

# SENIOR CLIENT REPRESENTATIVE

**Organization:** Ministry of the Attorney General

**Division:** Office of the Public Guardian and Trustee

**City:** Ottawa

**Job Term:** 2 Temporary - 12 months (with the possibility of extension)

**Job Code:** 5A008 - ProgPlanEval05

**Salary:** \$65,401.00 - \$94,239.00 Per Year

**Posting Status:** Open

**Job ID:** 125642

The Office of the Public Guardian and Trustee (OPGT) delivers a unique and diverse range of services that safeguard the legal and financial interests of vulnerable adults. If you are interested in providing financial guardianship services to clients who are incapable of making decisions regarding personal finances, property or health, consider this rewarding opportunity with the Ministry of the Attorney General.

Positions Available:

- One Temporary, Designated Bilingual (English-French) Position  
Duration: 12 months (with the possibility of extension)  
You will be tested on your French proficiency
- One Unilingual Position  
Duration: 12 months (with the possibility of extension)

## What can I expect to do in this role?

You will:

- research all aspects of client's financial, business and legal affairs in order to identify and protect client's assets and identify liabilities
- investigate sale of client's assets at less than fair market value
- monitor complex financial portfolios to include real property and/or other investment vehicles (i.e. securities, RRSPs, RIFs, mortgages, stocks, bonds, etc)
- secure, monitor and manage extended health care benefits and special trusts
- provide testimony as an expert witness at court, inquests and examinations for discovery, tribunals and review boards
- investigate alleged property/financial risks to clients (i.e. financial abuse by relatives)
- develop budgets for clients based on assessment of current and future financial resources, personal needs/expenditures, lifestyle, prior capable wishes and needs of dependents
- monitor client's financial situation on an ongoing basis and adjust budgets to accommodate changes based on life situation (i.e. nursing and retirement homes, other care facilities)

## How do I qualify?

### Mandatory

•You are proficient in English as well as in oral and written French at the advanced plus level (this applies to the French Designated position)

\*\*you will be tested on your French proficiency level

### **Technical Knowledge and Skills:**

- you have the ability to interpret and apply relevant policies, procedures, directives and legislation to analyze individual cases in order to make decisions as a financial guardian
- you are able to acquire and apply knowledge of the health care sector to deal with health care providers, social workers, community support case managers, and administrators of supervised settings such as nursing homes, homes for special care, and psychiatric hospitals
- you have knowledge of financial management and business practices as it relates to real estate and trust management in order to manage complex property/investment portfolios such as real estate, investment properties, securities, RRSPs, RIFs, mortgages, stocks, bonds and special trusts

### **Organizational, Analytical and Problem-Solving Skills:**

- you can manage portfolios and assets, prioritize high volume caseload and balance competing priorities
- you are able to assess client's needs, identify all possible entitlements and obtain necessary information to apply for benefits
- your analytical skills allow you to review financial information that may be conflicting, inaccurate or incomplete
- you can develop alternatives and identify best course of action to protect client's financial interest such as deciding to retain, reinvest or dispose of complex financial instruments

### **Interpersonal, Negotiation and Counseling Skills:**

- your mediation, negotiation and conflict resolution skills allow you to gain cooperation of clients, family members and others in implementing financial plans
- you are able to negotiate agreements with creditors and resolve potential crisis of financial or social nature on behalf of clients
- your counseling skills allow you to manage and resolve conflicts when dealing with clients who may suffer from mental illness, brain injuries, developmental disabilities

## **Additional Information:**

### **Address:**

- 1 Bilingual Temporary, duration up to 12 months, 351 Preston St, Ottawa, East Region, Enhanced – Vulnerable Service Sector Check(VSS), Criminal Record (CPIC) Check, Credit Check
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**Compensation Group:** Association of Management, Administrative and Professional Crown Employees of Ontario

**Schedule:** 6

**Category:** Customer and Client Services

**Posted on:** Monday, August 13, 2018

## **How to apply:**

1. You must [apply online](#).
2. Your cover letter and resume combined should not exceed five (5) pages. For tips and tools on how to write a concise cover letter and resume, review the [Writing a Cover Letter and Resume: Tips, Tools and Resources](#).

3. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. We rely on the information you provide to us.
4. Read the [job description](#) to make sure you understand this job.
5. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
6. If you require a disability related accommodation in order to participate in the recruitment process, please [Contact Us](#) to provide your contact information. Recruitment Services staff will contact you within 48 hours.