

## JOB DESCRIPTION

<b>JOB TITLE</b>	Program Compliance Specialist
<b>DEPARTMENT / PROGRAM AREA</b>	Social Services
<b>REPORTING TO</b>	Supervisor of Employment and Client Outcomes
<b>LOCATION</b>	North Bay
<b>WEEKLY HOURS OF WORK</b>	35
<b>SALARY GRADE</b>	Band 7
<b>DATE</b>	November 2019

### GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Under the supervision of the Supervisor of Employment and Client Outcomes, the Program Compliance Specialist will assist the Ontario Works team to ensure program integrity and compliance. This position is required to provide assistance to clients to access available support income (primarily spousal support), evaluate case audits, investigate potential fraud, and complete quality assurance reviews in various areas of social assistance service delivery.

## KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

### **Ensures program integrity by taking a pro-active approach to prevent fraud and overpayment by:**

- Assisting the Supervisor with preparing internal review responses as well as Tribunal submissions and representing the Administrator at Tribunal Hearings;
- Assisting with the assembly and review of information that may be used as evidence in investigations as well as to support decisions regarding ongoing eligibility, prosecution and proceedings;
- Reviewing reports and comparing data to identify potential abuse; investigating discrepancies and making recommendations;
- Ad hoc file reviews to ensure financial program integrity by verifying correct use of benefit codes;
- Working collaboratively with Ontario Works staff to assess, validate and review overpayments and underpayments generated for OW recipients to ensure that individual circumstances have been considered and discretion has been applied as appropriate;
- Arranging overpayment and/or fraud repayment schedule where appropriate and commencing recovery or activating write-off protocols;
- Acting as a resource specialist regarding eligibility and compliance related matters;
- Responding to enquiries from public, 3<sup>rd</sup> party agencies, etc. in courteous and efficient manner to promote a high standard of public relations as well as providing information in compliance with legislation, regulations, Ministry Directives and DNSSAB policies and guiding principles.

### **Conducts comprehensive investigations into the eligibility of OW recipients when situations warrant further investigation as well as assisting with the preparation of comprehensive investigation reports to be presented to courts by:**

- Gathering information to substantiate eligibility (past or present), recommend increases or decreases to benefits and / or pursuing criminal prosecution or fraud to the Supervisor of Employment and Client Outcomes;
- Reviewing cases of alleged fraud or unusual or specialized circumstances, and develop, implement and maintain client information files on cases of potential fraud;
- Opening an eligibility review file in compliance with local policies, procedures and Ontario Works regulations and directives;
- Entering information on investigations into social assistance technology;
- Ensuring the delivery of the case has met with the Ontario Works Act, Regulations, Policy Directives and DNSSAB policies and guiding principles;
- Conducting case interviews and verifying client information through various sources (eg. Financial institutions, employers, landlords, third party databases etc.) using a client centred approach to service delivery;
- Preparing chronological reports which support eligibility / ineligibility and makes recommendations with regards to ongoing eligibility to the Supervisor of Employment and Client Outcomes;
- Act as a witness in criminal court as required.

**Ensures program integrity and compliance to ensure that file standards are met by;**

- Monitoring, reviewing and pursuing payments on outstanding overpayments, assignments, agreements to reimburse, 3rd party repayments and restitution orders;
- Maintaining a working knowledge of the Ontario Works Act, Family Law Act and other applicable legislations / relevant materials;
- Assisting the Supervisor with responding to MFIPPA enquiries;
- Working collaboratively with staff to identify and resolve program discrepancies utilizing tact and diplomacy;
- Performing risk-based case audits to identify and ensure that changes in client circumstances are reported and accurately reflected in the calculation of income support;
- Critically analysing and interpreting third party reports and other information to determine if a recipient continues to meet eligibility requirements and whether a change in the amount of assistance is required;
- Tracking information in statistical reports for use by management in establishing training needs and making recommendations for policy improvements;
- Completing random file audits to check for compliance with Ontario Works Act Regulations, Directives, support regulations and DNSSAB policies;
- Acting as a back up to other team functions as necessary including Case Management;
- Other duties as assigned.

**Assists recipients of Ontario Works to pursue support when they are entitled to as ordered by the courts or as negotiated privately by:**

- Interviewing and negotiating with clients, respondents and their lawyers to reach settlements;
- Assessing and determining the respondents' financial ability to provide support, meet the terms of the order and pay arrears in default situations as well as make recommendations to the Supervisor;
- Conducting investigations to determine the whereabouts of a respondent in order to obtain support or resume payment;
- Assessing client needs and making referrals as appropriate;
- Preparing, reviewing, assessing and registering relevant documentation;
- Maintain and monitor a caseload to ensure that all required action has been taken on file and is in compliance with Ontario Works legislation and DNSSAB policies;
- Corresponding with lawyers, Court Clerks, Process Servers, Legal Clinic, Legal Aid, Family Responsibility Office and Family Support workers from other offices on behalf of DNSSAB;
- Reviewing requests for spousal support waivers, determining the adequacy of spousal support and ensuring that reasonable efforts are being made by clients to access spousal support income;
- Submitting recommendations to waive spousal support to the Supervisor of Employment and Client Outcomes;
- Preparing court documents and presenting cases in family court;
- Conducting proceedings in Court including examination and cross-examination of witnesses and presentation of documentary evidences and submissions to the court;
- Reviewing court dockets for cases involving Ontario Works clients and assisting recipients with self-directed applications.

**As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.**

## QUALIFICATIONS

- 2 year Post Secondary Diploma in Social Sciences or a related field or acceptable combination of education and experience;
- Three (3) years previous experience in determining financial eligibility and thorough working knowledge of the Ontario Works Act, Regulations and Ministry Policies;
- Demonstrated negotiation and conflict resolution skills;
- Excellent verbal and written communication skills;
- Excellent interpersonal skills with ability to recognize and diffuse difficult situations;
- Must possess a valid Ontario Driver's License and have a vehicle available for use on the job;
- Demonstrated knowledge of Court proceedings and tribunal;
- Demonstrated respect of Confidentiality.

## **COMPENSABLE FACTORS**

### **KNOWLEDGE**

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

College: 2 Years

### **EXPERIENCE**

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over two years, up to and including four years.

### **JUDGEMENT**

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires that changes be recommended to established methods or procedures. Work involves a choice of methods or procedures or sequence of operation.

### **MENTAL EFFORT**

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of long duration.

### **PHYSICAL ACTIVITY**

[Measures the physical activity by the type and duration required to perform the duties.]

Light activity of intermediate duration.

### **DEXTERITY**

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate co-ordination of coarse movements, where speed is a secondary consideration.

## ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in a serious loss of time or resources or cause significant embarrassment within the organization and have limited impact on its public image.

## SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

## SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibilities is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

## CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Persuasive diplomacy required when either recommending, discussing to clarify information, or negotiating matters with others.

## WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of almost continuous exposure.