



COUNTY ADMINISTRATION BUILDING  
Belleville, Ontario

### **SUPERVISOR, Client Access Services**

The County of Hastings Community and Human Services Department has an immediate opening for a permanent **full-time Supervisor, Client Access Services**. This is a Non-Union position reporting to the Manager, Access and Program Support Services. This position will supervise the delivery of integrated intake, access and information support services for clients and staff in the Community and Human Services Department.

#### **RESPONSIBILITIES:**

- Day-to-day coordination of intake services at the Intake Access Center for the Ontario Works, Housing Services, and Children's Services programs consistent with corresponding program legislation and local policy and procedures.
- Day-to-day operation of the integrated front counter and telephone reception consistent with departmental Operating Procedures.
- Provide direct supervision for Intake Screeners and Client Access Representatives at the Intake Access Center and the Integrated Front Counter and Telephone Reception.
- Other duties as required, or assigned from time-to-time.

#### **QUALIFICATIONS:**

- B.A. preferred; minimum two-three years post-secondary education in a Human Services or Social Sciences related field with relevant experience.
- Minimum of five years related work experience in a Human Services capacity.
- Demonstrated ability to understand, interpret and apply program legislation, and departmental and corporate policies and procedures.
- Advanced proficiency with Microsoft Office applications (Word and Excel).
- Advanced working knowledge of SAMS, YARDI and OCCMS.
- Superior customer service skills.
- Demonstrated interpersonal, leadership, and coaching skills.
- Excellent verbal and written communication skills.
- Ability to deal with numerous project demands in a professional and competent manner.
- Innovative thinking necessary to ensure uncompromised access to quality services for individuals and families in our community.
- Discretion and good judgment in dealing with highly confidential and sensitive issues.
- Prior supervisory experience is considered an asset.

**SALARY RANGE:** \$67,736.00 - \$79,225.00 per annum, with excellent fringe benefits.

Applications will be received in the Human Resources Department until **4:00 p.m. on Thursday, June 30, 2016.**

Please forward applications to: [careers@hastingscounty.com](mailto:careers@hastingscounty.com)

Human Resources Department  
County of Hastings  
235 Pinnacle Street  
Belleville, ON K8N 3A9

*In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected will be used only for the purposes of this employment opportunity.*

We thank all applicants for their interest in this position; however, only those applicants selected for an interview will be contacted.

*The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.*