



## JOB DESCRIPTION

<b>JOB TITLE</b>	Ontario Works Case Manager
<b>DEPARTMENT / PROGRAM AREA</b>	Social Services
<b>REPORTING TO</b>	Supervisor of Employment and Client Outcomes
<b>EFFECTIVE DATE</b>	August 2022
<b>SALARY</b>	Band 7

### JOB SUMMARY

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.

### JOB DUTIES AND RESPONSIBILITIES

#### **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 an assigned 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, Human Services, Business Administration or related field or acceptable combination of education and experience;
- Two (2) years previous experience in Ontario Works Income and Employment support is an asset;
- Experience working in a community setting or related field; providing financial planning, case management and employment supports ;
- Demonstrated working knowledge of community resources with the ability to effectively connect clients to supportive services;
- 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.