

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (ONTARIO WORKS DIVISION – LOCATION – VARIOUS)

ONTARIO WORKS WORKER I – CUPE 5167

The Healthy & Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

The goal of the Ontario Works Program is to support those in need so they may achieve self sufficiency and maximize their quality of life.

SUMMARY OF DUTIES

Reporting to the Human Services Supervisor, the Ontario Works Worker I manages and maintains a complex OW caseload requiring specialized attention or services. Located in close proximity to the front desk of every Ontario Works office, this role plays a pivotal role in the journey towards 'one stop' service delivery by addressing walk-in and emergency applications. As the Ontario Works subject matter expert, the Ontario Works Worker I can assist in all matters related to the effective delivery of services for the Ontario Works program and responds to internal and external inquiries.

GENERAL DUTIES

Maintains a smaller specialized OW case management caseload of participants that present with multiple challenges or barriers requiring prolonged and frequent intervention to maintain access to services and performing all of the associated responsibilities attached to the maintenance of an Ontario Works caseload.

In conjunction with the Human Services Supervisor, assists with issues and concerns resulting from, but not limited to, complex and/or emergency applications, walk-ins and harder to serve applicants/participants that may arise on a day-to-day basis.

Provides front desk assistance related to complex public inquiries, cheque issuance, emergency and/or crisis assistance, facilitates and co-ordinates application schedule issues and client referrals.

Receives and responds to inquiries from staff, participants, the public, community agencies of a more complex nature and provides relevant recommendations for resolution.

Participates in case conferences with case managers for both ongoing cases and new applications to assist with customer service and program delivery concerns utilizing decision making skills and expert knowledge of legislation, business processes and policies.

Provides oversight, direction and support to students, new hires and case managers through mentoring and coaching. Identify and assist in the professional development of staff and students.

Engages and empowers individuals from both a collegial and participant perspective.

Participates and recommends changes on policies, procedures and business processes that may impact on the Ontario Works standards of service delivery and/or customer service.

Within defined parameters, develops and maintains relationships with other community agencies and organizations and attends meetings, when applicable, to ensure cross-training and effectiveness of service delivery and/or customer service.

Utilizes extensive knowledge of resources to advocate on behalf of applicants/participants.

Utilizes SAMS to ensure accurate and timely reporting and documentation of required information.

Conducts interviews to establish initial, emergency and on-going eligibility. Develops documents and maintains appropriate confidential records using available technology and file.

Verifies financial assistance payments against approved budgets; identifies payments to be issued, suspended or cancelled; replaces lost and stolen cheques and completes related documents.

Maintains detailed knowledge of legislation and current changes to ensure compliance with OW legislation, policy and procedures.

Counsels and refers applicants/participants to other internal programs and community agencies and recommends case plan.

Responds to emergency issues such as major fires and chemical spills or other disaster related events, by staffing shelters, obtaining food supplies and assisting in transportation of disabled persons.

Provides coverage for staff when on vacation or training.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational Health and Safety

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Demonstrated knowledge principles, theories and code of ethics of human services normally acquired through the completion of a two year Community College Program in Social or Human Services with extensive experience in the Human Services field counselling clients, conducting interviews and assisting individuals/families.
2. Knowledge gained by successfully completing the training for an Ontario Works Worker, with progressive on the job experience as an Ontario Works Worker.
3. Demonstrated level of expertise and proficient knowledge of the Ontario Works Act, Regulations, Policies and Directives. Ability to understand and interpret legislation for the purpose of communicating updates and to educate clients and recommend to staff.
4. Must possess excellent client services skills to assist with hard to serve clients. Highly developed interpersonal skills to deal with difficult and sensitive situations/cases both with staff, clients and community agencies.
5. Demonstrated ability to mentor and coach a variety of people including students, new hires and case managers. Ability to demonstrate and model clear methodology for assessment and case management.

6. Demonstrated ability to be innovative and problem solve, especially on escalated or specialized cases by assessing the needs of individuals, families, groups and communities and assisting them through client-centered services to access the resources necessary to achieve their goals and meet their needs.
7. In-depth knowledge of the community agencies and related resources.
8. Excellent verbal communication, facilitation and presentation skills to conduct meetings, community presentations, etc.
9. Strong time management, planning and organizational skills as demonstrated/proven through extensive case management. Ability to manage multiple projects, client cases and staff.
10. Strong work ethics with a creative and dynamic outlook.
11. Demonstrated flexibility in adapting to change and willing to participate in opportunities that may shape and affect service delivery.
12. Result oriented self-starter.
13. Excellent written communication skills with demonstrated ability to write reports and compile statistics.
14. French language would be an asset.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
