

JOB DESCRIPTION

JOB TITLE	Ontario Works Case Manager – Transitional Support
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.

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

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:

- 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 and 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) 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.

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

EXPERIENCE

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

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 responsibilities 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.