



JOB DESCRIPTION

JOB TITLE	Ontario Works Case Manager – Transitional Support
DEPARTMENT / PROGRAM AREA	Social Services
REPORTING TO	Supervisor of Employment and Client Outcomes
EFFECTIVE DATE	July 2021
SALARY	Band 7

JOB SUMMARY

Under the general supervision of the Supervisor of Employment and Client Outcomes, determines initial and on-going client eligibility according to Ontario Works Act & Regulations; develops, implements and monitors an employment case plan in conjunction with each participant; manages an assigned caseload of Ontario Works recipients.

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

JOB DUTIES AND RESPONSIBILITIES

Determines client initial and on-going 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 advice effectively, providing/assessing employment opportunities as well as understand and apply relevant legislation;
- Developing and supporting working relationships with referral agencies, partners and other community stakeholders including legal and support issues;
- 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;
- Coordinating and facilitating educational workshops on mental health and addiction related topics;

- Conducting investigations including initial fraud, special circumstances, and eligibility related discrepancies;
- Advocating on behalf of clients for services in areas of career opportunities, life skills, education, health, comfort, housing and community support systems etc.;
- Providing service to a broad range of clients who may be distraught, in crisis or in an emergency situation;
- Demonstrated ability to assess, analyse and resolve complex situations
- By attending and sitting on community and organizational committees in the area of mental health and addiction;
- Providing mental health and addiction supports and services to individuals.

Develops, implements and monitors an employment case plan in conjunction with each participant by:

- Ongoing assessment of client employability to determine Ontario Works activities, deferrals or restrictions including referrals;
- Engaging the client in a goal setting process to increase their employability and transition to employment ensuring that the Participation Agreement is adhered to;
- Referring participants and liaising with staff in other DNSSAB departments and external agencies;
- Referring participants' to Community and Employment Placements, Employment/ Training Opportunities and Resources;
- Demonstrating coaching and facilitating solution based conversations;
- Preparing needs and risk assessments.

Manages an assigned caseload of Ontario Works recipients by:

- Updating Ontario Works recipients files, records and documents as required;
- Reviewing and auctioning reports and statistical data;
- Completing and commissioning all necessary documentation;
- Acting as a witness in court and at Social Benefit Tribunal;
- Maintaining a current knowledge of legislation, policies and procedures, programs, and community resources;
- Developing and maintaining professional relationships with community agencies, office staff and the clients we serve;
- Calculating and approving benefits as per eligibility criteria;
- Performing administrative functions as necessary;
- Auditing overpayments to ensure accuracy, creating overpayments and activating temporarily uncollectible overpayments if justified;
- Actioning and monitoring third party reimbursements.

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.