

The District of Nipissing Social Services Administration Board is hiring!

Client Support Worker – Bilingual (Permanent) BULLETIN NO. D2022-51

Do you aspire to have a fulfilling position in the human services delivery environment and to make a difference in the lives of the people in our community? At the District of Nipissing Social Services Administration Board (DNSSAB), we help people to put an affordable roof over their heads, we make sure an ambulance takes them to hospital when needed, we help them find affordable childcare so that they can go to work to support their family, and we are there when a little support can make a world of difference during a difficult time in someone's life. If you want a challenge working in the public sector with a locally respected organization, come join our team. We are looking for a talented Bilingual Client Support Worker to add to our exceptional Social Services team.

This permanent Bilingual Client Support Worker position is physically located in North Bay. 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. The position is required to provide optimal quality customer service through strong working 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 DNSSAB offers a competitive salary of \$50,695.45 per year, enrollment in the OMERS pension plan and health benefits plan, a team oriented work environment, encourages work-life balance with the right to disconnect, and is committed to ongoing development.

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 for use on the job.

**Must be legally eligible to work in Canada. Proof of Vaccination is a requirement.
Criminal Reference Check within three (3) months is a requirement.**

Applications for the above position will only be accepted through the **Plum Recruitment Tool** up to **4:30PM, Tuesday, November 8th, 2022**. Please follow this link <https://bit.ly/3pltiWb> to apply now! You will be required to create a profile and complete an assessment prior to uploading your cover letter and resume. Your profile will allow you to stand out from your fellow applicants for your unique skillset. See how bright your future could be. Come join our team and help make a difference in the lives of the people we serve!

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.