



<i>Act/Regulations</i> <i>Social Assistance Act section 4.2, 4.4(6)</i>	Program	Social Assistance	
	Subject	Delegated Authority	<i>Policy</i> 1.1
Effective Date: April 1, 1986 Revised Date: July 1, 2022		Authorized by: Deputy Minister Jamie MacDonald	

1.0 PURPOSE

1.1 To identify the decision-making authority delegated by the Director to the employees of the Social Assistance (SA) program under the *Social Assistance Act*.

2.0 DEFINITIONS

2.1 **Director:** the Director of Social Programs appointed under section 4.4 of the *Social Assistance Act*.

2.2 **Social Programs:** programs and benefits administered by the Social Programs division, including AccessAbility Supports, Social Assistance, Child Care Subsidy, and the Seniors Independence Initiative.

3.0 POLICY STATEMENTS

3.1 Employees of the Department are required to work within the parameters of their job description and scope.

3.2 The Director defines the level of decision-making authority delegated to an employee.

3.3 An employee will be recommended for delegated authority when the employee has demonstrated competency in the delivery of SA, including the application of the *Social Assistance Act*, regulations, and policies in their daily work during a period of supervision and training.

3.4 In exercising delegated authority, employees are responsible for their actions and accountable for their decisions. Misuse of delegated authority or a pattern of errors or bad judgement may result in corrective action that may include:

- additional training to strengthen the employee’s competency;

- temporary withdrawal of delegated authority requiring a designated authority's approval of case actions until competency is restored; or
- recommendation that delegated authority be permanently withdrawn.

4.0 PROCEDURE STATEMENTS

- 4.1 Employees are responsible to develop a general competency that will ensure decisions related to SA are appropriate and made in a larger content. To develop a general competency, employees are responsible to:
- understand the role(s) of the Department and the Social Programs division;
 - understand the concepts of intake and case management;
 - apply the knowledge and methods of collaborative case management; and
 - understand resources and services available through Government and local agencies.
- 4.2 Employees are responsible to develop specific competency in problem-solving and decision-making. Program specific competency should develop from attention to the following objectives:
- to understand the legislative mandate of the SA program;
 - to develop a working knowledge of the *Social Assistance Act*, regulations, and policies;
 - to maintain an efficient and consistent system of recording information; and
 - to understand payment and/or service processing procedures.
- 4.3 Program supervisors are responsible to mentor and guide employees during a period of supervision and training, and to monitor an employee's overall performance.
- 4.4 Where a request for assistance exceeds an employee's delegated authority, the employee will seek approval from the program supervisor or manager. Where the request exceeds a manager's delegated authority, the manager will seek approval from the Director.
- 4.5 Program procedures are subject to audit. Errors identified through internal or case audits will be reported to the employee and/or the program supervisor.

HISTORY:

July 1, 2022: Editorial, content, and format changes. Policy and procedure statements have been expanded. Policy number has changed from 1.2 to 1.1.