BCPS_IDEAS_small

**BC Public Service**

**Ministry of Social Development and Poverty Reduction**

**Multiple Locations**

**Employment and Assistance Workers**

**Are you a client service-oriented communicator who thrives in a**

**high-volume environment?**

**Salary** $44,389.12 - $56,079.99 annually  
 **Please note this is an ongoing posting without a scheduled close date.  The posting close date will be added to the posting *one month* prior to the posting close date.  Applications will be reviewed on a *monthly basis at the end of every month*.**

**This posting is to establish a pre-qualified pool of applicants (applicant inventory) who will be eligible to apply on full-time, permanent part-time, and temporary positions in Income Assistance offices in multiple locations.**

EAWs play an important role in the lives of British Columbians seeking income and disability assistance. EAWs determine eligibility for assistance, and deliver impactful decisions to citizens, sometimes in sensitive or crisis situations. EAWs are active listeners, possess strong interview and conflict management skills, and remain calm, compassionate and clear in the face of difficult conversations and service pressures.

EAWs may serve clients in person, over the phone, or by other virtual means. The Service Delivery Division team is large and virtual, yet close-knit. You will build close relationships with coworkers located physically in your office, and virtually using online meeting tools and other technology. The EAW role is challenging, so being a supportive team player and maintaining a positive team culture is critical. For information about the role of an Employment and Assistance Worker and the hiring process, please visit the [EAW Careers Page](http://www2.gov.bc.ca/myhr/article.page?ContentID=2a5fcd2c-4f72-71e1-792f-eb12f8731630&dcr=/templatedata/sitepublisher/articles/data/myhr/jobs_hiring/eaw_employment_opportunities.xml).

**Qualifications for this role include:**

* Secondary School graduation or equivalent
* Experience delivering a high standard of client service in a high volume, fast paced, rapidly changing environment (in-person, via virtual technologies or over the telephone).
* Experience working with various computer applications including MS Word, Excel and Outlook.
* Experience providing services to clients from diverse backgrounds, including but not limited to, clients from various ethnic and cultural backgrounds, clients with mental health issues and/or physical disabilities or other challenges, clients with substance use issues and individuals who may be in crisis, displaying frustration, anger or acting out in an abusive manner.

**For more information and to apply, please go to:**

<https://bcpublicservice.hua.hrsmart.com/hr/ats/Posting/view/59247>