

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (ONTARIO WORKS DIVISION - VERIFICATION UNIT- LOCATION - 1550 UPPER JAMES ST.)

RECOVERY OFFICER - CUPE 5167

The Healthy and 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.

SUMMARY OF DUTIES

Reports to the Supervisor, Verification Unit. Receives, processes and audits overpayments, court orders, government reimbursements and other repayments to Ontario Works. Maintains records and statistics of monies owing and recovered to Ontario Works. Trains staff in overpayment policies and procedures for Employment Insurance (EI) benefits, Workplace Safety and Insurance Board (WSIB), Canada Pension Plan (CPP) and Old Age Security (OAS) legislation as it relates to Ontario Works clients and benefit recovery.

GENERAL DUTIES

Receives, investigates and authorizes referrals of cases requiring recovery of money from current and former Ontario Works and ODSP clients. Receives, reviews, and processes assignments from staff. Directs staff with respect to follow-ups required.

Analyzes and reviews confidential files in order to complete forms and legal documents such as CPP Consent to Deduction and Repayment and Proof of Claim under The Bankruptcy Act. Determines if the City is eligible for recovery of monies.

Contacts and interviews clients by telephone, correspondence or in person to explain overpayment and to determine and negotiate repayment schedule.

Reviews and completes Affidavits with clients. Negotiates an agreed upon repayment schedule.

Opens and closes confidential files; audit files and review systems and accounting data to verify overpayment validity and/or status.

Documents information in files; corrects and changes overpayment status as required.

Collects, monitors and maintains records of client payments; adjusts and maintains computer balances; forwards changes and payments to Finance and Administration.

Liaises with all levels of government to determine when clients will receive benefits and to calculate monies owed to the City as an overpayment.

Receives, reviews and audits reimbursements, payments received from Ontario Courts and payments received from the Trustee through Bankruptcy Proof of Claim.

Controls and monitors revenues of Unit ensuring fiscal accountability and accuracy. Follows City of Hamilton cash handling policy

Issues official receipts and maintains receipts summary.

Participates in training of employees on policies and procedures concerning overpayments and assignments within the guidelines of The Ontario Works Act. Advises staff on updates of policy, procedures and legislation changes.

Participates, recommends and develops changes with outside agencies on policy and procedures that directly impact on the Eligibility Review Unit.

Assists clients in obtaining all available resources, including financial resources, through other agencies.

Writes reports; compiles client overpayment statistics and records; composes correspondence and maintains payment information.

Receives and answers inquiries from clients, staff, public, lawyers, elected officials, community agencies and other government agencies.

Co-ordinates and prepares legal documents and represents the City at Small Claims Court and Bankruptcy Hearings.

Approves and authorizes department documents to order cheques.

Identifies and extracts client information and enters data through computer system.

Responds to emergency evacuations, such as major fires and chemical spills, by staffing shelters, obtaining food supplies and assisting in the transportation of disabled persons.

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 ability in interviewing skills, flexibility in adapting to change, interpersonal relationships and case management normally acquired through a Community College Diploma in Social Services and/or a combination of education and related work experience.
2. Demonstrated ability to work independently with little supervision and in a team setting.
3. Extensive knowledge and previous practical experience in the Ontario Works Act and related legislation, programs, policies, directives and procedures.
4. Demonstrated experience working with figures and balancing cash transactions. Must possess highly developed skills in data analysis, evaluation, planning, organization and problem solving.
5. Excellent verbal and written communication skills.
6. Demonstrated ability to communicate effectively with clients, outside agencies, lawyers, community agencies, elected officials and government agencies.

7. Strong working knowledge of Ontario Works Act, legislation, policies, directives and Social Assistance Management System procedures. Knowledge of Employment Insurance, Immigration Canada, Revenue Canada, Workplace Safety Insurance Board, Canada Pension and related legislations.
8. Demonstrated planning and organizational skills with demonstrated ability to be a problem solver.
9. Demonstrated ability to analyze, plan, monitor and evaluate.
10. Working knowledge of computer software applications (Microsoft Outlook, Word and Excel and Internet Explorer).
11. Provision of a vehicle for use on the job.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.
