

Ontario Works Caseworker

230 Talbot St, St Thomas, ON N5P 1B2, Canada Req #900

Date Posted: March 21, 2024



Internal / External

The Corporation of the City of St. Thomas
Social Services Department has an opening for:

ONTARIO WORKS CASEWORKER

Permanent, Full-Time

Job Posting #900-03-24

POSITION SUMMARY:

Under the direct supervision of the Supervisor of Social Services, work as part of a team to facilitate and support individuals and families to access person-centred supports and financial assistance through the delivery of the Ontario Works (OW) program and other related programs and supports whether onsite, at alternate locations, and/or within the community.

MAJOR TASKS:

1. Process applications for financial assistance to address needs of individuals/families, determine eligibility for supports which may include OW assistance, housing prevention assistance, temporary care assistance, mandatory benefits and discretionary benefits while ensuring compliance with relevant programs and legislation.
2. Ensure decisions for initial or ongoing eligibility are made in accordance with the Ontario Works Act, Regulations and Directives, and local policies and procedures. Make certain all required documentation has been viewed, uploaded, and/or documented to support decisions, and financial assistance issued is accurate to ensure fairness and consistency in the delivery of Ontario Works.
3. Support individuals/families in the development and implementation of action plans, by completing comprehensive assessments to identify and address support needs and readiness for employment services. Ensure timely and appropriate referrals are made and provide additional resources as appropriate.
4. Using a person-centred approach and considering individual circumstances, regularly monitor participation to ensure individuals are making progress, reaching their goals, and meeting program requirements. Case conference to identify and address challenges and coordinate financial supports. Adjust plans as needed.
5. Maintain a working knowledge and understanding of supports and referral options available to support individual/family needs. Collaborate with internal/external departmental staff along with external agencies/support providers to appropriately maximize client supports.
6. Actively participate in training and review of Ministry materials and act as a mentor to new staff members.

7. In collaboration with leadership, assist in the development of specific business practices/job aids as well as communication strategies for effective program delivery and support.
8. Provide support to other program areas within the department, where applicable.
9. Ensure the accurate and timely completion of reports as required.
10. This position must be compliant with all provisions of the Occupational Health and Safety Act, related to "Duties of a Worker."
11. Performs other such related duties as may be assigned.

QUALIFICATIONS:

A minimum 2-year Community College Social Service Worker Diploma or a University Degree in Social Work, Sociology, or Psychology or other related field with a minimum of six credits in Sociology and Psychology. A minimum of three years' direct client focused experience as it relates to case management in a social services or human services environment. Must have good working knowledge of social service programs, specifically the Ontario Works Act and Regulations, and other related legislation. Must have demonstrated effective customer service skills and the ability to maintain effective working relationships with clients, the general public and staff. Experience working in a team environment is an asset. Must possess effective verbal, written and interpersonal skills as well as ability to exercise good judgement. Must have the ability to manage and effectively respond to stressful situations. Experience working in a computerized environment including knowledge of word processing, data base systems, file management, inter and intranets and electronic mail is required.

CONDITIONS OF EMPLOYMENT:

Must possess a valid driver's licence for the Province of Ontario. The use of a privately owned vehicle is required. May be required to work beyond the normal hours of work. May be required to participate in an emergency response within the community.

Remuneration Range: \$32.90 - \$41.14 per hour working 35 hours per week plus a comprehensive benefit package and OMERS Pension Plan. This is a CUPE Local 841 position.

Applications must be received no later than Thursday April 4, 2024 at 11:59 p.m.

HOW TO APPLY:

Go to www.stthomas.ca – Employment, Employment Opportunities.

Go to Posting Title.

Click the 'Apply Now' button. You will need to create a Login.

Please IMPORT and UPLOAD your COVER LETTER AND RESUME individually (i.e. pdf, word).

ENSURE YOU HAVE ATTACHED ALL YOUR DOCUMENTS PRIOR TO SUBMITTING YOUR APPLICATION.

Note: You will be required to answer Qualification questions during the application process.

When your application has been received through Dayforce, you will receive an email from notify@dayforce.com stating "Congratulations, your application has been successfully submitted."

All prospective employees, volunteers and students will be required to provide an acceptable "Criminal Record Search" as a condition of employment and prior to commencing employment.

Although we appreciate all applications received, only those selected for an interview will be contacted.

Personal information for this position is collected under the authority of the Municipal Act, R.S.O. 2001, as amended.

The City of St. Thomas is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. If you require accommodation to apply or if selected to participate in an assessment process, you must provide your accommodation needs in advance. Questions may be directed to the Human Resources Department at 519-631-1680 ext. 4146.

Other details

Pay Type Hourly

Apply Now