

# CITY OF HAMILTON

## HEALTHY & SAFE COMMUNITIES DEPARTMENT (ONTARIO WORKS DIVISION - HUMAN SERVICES - LOCATION – 2255 BARTON ST. E.)

### SPECIAL SUPPORTS CASE AIDE - 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. 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 Supervisor, Human Services, administers mandatory and discretionary health and non health related benefits requests for Ontario Works, Ontario Disability Support Program and Low Income clients such as eyeglasses, dental and denture, medical taxi transportation, cribs and car seats, mobility devices and products, diabetic, incontinence and surgical supplies, Affordable Transit Pass program and funerals, burials and cremation services etc. Determining financial eligibility by calculating a budget needs test for Low Income clients. The Special Supports Case Aide works with minimum of supervision on multiple activities while ensuring deadlines are adhered to and established procedures are followed. Receives and answers inquiries on a que-line.

### GENERAL DUTIES

Work to support a wrap around service and make appropriate referrals to support the person i.e. referral to housing, or other government programs, funding sources and/or community agency.

Determine financial eligibility and approve/deny the issuance of Special Support items such as dental, glasses, prosthetics, diabetic, incontinent supplies and medical taxi transportation by calculating a budget needs income tests for Low Income clients using a pre-established calculation formula and following eligibility criteria for the benefit requested.

Schedule and interview applicants to complete Low Income Applications and determine eligibility for assistance and or funeral and burials assistance as required.

Arrange funerals with funeral homes, cemeteries and crematoria for Ontario Works, Ontario Disability Support Program and Low Income clients.

Receive, review and authorize/deny dental and denture claims based on the Discretionary Benefits Fee Schedule and file history and respond to dental inquiries and questions.

Present information sessions to community agencies, new staff and outside suppliers on the Special Supports Program.

Receive and answer enquiries on que-lines from the public, hospitals, Coroner's Office, doctor and dental offices, funeral homes, occupational and physiotherapists, suppliers, pharmacies, agencies, as well as, other staff and supervisors.

Retrieve online social assistance applications for persons who apply online; merge Ontario Works duplicate cases in SAMs database.

Communicate with all levels of government, pharmacies, suppliers, banks, hospitals, doctors, dentists, funeral homes, occupational and physiotherapists, Coroner's Office, as well as, other staff and supervisors and elected officials.

Create and deactivate confidential client files; maintain other case information and documentation.

Interview walk-in clients, receive and authorize special assistance requests.

Complete applications for filing with CPP/OAS/Banks for reimbursement for funeral expenses for Ontario Works, Ontario Disability Support program and Low Income clients.

Complete stop payment of cheques for clients.

Correspond with clients, suppliers and health professionals to obtain information, correct valid claims, investigate continuation of benefits or notify applicant of denied claims and their right to request an internal review.

Assist in making travel arrangements for clients who have to attend hospital stays/treatment out of town or if they require taxi service

Maintain office filing system, such as confidential client and correspondence files.

Retrieve and extract data on financial and benefit activities relating to Special Supports using variety of different systems such as SAMS, Low Income Database, CESBAM, SALIS.

Maintain reimbursement records for cash and cheque recoveries for funerals.

Assist in training and development of new special supports staff and placement students.

Work 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.

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

## **QUALIFICATIONS**

1. Demonstrated experience in the above duties, normally acquired through a combination of education and relevant work experience. Demonstrated experience in a human/social service environment
2. Demonstrated ability to provide sensational client-centered service in accordance with the City's mission, vision and values and Corporate Culture Pillars.
3. Demonstrated excellent, analytical, organizational and time management skills.
4. Demonstrated experience in competently assessing the needs and determining financial eligibility of individuals, families and target groups to support them in achieving their goals. Demonstrated experience maintaining a case load and paperwork system.
5. Demonstrated working knowledge of Microsoft Office (Outlook, Word, Excel). Demonstrated ability to input data at an intermediate level with a high degree of accuracy. Previous experience with SAMS and SALIS database would be an asset.
6. Must have good knowledge of Business English.

7. Demonstrated ability to adapt to change and perform effectively in a dynamic and complex work environment.
8. Strong interpersonal and communication skills, with demonstrated ability to work independently, within a peer team setting and as part of a multi-disciplinary team.
9. Must have a good knowledge and understanding of the following; Special Supports Program, Ontario Works office and business procedures, Ontario Works and Ontario Disability Support Program legislation and departmental and community resources.

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

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