

JOB DESCRIPTION

JOB TITLE	Ontario Works Case Manager
DEPARTMENT / PROGRAM AREA	Social Services
REPORTING TO	Supervisor of Employment and Client Outcomes
LOCATION	North Bay
WEEKLY HOURS OF WORK	35
SALARY GRADE	Band 7
DATE	July 2021

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

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.

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

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

- Conduct interviews by phone or in person at a variety of locations including but not limited to schools, rural/urban community settings, or citizen home;
- Interview, assess citizen needs, provide advice effectively, provide /assess employment opportunities as well as understand and apply relevant legislation;
- Conduct investigations including initial fraud, special circumstances, and eligibility related discrepancies;
- Advocates on behalf of citizens for services in areas of career opportunities, life skills, education, health, comfort, housing and community support systems etc.;
- Develops and supports working relationships with referral agencies, partners and other community stakeholders including legal and support issues;
- Request and review Third Party checks and action discrepancies;
- Inform citizens of their rights and responsibilities;
- Ability to provide service to a broad range of citizens who may be distraught, in crisis or in an emergency situation;
- Demonstrated ability to assess, analyse and resolve complex situations.

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

- Ongoing assessment of citizen employability to determine Ontario Works activities, deferrals or restrictions including referrals;
- Engage the citizen in a goal setting process to increase their employability and transition to employment ensuring that the Participation Agreement is adhered to;
- Refer citizens and liaise with staff in other DNSSAB departments and external agencies;
- Refer citizens to Community and Employment Placements, Employment/ Training Opportunities and Resources;
- Demonstrate coaching and facilitate solution based conversations.

Manages and assigns caseload of Ontario Works recipients by:

- Update Ontario Works recipients 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 citizens 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.

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 or related field or acceptable combination of education and experience;
- Over two (2) years previous experience in Ontario Works Income and Employment support or related field;
- 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.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

College: 2 Years

EDUCATION AND SPECIFIC TRAINING

[The level of formalized knowledge required to satisfactorily fill the position – such knowledge is most commonly acquired as a result of time spent in schools, colleges and universities / today's levels and standards are utilized – Education and Work Experience are rated together]

Over two years, up to and including four years.

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires that changes be recommended to established methods or procedures. Work involves a choice of methods or procedures or sequence.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of intermediate duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Light activity of long duration

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate co-ordination of coarse movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in a serious loss of time or resources, or cause significant embarrassment within the organization and have limited impact on its public image.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibility is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Persuasive diplomacy required when either recommending, discussing to clarify information, or negotiating matters with others.

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of continuous exposure.