



Bulletin No. D2025-53 Internal

Position:	Client Support Worker - Bilingual
Hours of Work:	8:30am to 4:30pm
Location:	North Bay, ON
Duration:	Temporary Full-Time (up to 12 months)
Salary	\$54,987.70 to \$65,670.90

Duties:

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

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;
- Fluently bilingual in French and English is required;
- 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.

Applicants must submit a current resume with a cover letter, using their work email, to the Human Resources Department at jobs@dnssab.ca, up to **4:30PM, Friday, August 22nd, 2025**, indicating how his/her qualifications meet the requirements specified in the bulletin. Please ensure to indicate the bulletin number and position title for the specified posting you are applying for.

DNSSAB is an equal opportunity employer. In accordance with DNSSAB's Accessibility Policy, accommodations will be provided in all parts of the hiring process. Applicants are encouraged to make their needs known to Human Resources in advance. We thank all applicants for their interest. An acknowledgement will be sent only to those candidates who will be interviewed.

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