

Verification Workers

Occupational Family/Code – Human Services: HVN

Profile created: 1997 11

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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The principal role of the verification worker is to confirm the circumstances of clients receiving social assistance benefits through the Ministry of Social Services, Saskatchewan Assistance Plan.

Circumstances to be verified are those which may affect a client's eligibility for benefits. These may range from confirmation of income or other assets, family complement, or utility or housing costs.

Verification may be obtained through file reviews, home visits, or contact with landlords, employers, other family members, utility companies or representatives from other financial support programs.

A verification worker may be required to travel and/or drive a motor vehicle throughout the city or in rural areas in order to conduct home visits. They may encounter rude or angry people. They are required to keyboard verification findings into the automated system. In situations where actual circumstances contradict those reported by the client, the verification worker may be required to explain their findings in court or at appeal hearings. A criminal record clearance is required prior to offer of employment.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of applicable acts, regulations, policies, procedures and current issues. **(Learn)**
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Technical

- Knowledge of ministry electronic and computer systems. **(Learn)**
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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to clearly and concisely compose reports, chronological recordings, memos and letters. **(Bring)**

Personal attributes which may link with this skill statement include: accountable, objective, non-judgmental...

- Ability to explain events and share information in an organized, clear and concise manner. **(Bring)**

Personal attributes which may link with this skill statement include: non-judgmental, approachable, patient...

- Ability to conduct interviews in a non-intrusive manner, to verify circumstances and gather information of a confidential nature. **(Bring)**

Personal attributes which may link with this skill statement include: empathetic, non-judgmental, observant...

- Ability to provide information on relevant services, programs and agencies in response to client circumstances. **(Learn)**

Personal attributes which may link with this skill statement include: confident, objective, patient...

Problem Solving

- Ability to gather and record pertinent information using prescribed methods, referencing procedures manuals to verify client circumstances. **(Bring)**

Personal attributes which may link with this skill statement include: objective, observant, flexible...



Interpersonal

- Ability to interact with people from all cultures, age groups, religions, gender, sexual orientation and socio-economic backgrounds in a sensitive manner. **(Bring)**

Personal attributes which may link with this skill statement include: non-judgmental, flexible, empathetic...

- Ability to develop and maintain community contacts and a network of resources to obtain information to verify client circumstances. **(Bring)**

Personal attributes which may link with this skill statement include: approachable, assertive, flexible...

Team/Independence

- Ability to independently and interdependently work with co-workers, agencies and others to consistently meet program and client needs. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, observant, assertive...

Organizational

- Ability to interdependently and independently organize duties, determine and adjust priorities to complete tasks and meet agreed upon deadlines within established guidelines. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, assertive, understanding...

Analytical

- Ability to observe and accurately report on client circumstances in relation to basic and special needs as defined by the program. **(Bring)**

Personal attributes which may link with this skill statement include: observant, non-judgmental, empathetic...



- Ability to recognize signs of physical, mental, emotional, sexual and financial abuse, as well as addictions and substance abuse encountered during verification visits and advise the caseworker. **(Learn)**

Personal attributes which may link with this skill statement include: observant, compassionate, decisive...

Technical

- Ability to access, retrieve, input and process information using various electronic systems in an accurate and timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, patient...

Safety/Stress/Security

- Ability to anticipate, and use judgment when applying prescribed protocols in hostile, aggressive, dangerous, and/or violent situations which pose a risk to self and/or others. **(Bring)**

Personal attributes which may link with this skill statement include: observant, confident, assertive...

- Ability to recognize indicators of stress in self and others and take steps to minimize its impact to ensure good health and well being. **(Bring)**

Personal attributes which may link with this skill statement include: observant, flexible, positive...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Verification Workers include:

To Be...

- confident and positive in order to support, motivate and encourage others to make positive choices (assertive, flexible, honest/accountable, and observant)
- non-judgmental in order to respond without prejudices or pre-conceived opinion, and to establish and maintain communication and build rapport (objective/fair/impartial)
- approachable/non-threatening/personable in order to effectively interact with people from all cultures, religions, sexual orientation, age groups, gender and socio-economic backgrounds
- empathetic in order to build a trusting relationship and provide quality service (understanding/sensitive, kind/compassionate/caring, patient/supportive/encouraging)

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