

JOB DESCRIPTION

JOB TITLE	Program Compliance Specialist
DEPARTMENT / PROGRAM AREA	Ontario Works
REPORTING TO	Ontario Works Supervisor
EFFECTIVE DATE	March 2025
SALARY	Band 7

JOB SUMMARY

Under the supervision of the Ontario Works Supervisor, 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.

JOB DUTIES AND RESPONSIBILITIES

Ensures program integrity by taking a pro-active approach to prevent fraud and overpayments by:

- Assisting the Ontario Works 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, 3rd party agencies, etc. in a 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 Ontario Works Supervisor;
- 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 Ontario Works Supervisor;
- Act as a witness in criminal court as required;
- 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

- 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.