

JOB DESCRIPTION

JOB TITLE	Program Assistant, Ontario Works
DEPARTMENT / PROGRAM AREA	Ontario Works
REPORTING TO	Director, Social Services and Employment
EFFECTIVE DATE	February 2022
SALARY	Band 5

JOB SUMMARY

Under the supervision and direction of the Director of Employment and Social Services, the Program Assistant will be responsible for providing Program and Administrative support to members of the Ontario Works Management team and broader Ontario Works department.

The position will perform a wide range of administration support functions inclusive of program integrity functions, contract administration, data collection, website maintenance, scheduling, program reporting, and assistance with the coordination of day to day functions and related projects. This position will also assist in providing superior customer service to community stakeholders by responding professionally and promptly to all questions, inquiries and requests in a timely manner with due regard for confidentiality.

JOB DUTIES AND RESPONSIBILITIES

Direct Program Support

- Input program service information and financial data reports for submission to government agencies or other external partners as required;
- Supports OW management and liaises with the Contract and Purchasing Specialist in the administration of service contracts and legal agreements in reference to due dates, amendments and monitoring of required reports for such contracts;
- Retrieve information and/or data from the social assistance management system as required;
- Assist with phone calls to clients when required to share general information only and/or assist with client surveys etc.;
- Responsible for maintaining the Ontario Works section of the DNSSAB website;
- Coordinates operational and administrative activities within Integrated Services Management by organizing the incoming flow of work and requests in order of priority;

- Responsible for coordination and administration of all contracts in reference to due dates, amendments and monitoring of required reports for such contracts related to Ontario Works;
- Assists with research and collects and compiles data from various sources Creates templates and flow charts for program service, financial data reports for both internal and external use with community partners;
- Gathers information and acts as liaison with community partners, providers or other government agencies to assist the OW management team in preparing reports and proposals utilizing various computer programs including but not limited to Microsoft Office.
- Organizes information and maintains databases as required;
- Completes program specific downloads through COGNOS and other sources, disseminates information to appropriate staff and completes data entry when required according to established procedures;
- Contacts relief staff for short term work assignments at the request of Integrated Services Management;
- Back-up relief to the Electronic Document Management support position;
- Sends and tracks all internal and external referrals;
- Other duties as assigned.

Program Compliance and Integrity Support Functions

- Support the Ontario Works Program Compliance Specialist with tracking relevant data to support planning and Ministry reporting;
- Assist with the tracking and monitoring of overpayment recoveries;
- Assist with the photocopying/scanning of documents related to Internal Reviews, Social Benefit Tribunal hearings and MFIPPA's as directed;
- Assists with the preparation of chronological reports using available data;
- Acts as a back-up to complete third party checks as required;
- Responsible for storing, sharing, tracking various ministry reports/documents including welfare fraud hotline allegations, ad hoc reports and outstanding investigations etc.

General Administrative Support, Meetings and Special Projects

- Provides general administrative support by completing data entry and preparing general correspondence, memorandums and a range of program reports as requested;
- Performs general office duties including filing, photocopying, emailing, scanning and faxing documents;
- Providing follow up in a timely manner and prioritizing/sequencing multiple tasks;
- Assists with the coordination of day-to-day operational and administrative activities such as populating the internal scheduling tool with appointment times inclusive of staff meetings, training etc;
- Enters expenditure information into the DNSSAB Portal for approval as directed and liaises with Finance department when necessary;
- Organizes travel for OW department to attend training, conferences, meetings etc;
- Assists OW department with getting internal OW related program information translated using internal DNSSAB protocols/processes;
- Responsible for ensuring that signage related to office closures and/or other communications such as holiday messaging is disseminated to appropriate OW staff at all offices;
- Tracks program information that assists with departmental planning;
- Prepares for meetings, departmental training and other gatherings including booking meeting rooms, preparing agendas, minute taking, tracking of attendance, ordering catering and setting up meeting facilities and equipment;
- Completes required follow up on partnership meetings and planning initiatives;

- Send invites and provide follow up contact with meeting attendees on behalf of management staff as required;
- Receives calls and provides appropriate responses and information based on departmental procedures;
- Back- up relief to other administrative support positions in the organization as required;
- Other duties 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

- Post-Secondary Diploma in Office Administration/Legal Assistant or an acceptable combination of education and experience;
- Two (2) years directly related experience;
- Knowledge of the Ontario Works Program, Act and Regulations considered an asset;
- Excellent knowledge of general office procedures and time management skills;
- Comprehensive knowledge of the principles and practices of effective communications, as well as familiarity with new communications technologies and application to public sector organizations;
- Proven experience in delivering high quality customer service – client centred, service-oriented, and a team player;
- Knowledge and experience associated with handling and modifying contracts and/or contract administration;
- Experience setting up meetings and public presentation facilities equipment;
- Excellent oral, written and editing skills, with the ability to adapt communications to different audiences and mediums;
- Computer proficiency, including all aspects of Microsoft Office Applications;
- Working knowledge of Tableau software considered an asset;
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Demonstrated respect of the confidentiality of privileges and sensitive personnel information;
- A valid Ontario driver's license and a vehicle available for use on the job;
- The ability to communicate in both official languages is considered an asset.