

# Manitoba Government

## Job Opportunities

### Employment and Income Assistance Counsellor

#### SP3 Social Services Worker 3

Term/full-time

Department of Families

Regional Social Services and EIA Centralized Services, Community Service Delivery Division

Winnipeg MB

**Advertisement Number:** 37172

**Salary(s):** SP3 \$50,820.00 - \$65,439.00 per year

**Closing Date:** August 15, 2021

**The Manitoba government recognizes the importance of building an exemplary public service reflective of the citizens it serves, where diverse abilities, backgrounds, cultures, identities, languages and perspectives drives a high standard of service and innovation. The Manitoba government supports equitable employment practices and promotes representation of designated groups (women, Indigenous people, persons with disabilities, visible minorities).**

**Employment Equity is a factor in selection for this competition. Consideration will be given to Indigenous people, visible minorities and persons with disabilities.**

**Candidates who do not meet all essential criteria may be considered on an underfill basis at a commensurate rate of pay.**

**A six-month eligibility list may be created for Winnipeg Services and EIA Centralized Services from this competition for similar regular, term, full-time or part-time positions.**

**Some positions may require bilingual French/English speaking skills, candidates are encouraged to indicate on their résumé if they fulfil this potential requirement. Candidates under further consideration from the interview process will be required to undergo a French language skills assessment.**

**All applications are reviewed once a month. Please submit only one application per six month-long posting period.**

#### Introduction

The Employment and Income Assistance (EIA) Program is a program of last resort that provides financial and other assistance to eligible Manitobans who have no other way to support themselves or their families. The program works with persons living with disabilities to meet their specialized needs and ensure inclusion in the community while also partnering with employable participants and their families to encourage access and participation in the workforce.

To be considered for this competition, you are required to submit an Application Form for screening in addition to a resume and cover letter.

**Note: Only those who submit an Application Form, resume and cover letter will be considered. See below for further instructions:**

[Click here to access the application form.](#)

#### Conditions of Employment:

- Must be legally entitled to work in Canada
- Must provide a satisfactory Criminal Record Check (including the vulnerable sector search), Child Abuse Registry Check and Adult Abuse Registry Check
- A valid driver's license and access to a vehicle to travel for business purposes

#### Qualifications:

##### Essential:

- Post-secondary education in the social services field. This may include a certificate, diploma or degree
- Related case management experience, including conducting interviews; providing supportive counselling, performing assessment, planning and service coordination. Other combinations of relevant education and experience may be considered at an underfill or commensurate classification and salary
- Experience working with individuals/families from diverse backgrounds (cultural, financially disadvantaged, persons with disabilities, socially disadvantaged, newcomers, etc.) who may face multiple barriers and challenges such as addictions, mental illness, disability and employment
- Ability to manage conflict in a calm, assertive and respectful manner
- Effective verbal communication skills
- Effective written communication skills
- Excellent interpersonal skills with the ability to demonstrate compassion, empathy and a non-judgemental approach
- Ability to independently problem-solve with understanding while also ensuring that Legislation and policy are appropriately and equitably applied
- Ability to set priorities, to organize and exercise initiative in a complex and fast-paced work environment with high-volume caseloads and competing demands
- Ability to work effectively in a team environment with participants, other programs and external resources
- Proficiency in Microsoft Office (Word and Outlook)
- Excellent French verbal communications skills \*required only for designated bilingual positions
- Excellent French written communications skills \*required only for designated bilingual positions

#### Duties:

##### What you will do:

As an EIA Counsellor, you are a part of a larger social services team of health, education, training and employment professionals who work in partnership to help Manitobans maximize independence, autonomy and quality of life. The work environment is fast-paced and dynamic. You will be assisting participants, meeting with them in person and on the phone, hearing their stories, assessing their needs, providing counselling and connecting them with resources. Oftentimes, they may be experiencing physical, emotional and/or mental health issues, and have other stressors impacting their day. This can make for challenging situations, but you will also find reward in helping participants move forward in their lives.

You will work with EIA participants to plan for success, developing and implementing recommendations based on your knowledge and interpretation of program legislation and policy. You work within an integrated cross-departmental case management system and are an active member in planning and coordinating integrated services that strive to find the right solutions for participants and their families.

#### Who you are:

- You have strong interpersonal communication skills and you interact with people with dignity, respect, objectivity and the desire to actively listen and learn
- You are a great listener, you can articulate clearly and you understand the importance of looking beyond what is at the surface, and you can maintain flexibility in your approach and planning with participants and their families.
- You are open to collaborating with your co-workers and others to better meet the needs of your participants. You are also adaptable to changes in workload, policies and procedures
- You are comfortable with technology, using multiple computer and business programs

#### What we offer:

- A career in a helping and caring profession with the ability to make a profound and lasting impact in the lives of people.
- A positive work environment where you can build successful and long-lasting professional relationships with co-workers who will share their knowledge and expertise with you.
- Every day is different with variety in tasks and challenges.
- Training from orientation to on-going professional development within EIA that will give you the tools you need to be successful.

- The Manitoba government has a comprehensive compensation and benefits package, which includes extended health care, health spending account, dental care, vision care, long-term disability insurance, group life insurance, maternity/paternity leave, family related leave and a defined pension plan. Training and career development opportunities are also available for employees.

**Apply Now:**

Advertisement # 37172  
Service Centre 4  
Human Resource Services  
600-259 Portage Avenue  
Winnipeg, MB, R3B 2A9  
Phone: 204-945-7518  
Fax: 204-945-0601  
Email: [govjobs@gov.mb.ca](mailto:govjobs@gov.mb.ca)

**Applicants may request reasonable accommodation related to the materials or activities used throughout the selection process. When applying to this position, please indicate the advertisement number and position title in the subject line and/or body of your email. Your cover letter, resumé and/or application must clearly indicate how you meet the qualifications.**

**Please be advised that job competitions may be grieved and appealed. Should a selection grievance be filed, information from the competition file will be provided to the grievor's representative or the grievor, if unrepresented. Personal information irrelevant to the grievance and other information protected under legislation will be redacted.**

**We thank all who apply and advise that only those selected for further consideration will be contacted.**

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