



Where ideas work

**Ministry of Social Development and Poverty Reduction  
Multiple locations, BC (On-site)**

**Employment and Assistance Worker**

**\$62,482.31 - \$70,714.01 annually, which includes a 1 Grid Market Adjustment**

Employment and Assistance Workers (EAWs) are an essential part of the Service Delivery Division within the Ministry of Social Development and Poverty Reduction. EAWs are responsible for providing income and disability supports and services to individuals across British Columbia. EAWs may help directly in-person through the Community Services Branch, or via phone and virtual channels through the Virtual Services Branch.

EAWs work within a busy client service environment, organizing their workload and setting priorities to meet performance targets. Skilled at gathering information, EAWs connect with people who may be in crisis to accurately assess eligibility for supports and services. EAWs must also maintain compassion, composure, and clarity during difficult conversations to effectively communicate impactful decisions to the people they serve.

The BC Public Service is committed to creating a [diverse workplace](#) to represent the population we serve and to better meet the needs of our citizens. Consider joining our team and being part of an innovative, inclusive and rewarding workplace.

For information about the Indigenous Applicant Advisory Service, please visit: [Indigenous Applicant Advisory Service - Province of British Columbia \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/indigenous/indigenous_applicant_advisory_service.htm).

**Qualifications for this role include:**

- Secondary School graduation or equivalent (GED).
- One (1) or more years 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).
- One (1) or more years experience working with various computer applications including MS Word, Excel and Outlook.
- Experience providing services to clients experiencing poverty, substance use, or mental health issues.

Preference may be given to applicants with:

- Experience in community-based or social service roles primarily supporting clients experiencing poverty, substance use, or mental-health issues (e.g., shelter work, outreach work, harm-reduction work).

**For more information and to apply online by January 31st, 2026, please go to:**

<https://bcpublicservice.hua.hrsmart.com/hr/ats/Posting/view/121993>