



JOB DESCRIPTION

JOB TITLE	Client Support Worker
DEPARTMENT / PROGRAM AREA	Social Services
REPORTING TO	Supervisor of Employment and Client Outcomes
EFFECTIVE DATE	February 2017
SALARY	Band 4

JOB SUMMARY

Under the direction of the Supervisor of Employment and Client Outcomes, the Client Support Worker is responsible to assist designated frontline staff in client support functions by gathering accurate and detailed information from applicants for a program or service delivered by DNSSAB, provide clerical reception support to customer service counter, switchboard and cheque pick-up window as required. The Client Support Worker is responsible for providing client support assistance which may include assessing potential eligibility for client supports and services within Social Service Programs. This position is required to provide optimal quality customer service through strong knowledge of programs and services, attention to detail, applicable federal, provincial and municipal legislation, policy and procedures, community resources and a variety of computer programs and software.

This position operates in compliance with legislation, policy, procedures and standards set by the Province and DNSSAB.

JOB DUTIES AND RESPONSIBILITIES

Receives calls and inquiries from Social Service clientele and ensures accurate assessment is completed to support the delivery of programs within Social Services by:

- Responding to client inquiries and resolving client services issues and concerns through assessment and response;
- Referring to appropriate Social Services staff and other service providers for more complex inquiries or urgent matters;
- Receiving and processing client reporting documents as directed and updating case notes and files;
- Generating payment requests as directed from front line staff; distributing manual cheques, near cash items, drug cards as directed and recording distribution;

- Verifying documentation for discrepancies and errors and referring these to appropriate staff;
- Responsible for assigning, receiving and sending incoming and outgoing file transfers between CMSM/DNSSAB'S and local offices;
- Preparing necessary letters, memos, forms and reports as required.
- Assisting front line workers in making client contact or client follow up as required.

Determination of potential eligibility or potential ineligibility for supports by:

- Collecting personal information to determine if the applicant's circumstances fall within the eligibility criteria described in the provincial and municipal legislation, policy and procedures;
- Attention to detail required when reviewing identification and required documentation for benefit/information pick up/release;
- Liaise with front line staff, provide accurate information and assessment to request approval to follow through with decision to approve or offer referral to alternate program or community partner;
- Communicating to the applicant any required or missing documentation to meet legislative requirements and adding such information into the technology data base;
- Monitoring receipt of funds for repayment, reimbursement and processing of all cash and cheques received and issuing receipts;
- Processing payments, verifying documentation, distributing vouchers, bus passes, cheques and near cash items as required.

Provides optimum quality Customer Support Service to promote effective and efficient delivery of programs and services within Social Services by:

- Ensuring responses are accurate and potential eligibility decisions are consistent with the legislative requirements;
- Working effectively and efficiently with front line staff and peers to promote organizational team work;
- Maintaining an attitude of service excellence by responding efficiently and effectively to clients' needs;
- Verifying client needs by asking probing questions, and responding with respect and professionalism;
- Using customer-friendly language, supportive words and an empathetic tone of voice and avoiding the use of acronyms;
- Managing challenging applicants with care by utilizing conflict-resolution skills to resolve issues prior to reaching escalation;
- Identifying applicants who may be in crisis and responding to the needs of a vulnerable client population dealing with personal and/or sensitive issues (e.g. victims of violence, health related crisis, applicants pending evictions, applicants suffering from mental health and addictions issues, vulnerable youth 17 and 17 years of age, homelessness, victims of disaster etc);
- Maintain relevant updates on Federal, Provincial and Municipal legislation, regulation, practices, policy and procedure;
- Create an accurate and detailed electronic record of the telephone/in-person interaction using appropriate technology;
- Follow safety procedures and scheduling requirements when dealing with verbally abusive/aggressive applicants by creating service delivery and /or safety cautions in the records;
- Working cooperatively as part of a team in support of Case Management within all DNSSAB programs;
- Performing other duties as required.

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 Social Services, Human Services or related field or acceptable combination of education and experience;
- Two (2) years' experience in a front-line role in a human services environment, preferably in a social service setting;
- Comprehensive knowledge of applicable Federal, Provincial and Municipal Legislation, policy, procedures and programs within DNSSAB;
- General knowledge of special needs/requirements of client populations accessing programs and services delivered by DNSSAB;
- General knowledge of the full range of community resources;
- Detail oriented with keen observation skills;
- High-level proficiency in desktop applications including Microsoft Office Suite;
- Ability to interpret and explain legislation, policy and procedures;
- Ability to communicate effectively and tactfully both oral and written;
- Ability to work in a stressful, fast-paced environment and recognize emergency situations;
- A valid Ontario Driver's License and a vehicle available for use on the job.