkers on the development of CVW services within their communities and establishment of protocols with local victim assistance programs
2. Provides services to victims/witnesses (clients) referred by Crown Counsel or other victim services
  - a. examines Crown Counsel files and interviews clients to assess needs and coping abilities and determine appropriate intervention strategies
  - b. provides clients with information regarding the criminal justice system and social service systems and makes referrals as dictated by client need
  - c. assesses client's ability to testify and assists clients in preparing to testify through emotional support, various counselling techniques, court orientation and other strategies
  - d. assists Crown Counsel by attending court and related interviews to provide ongoing information, advice and emotional support to clients
  - e. keeps clients informed of case status and provides explanations and copies of court orders
  - f. advises Crown Counsel of special needs of clients, potential security problems, new/changed developments and other pertinent information
  - g. recommends to Crown Counsel most effective way of approaching and interviewing distraught clients and the courtroom arrangements which will allow witnesses to most effectively give testimony
  - h. assesses emotional needs of clients and their families before, during and after the court process
  - i. provides feedback to courts directly or through Crown Counsel regarding victim's ability to testify
3. Provides functional direction to senior caseworkers and CVWS caseworkers
  - a. develops standards of service delivery and procedures to be followed by staff in carrying out program functions
  - b. ensures staff adhere to established program objectives, standards and procedures
  - c. collaborates with Administrative Crown Counsel to provide input to employee appraisals
  - d. participates in the selection and recruitment of caseworkers
4. Performs other related duties
  - a. directs the establishment and maintenance of CVWS case files and data entry and ensures files are kept current and all contacts and services provided are properly documented and entered
  - b. participates on various committees at the local, regional and provincial level, dealing with victim related issues or ensuring CVWS is meeting the needs of various groups (e.g., Aboriginal Justice)
  - c. drives vehicles to attend court, provide training and participate in meetings in local communities
  - d. participates in the development and delivery of training for all victims services funded by the ministry
  - e. analyzes information on CVWS program delivery and writes reports recommending changes to branch policy and procedures

ORGANIZATION CHART  
Benchmark Job #280



\* Dotted line represents responsibility to provide functional direction.

# ORGANIZATION CHART

Benchmark Job #280

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the principles of social sciences and the Criminal Justice system to analyze community needs, establish service priorities and develop and coordinate the delivery of Crown Victim Witness Services within a region.</p>	G	250
2	<p><b>MENTAL DEMANDS</b> Judgement to modify Crown Victim Witness Services methods and services in working with community needs to establish service priorities; develop, coordinate and monitor the delivery of a Crown Victim Witness Services regional program; develop inter-agency protocol agreements and coordinate the services of police or community based victim assistance programs.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Persuasion required to use basic counselling skills to provide counselling to victims/witnesses of violent crimes.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Significant coordination and dexterity required to drive light, on-road vehicles to court in local communities.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by Crown Victim Witness Services standards, plan and organize the delivery of Crown Victim Witness Services in a region, establish service priorities for the region and ensure compliance with legislation, standards and policy.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Moderate financial responsibility to estimate projected program costs for communities served.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Significant responsibility to coordinate the establishment and maintenance of Crown Victim Witness Services files used by caseworkers and Crown Counsel.</p>	D	22.5

# ORGANIZATION CHART

Benchmark Job #280

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<p><b>RESPONSIBILITY FOR HUMAN RESOURCES</b>                      Responsibility to provide functional direction to CVWS workers by developing procedures for workers to follow, ensuring workers comply with procedures and providing input to their performance appraisals (6 FTE's).</p>	CE	15
9	<p><b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b>                      High level of care and attention to manage a program providing for the well being of victims/witnesses of violent crimes throughout the region.</p>	F	50
10	<p><b>SENSORY EFFORT/MULTIPLE DEMANDS</b>                      Focused sensory concentration to frequently listen to and observe clients while providing counselling.</p>	C	12
11	<p><b>PHYSICAL EFFORT</b>                      Moderate physical effort to frequently focus visual attention to view printed court documents and reports while examining client information and Crown Counsel files.</p>	C	12
12	<p><b>SURROUNDINGS</b>                      Exposure to frequent unpleasant dealings with upset victims and witnesses of violent crimes.</p>	C	6
13	<p><b>HAZARDS</b>                      Limited exposure to hazards from occasionally working around unstable victims/witnesses who may react violently.</p>	B	4

**Total Points: 814**

**Level: Range 24**

# JOB DESCRIPTION

Benchmark Job #120

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Ministry:	Industry Training & Apprenticeship Commission (ITAC)	Working Title:	<b>Apprenticeship Counsellor</b>
Branch:	Field Operations	Level:	Range 24
Location:	Victoria	NOC Code:	4213

## PRIMARY FUNCTION

To conduct inspections of residential, commercial and industrial worksites and training centres to ensure compliance with legislation and to promote awareness of apprenticeship, Entry Level Trades Training (ELTT) and other workplace-based adult education training programs.

## JOB DUTIES AND TASKS

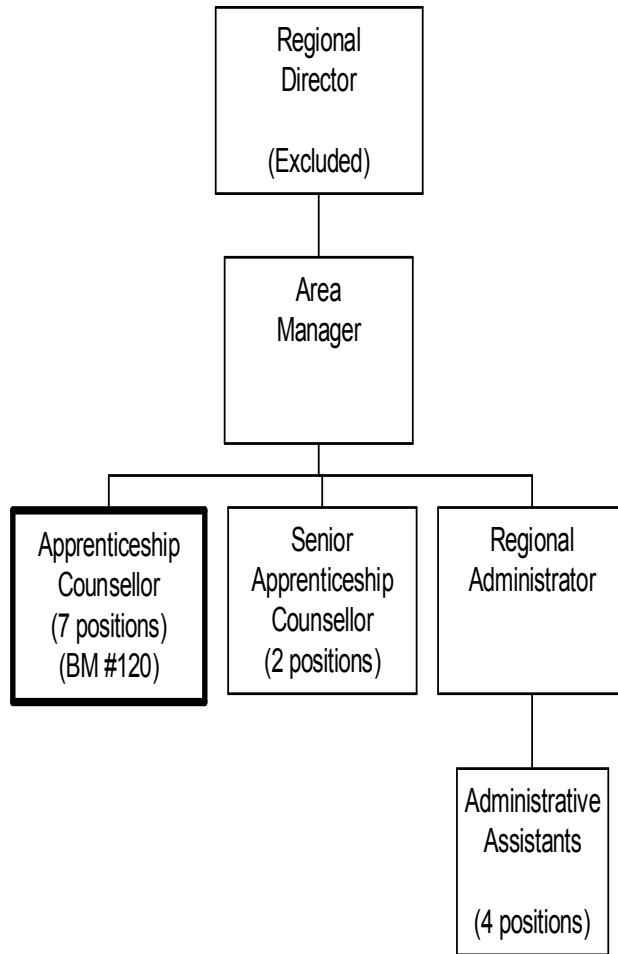
1. Provides advice to employers and employer associations to facilitate identified training objectives
  - a. analyzes local labour market trends and issues to identify potential new occupations, markets or initiatives and prepares background information and briefing notes
  - b. identifies available training resources and sources of potential federal, provincial or industry funding assistance
  - c. assists employers analyze training implications of corporate decisions, legislation, technology changes, new equipment and new training programs including those for non-traditional occupations
  - d. provides advice on trades-related human resource planning issues (e.g., succession planning), design and operation of training programs, benefits of workplace based training programs and development of supervisory/management skills
  - e. identifies required training based on training needs analysis, occupational analysis, certification standards and changing local and global labour workforce requirements and assists commission and employers to identify future training needs and pools of potential applicants
  - f. assists employers, unions and associations to resolve contentious issues impacting the apprenticeship and ELTT training systems such as downsizing initiatives and other workplace adjustment actions
2. Inspects workplace based adult education training programs for adherence to program guidelines, commission and industry standards and legislation
  - a. inspects employers'/training centre's training capabilities, facilities, equipment and journeymen/apprenticeship ratio and approves, orders remedial action or denies continuance of training programs
  - b. registers apprentices, assesses academic training and practical experience, grants appropriate credit, determines applicable wage scales and informs all parties of obligations, responsibilities and availability of, and contacts for, financial and funding assistance
  - c. reviews ELTT programs, ensures issues with colleges and instructors are addressed and recommends program amendments to meet ITAC requirements
  - d. conducts on-site visits to provide advice and guidance to both employers and apprentices and to resolve conflicts between employers and apprentices
  - e. enrolls apprentices and ELTT classes at educational facilities, negotiates with educational institutions for seat space in scheduled courses, notifies candidates and follows-up on non performance
  - f. ensures security and administration of exams and marks and approves the issuance of appropriate certification, using discretion to determine borderline pass or fail
3. Provides information, advice, guidance and/or career counselling to individuals and groups
  - a. provides career counselling on entry-level programs, eligibility requirements, apprenticeship, ELTT and industrial training, trades qualifications, job search methods, career planning, upgrading, vocational alternatives, and related information and refers potential trainees to employers
  - b. advises and guides apprentices experiencing difficulties with on-the-job or in-school training and identifies remedial measures
  - c. refers applicants to appropriate agencies and suggests alternative programs if necessary
  - d. schedules and conducts Trades Qualification examinations, processes fees, assesses results and counsels applicants as required
  - e. negotiates terms and conditions of apprenticeship agreements with potential employers

## JOB DESCRIPTION

Benchmark Job #120

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4. Performs other related duties
  - a. promotes awareness and participation in the apprenticeship and ELTT training systems by providing information, and making presentations to trade/business groups, educational institutions, boards and others
  - b. approves skills upgrading training and approves reimbursements for tuition fees for remedial training
  - c. sets up and maintains files and case management systems for all apprentices and ELTT students



# ORGANIZATION CHART

Benchmark Job #120

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Understand the theory of adult education to provide advice to employers on human resource planning issues and the operation of workplace-based adult education programs, identify the training implications of corporate decisions, legislation and technology changes and identify training requirements based on training needs analysis, occupational analysis, trades certification standards and the changing local and global workforce.</p>	H	280
2	<p><b>MENTAL DEMANDS</b>            Judgement to modify workplace-based training methods or approaches to assist employers to analyze training implications of corporate decisions, legislation and technology changes, provide advice on the design, operation and benefits of workplace based training programs and assist employers, unions and associations to resolve issues impacting the apprenticeship and ELTT training systems.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b>            Persuasion required to use basic negotiation skills to assist employers, unions and associations resolve contentious issues affecting training programs.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to drive vehicle to work sites and training centres.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by general policies and trade standards, evaluate labour market trends and issues to identify potential new occupations, markets or initiatives; identify required training based on training needs analysis, occupational analysis and changing local and global labour workforce; and assist commission and employers to identify future training needs and potential pools of applicants.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Moderate financial responsibility to approve reimbursements for tuition fees for remedial training.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Moderate responsibility to set up and maintain a project information system for apprenticeship and ELTT files.</p>	C	15

# ORGANIZATION CHART

Benchmark Job #120

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to give work instructions to support staff.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Considerable care and attention to provide assessment, direct counselling and job placement to apprentices.	E	40
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently listen to clients during interviews when providing career counselling.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to occasionally climb ladders or scaffolds while inspecting residential, commercial or industrial work sites.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with upset clients.	C	6
13	<b>HAZARDS</b> Moderate exposure to hazards from frequent driving to training sites.	C	6

**Total Points: 818.5**

**Level: Range 24**

# JOB DESCRIPTION

Benchmark Job #004

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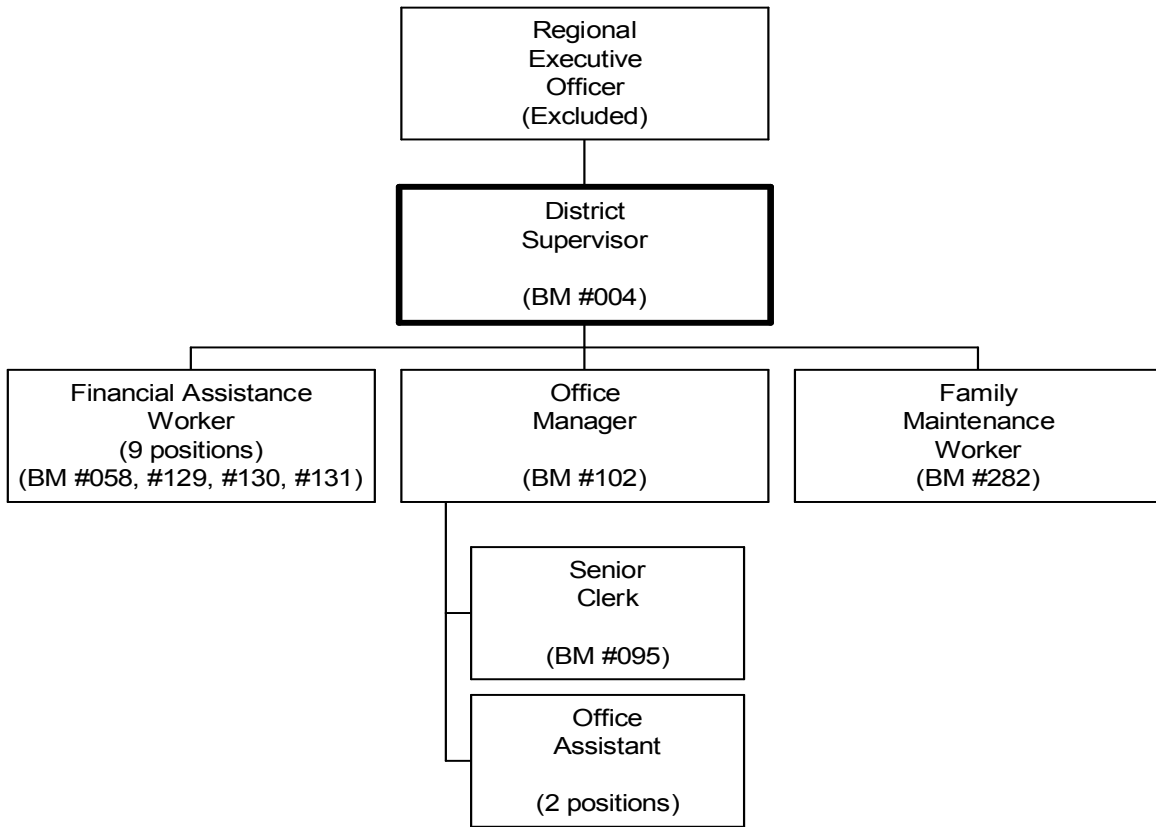
Ministry:	Social Development and Economic Security	Working Title:	<b>District Supervisor, Income Support</b>
Branch:	Field Operations	Level:	Range 24
Location:	Victoria	NOC Code:	4212

## PRIMARY FUNCTION

To supervise the provision of services by assigned staff for Programs for Independence, Employment Initiatives Programs, Family Maintenance Services, and Services to the Mentally Handicapped.

## JOB DUTIES AND TASKS

1. Directs and monitors the delivery of income assistance programs
  - a. assigns caseload, intake and duty work to staff
  - b. develops procedures to track and monitor cases of assigned staff
  - c. examines case decisions, files and workload allocation and monitors compliance with applicable acts and regulations
  - d. instructs staff on intent of policies, acts, regulations, procedures, new initiatives and standards
  - e. supervises and directs field staff in the provision of employment and training programs
  - f. develops goals and plans for the local office in consultation with regional management, including assessing local needs and available resources, and establishes targets to be reached
  - g. mediates appeals between clients and staff prior to formal appeals and participates in formal appeal process by giving evidence as a witness
  - h. monitors and determines the effectiveness, appropriateness and adequacy of methods and approaches and recommends changes to regional management
2. Supervises district office staff (14 FTEs)
  - a. recruits and selects staff
  - b. monitors work, completes employee performance and takes disciplinary action if required
  - c. participates in the planning of safety procedures and critical incident policy
  - d. ensures that staff are debriefed and/or counselled after critical incidents occur
  - e. identifies staff training needs and provides training and practicum supervision as required
3. Monitors, controls and participates in the planning of local budgets and contracting of resources and services
  - a. monitors and controls local program budgets including identifying and reporting expected budget variances, providing explanations and proposed resolutions
  - b. makes recommendations to regional management on projected needs, adequacy of budgets and on area budget planning, programs and policies
  - c. controls expenditures from income assistance funds
  - d. negotiates and approves contracts such as for transition houses, day-care and homemaker services
  - e. identifies needs and the type of resources that are available and develops objectives to be met
  - f. monitors the quality of contract work provided
4. Promotes public awareness and develops community relationships
  - a. exchanges information and coordinates services with agencies and resources such as other ministry services, mental health resources, federal employment programs and local schools
  - b. conducts presentations for employer groups and community organizations on training/employment opportunities for clients
  - c. develops referral criteria and processes with local agencies and resources
5. Performs other related duties
  - a. ensures adequate signing, spending and payment authorities, assigns cheque signing and payment authority for imprest cheques as required
  - b. provides emergency social services and assists municipalities to develop emergency service plans
  - c. drives vehicle to make presentations to community organizations
  - d. accesses and inputs information on computer terminal
  - e. ensures a security system is adhered to in the access and release of client information
  - f. participates in regional management and committee meetings



# ORGANIZATION CHART

Benchmark Job #004

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the principles of social services administration to analyze the provision of services, interpret acts and regulations and supervise the work of the District Office staff in the delivery of Programs for Independence.</p>	G	250
2	<p><b>MENTAL DEMANDS</b> Judgement to modify local office operating procedures to direct and monitor the delivery of various social assistance programs and service delivery in a district, and to monitor and assess the effectiveness and adequacy of methods and approaches at the local level.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILLS</b> Persuasion required to use basic negotiation skills to mediate client eligibility appeals with income assistance clients and staff.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to drive to make presentations to community organizations.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by Ministry social assistance policies and standards, organize the delivery of Programs for Independence and to ensure compliance with ministry acts, regulations and procedures and proper utilization of resources.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Considerable financial responsibility to control expenditures of up to \$14 million from social assistance funds.</p>	F	43
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Significant responsibility to control information by ensuring a security system is adhered to in the access and release of client information.</p>	D	22.5

# ORGANIZATION CHART

Benchmark Job #004

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise district staff, appraise employee performance and take disciplinary action (14 FTEs).	DG	23
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> High level of care and attention to supervise social services programs to assist clients in obtaining support services.	F	50
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently visually focus to monitor budget expenditures.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus on budget material.	C	12
12	<b>SURROUNDINGS</b> Exposure to regular unpleasant dealings with upset income assistance clients.	B	4
13	<b>HAZARDS</b> Moderate exposure to hazards from regularly working around income assistance clients who may react violently.	C	6

**Total Points: 842.5**

**Level: Range 24**