

JOB DESCRIPTION

JOB TITLE	Ontario Works Support Centre Attendant
DEPARTMENT / PROGRAM AREA	Ontario Works
REPORTING TO	Ontario Works Supervisor
EFFECTIVE DATE	March 1, 2025
SALARY	Band 5

JOB SUMMARY

Under the supervision of the Ontario Works Supervisor acts as a support to Ontario Works Case Managers, Ontario Works Transitional Support Case Managers and the Ontario Works System Navigator and Community Liaison to carry out specified administrative functions; delivers life stabilization workshops as required; assists clients with completing applications, forms and documentation to explore potential additional supports and financial resources; supports the Ontario Works Support Centre and acts as the host for various community partners visiting the Centre to provide supports, services and information sessions to Ontario Works Clients.

JOB DUTIES AND RESPONSIBILITIES

Direct Client Services

- Assists designated staff by meeting with clients to assist with various tasks such as applying for benefits from other community partners and other government agencies, completing on-line forms, emailing documents and researching life stabilization related information on-line.
- Obtains information from or giving information to clients as directed.
- Assists in liaising with community agencies.
- Processes required payments to community partners delivering services to clients.
- Process participation benefits for ongoing ODSP/OW participants.

Life Stabilization Supports / Ontario Works Service Centre

- Developing and delivering life stabilization related workshops and information sessions using standard reference materials.
- Assisting clients to complete various tasks related to a clients journey such as applications for various benefits and support services.
- Assists the Ontario Works System Navigator and Community Liaison position with maintaining a comprehensive listing of community partners in the local Ontario Works Referral Tool.
- Assists in the development of various Ontario Works informational materials.

- Acts as the host for various community partners visiting the Centre to provide support and information to Ontario Works clients.
- Contributes to the development of client programs offered through the Ontario Works Support Centre.

Reporting and Administrative Tasks

Carries out specified administrative functions by:

- Greeting clients and redirecting when appropriate.
- Assisting customers to use equipment such as laptop/computer, fax, photocopier, telephone, etc.
- Monitoring and recording equipment use as required.
- Maintaining a supply of resource material such as pamphlets, brochures and bulletin boards etc.
- Responsible for developing the messaging on the TV monitors in all offices with approval from the OW Management team.
- Monitoring and tracking of Centre usage along with the completion of other required reports as directed by the OW Management team.
- Enters client data into the social assistance management system as required.
- Participates in team meetings as required to assist with the development of services for the Ontario Works Support Centre.
- Works within established guidelines and procedures.
- Performs other duties and special projects as assigned.

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 Post-Secondary Diploma in Human Services or an acceptable combination of education and experience.
- One (1) year experience working in a career supporting vulnerable populations.
- Applied knowledge of adult education theory, principles and practices.
- Ability to establish and maintain professional boundaries.
- Knowledge of current resources available for Ontario Works clients seeking life stabilization supports and services inclusive of employment.
- Demonstrated ability to work in a team environment.
- Demonstrated understanding of the principles and practice of confidentiality in a professional office environment.
- General knowledge of special needs/requirements of client populations accessing programs and services delivered by DNSSAB.
- Detail oriented with keen observation skills.
- High-level proficiency in desktop applications including Microsoft Office Suite.
- Ability to communicate effectively and tactfully both orally and in writing.
- A valid Ontario Driver's License and a vehicle available for use on the job.