

JOB DESCRIPTION

JOB TITLE	Ontario Works System Navigator and Community Liaison (2 – 1 unilingual, 1 bilingual)
DEPARTMENT / PROGRAM AREA	Ontario Works
REPORTING TO	Ontario Works Supervisor
EFFECTIVE DATE	March 1, 2025
SALARY	Bank 7

JOB SUMMARY

Under the supervision of the Ontario Works Supervisor, the Ontario Works System Navigator and Community Liaison will assist the Ontario Works team with achieving outcomes working with individuals with complex needs who have demonstrated an inability to follow through with tasks, have difficulty with self-navigation and self-management and need increased support to attach to services both internally and in the community. This position will assist individuals to move forward through a combination of supports embracing a person-centered, strengths based holistic model working cooperatively and collaboratively with community partners.

JOB DUTIES AND RESPONSIBILITIES

Direct Program/Client Support

- Receive referrals from the Ontario Works Case Manager or Ontario Works Transitional Support Case Manager when more intensive follow up within the community is required to assist clients to attach to services.
- Works collaboratively with other DNSSAB staff to support client needs to ensure consistency in program delivery while avoiding duplication of service using a coordinated and collaborative approach to problem solving.
- Provides a broad range of services to a broad range of clients who may be distraught, in crisis or in an emergency situation.
- Will provide intensive support to clients with long-term social assistance dependency.
- Assists client with creative problem solving and goal setting through the identification of milestones that are relevant and achievable.
- Assist clients with identifying support systems to help them cope with life challenges.
- Provides individualized support and referrals to clients with complex barriers that require a wide range of community support.
- Assists clients to navigate complex systems including but not limited to, mental or physical health care, addiction services, criminal justice systems, housing related matters, legal services, and other human service systems.
- Assist clients with coordinating access to care and services.
- Acts as an advocate and assists clients with motivation and encouragement.
- Accompany clients when required to attend appointments, assessments, and programs to support life stabilization.

- Provides support until the client has demonstrated competency in following through with the activities required to assist them with overcoming their barriers to employment up to the time that the client no longer requires intensive support.
- Completes the necessary follow up with client(s) and/or community partner at regular established intervals to ensure the client maintains his/her participation in life stabilization related activities and has the required support to facilitate this participation.
- Coordinates and collaborates with community partners on the services needed by individuals to move forward with their client-led Action Plan upon referral.
- Case conferences with key stakeholders involved in the client journey to ensure a wrap-around approach to service delivery.
- Updates client Action Plan as required in the social assistance management system.
- Tracks and monitors information as required.
- Interviews and negotiates with clients to ensure that the service pathways are clear and understood.
- Assists clients in completing applications, forms, and documentation to explore potential additional supports and financial resources.
- Consistently and effectively works with clients to move towards self-sufficiency and improved life stability.
- Assesses eligibility for Ontario Works with additional benefits that support a client's participation in life stabilization related activities.
- Enters notes and other information into the social assistance management system as required.
- Coordinates and facilitates educational workshops related to life stabilization supports and service system navigation when required.

Community Liaison

- Enhances the connection between community resources and Ontario Works staff.
- Acts as a lead with the OW Management Team to assist community partners with the development of joint protocols with respect to life stabilization supports and services.
- Regularly visits community partners at their location to provide information and support to OW clients.
- Coordinates holistic in-service training for Ontario Works staff that is relevant to the ongoing delivery of life stabilization supports and services.
- Deliver presentations to community partners as required.
- Represents the Ontario Works program at community tables as assigned.
- Works collaboratively with community partners as part of a community response plan in emergency situations where Ontario Works clients are impacted.
- Maintains points of contact for a wide array of community partners that provide support and services to Ontario Works clients.

Staff Training and Information Sharing

- Assists the Ontario Works Staff Trainer with the orientation of new staff to help prepare them for the delivery of holistic life stabilization supports and services and assists with ongoing training of existing staff.
- Creates job aids and resource guides for all Ontario Works staff as required to assist them with system navigation and service coordination.
- Responsible to work with the Ontario Works Support Centre Attendant to maintain a comprehensive resource directory of community partners and community resource information in the local Ontario Works Referral Tool.
- Works within established guidelines, policies, and procedures.
- Maintain expertise in technology applications and methods for effective and efficient communication.
- Administer and monitor Board policies for copyright, branding, access, and privacy of information.

Other Duties

- May assist with the development and completion of reports for senior management, the Board, and the Ministry.
- Reviews and actions reports and statistical data.

- Responsible to enter, update and maintain third party referral records in the OW Life Stabilization Referral Tool.
- 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

- Completion of a two (2) year diploma or degree in a Social Science field.
- Two years relevant experience within the last 5 years working with vulnerable adults with complex life challenges such as trauma, homelessness, poverty, mental health, addiction, isolation, criminal justice system involvement, etc.
- Demonstrated ability to work collaboratively with community partners.
- Demonstrated ability to work effectively independently within a variety of community settings.
- Ability to establish and maintain professional boundaries.
- Understanding of cultural safety and cultural competency for Indigenous/Racialized populations.
- Good working knowledge of the Ontario Works Act & Regulations.
- Ability to assess, analyze, manage and resolve complex situations.
- General knowledge of client-centered mental health and addictions interventions, and practice methods.
- In depth knowledge of community resources, treatment centres, social service networks and organizations and ability to navigate through a complex network of services.
- 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 and computer applications such as Microsoft Office Suite.
- Working knowledge of the Ontario Works Social Assistance Management System preferred.
- General knowledge of the full range of programs delivered by DNSSAB including Ontario Works, Children's Services, Housing Programs and Housing Operations.
- Must possess a valid Ontario Driver's License and have a vehicle available for use on the job.
- Understands and respects the importance of confidentiality.