

JOB DESCRIPTION

JOB TITLE	Ontario Works Case Manager – Transitional Support
DEPARTMENT / PROGRAM AREA	Ontario Works
REPORTING TO	Ontario Works Supervisor
EFFECTIVE DATE	March 2025
SALARY	Band 7

JOB SUMMARY

Under the general supervision of the Ontario Works Supervisor, determines initial and on-going client eligibility according to Ontario Works Act & Regulations; negotiates and monitors an Action Plan in conjunction with each participant; manages an assigned caseload of Ontario Works clients.

The Ontario Works Case Manager- Transitional Support will use their knowledge and expertise in the area of mental health and/or addiction to support, coach and guide clients struggling with these barriers.

JOB DUTIES AND RESPONSIBILITIES

Determines client initial and ongoing eligibility according to Ontario Works Act & Regulations by:

- Conducting interviews by phone or in person at a variety of locations including but not limited to schools, rural/urban community settings, or client's home etc.;
- Interviewing, assessing client needs, providing guidance effectively, provide /assess person-centred stability supports and services as well as understand and apply relevant legislation;
- Developing and supporting working relationships with referral agencies, partners and other community stakeholders;
- Requesting and reviewing Third Party checks and action discrepancies;
- Informing clients of their rights and responsibilities;
- Maintaining a comprehensive understanding of crisis management and the impact of trauma on mental health and addiction issues;
- Making referrals to outside agencies and acting as a liaison with mental health and addiction treatment programs;
- Maintaining strict confidentiality guidelines regarding all clients;
- Conducting investigations including initial fraud, special circumstances, and eligibility related discrepancies;
- Advocate for clients to support their individual needs;

- Providing service to a broad range of clients who may be distraught, in crisis or in an emergency situation;
- Assess, analyse and resolve complex situations
- By attending and sitting on community and organizational committees in the area of mental health and addiction;

Negotiates and monitors an Action Plan in conjunction with each participant by:

- Ongoing assessment of client employability and person-centred stability support needs to determine an Action Plan and whether or not a deferral or restrictions are required;
- Completion of provincial assessment tool (s) and/or any other local tool that assists with determining a client's participation pathway;
- Engage the participant in a goal setting process to increase their employability and transition to employment services delivered by Employment Ontario based on the participants individual needs;
- Refer participants to both internal and external supports and services based on their individual needs and monitor these activities to ensure compliance with the negotiated plan;
- Liaise with staff in other DNSSAB departments and external agencies to ensure a wrap around holistic approach to services inclusive of case conferences;
- Demonstrate coaching and facilitate solution-based conversations;

Manages Ontario Works cases by:

- Update Ontario Works client files, records and documents as required;
- Review and action reports and statistical data;
- Complete and commission all necessary documentation;
- Act as a witness in court and at Social Benefit Tribunal;
- Maintain a current knowledge of legislation, policies and procedures, programs, and community resources;
- Develop and maintain professional relationships with community agencies, office staff and clients we serve;
- Calculate and approve benefits as per eligibility criteria;
- Perform administrative functions as necessary;
- Audit overpayments to ensure accuracy, create overpayments and activate temporarily uncollectible overpayments if justified;
- Action and monitor third party reimbursements.
- Provides employees and citizens accessing DNSSAB services, and external stakeholder's high levels of exceptional customer service that is consistent with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) – Accessible Customer Service Standard (Regulation 429/07);
- Ensures all requirements pertaining to French Language Services Act are met.

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

- Completion of a two (2) year diploma or degree in a Social Science field;
- Two years relevant experience within the last 5 years working in a position that directly delivers mental health and / or addiction services to adults struggling with these barriers;
- Good working knowledge of the Ontario Works Act & Regulations;
- Experience working with people struggling with mental health and/or addiction related issues;
- Comprehensive knowledge of client-centred mental health and addictions interventions, and practice methods;

- In depth knowledge of community resources, treatment centres, social service networks and organizations;
- Sound knowledge of de-escalation techniques and crisis management;
- Good verbal and written communication skills, motivational skills and conflict resolution skills; excellent customer service skills;
- Able to identify when an external referral is required to address the client's needs
- Proficiency in the use of computers;
- General knowledge of the full range of programs delivered by DNSSAB including: Ontario Works, Child Care and Social Housing;
- Must possess valid Ontario Driver's License and have a vehicle available for use on the job;
- Respect confidentiality.