

JOB DESCRIPTION

JOB TITLE	Ontario Works Case Manager
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.

JOB DUTIES AND RESPONSIBILITIES

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

- Conducts interviews by phone or in person at a variety of locations including but not limited to schools, rural/urban community settings, or client home;
- Interviews client, assess client needs, provide guidance effectively, provide /assess person-centred stability supports and services as well as understand and apply relevant legislation;
- Conduct investigations including initial fraud, special circumstances, and eligibility related discrepancies;
- Develops and supports working relationships with referral agencies, partners and other community stakeholders;
- Request and review Third Party checks and action discrepancies;
- Inform clients of their rights and responsibilities;
- Provides service to a broad range of clients who may be distraught, in crisis or in an emergency situation;
- Advocates for clients to support their individual needs;
- Assesses, analyses and helps to resolve complex situations.
- Maintaining strict confidentiality guidelines regarding all clients;

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 Action Plan activities and whether or not a deferral or restrictions are required;
- Completion of provincial or local 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

- Two (2) year post-secondary Diploma in Social Sciences, Human Services, Business Administration or related field or acceptable combination of education and experience;
- Over two (2) years previous experience in Ontario Works Income and Employment support is an asset;
- Experience working in a community setting or related field; providing financial planning, case management and employment supports ;
- Demonstrated working knowledge of community resources with the ability to effectively connect clients to supportive services;
- Good working knowledge of the Ontario Works Act & Regulations;
- Good verbal and written communication skills, motivational skills and conflict resolution skills; excellent customer service skills;
- 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.