

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(CHILDREN'S & COMMUNITY SERVICES DIVISION - EARLY YEARS – LOCATION – 28 JAMES ST. N., 6th FLOOR)

SUBSIDY ELIGIBILITY WORKER - 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. Social Development and Early Childhood Services leads, plans and manages city wide early years and child care systems and provides comprehensive evidence-based support services to children, families and the community. The division provides leadership, expertise and support for broad based departmental program development, program evaluation and social policy initiatives.

SUMMARY OF DUTIES

Reports to the Supervisor, Human Services Child Care Fee Subsidy. Manages and maintains a large and diverse caseload of clients requiring child care fee subsidy, determines the eligibility and assistance required; monitors and issues informal child care for eligible Ontario Works clients; liaises with child care providers to ensure placement details are accurate; recommends, community support alternatives and implements action.

GENERAL DUTIES

Receives, investigates and reviews cases comprising potential clients requiring child care, community supports under *Child Care and Early Years Act, 2014* and Ontario Works Childcare Guidelines.

Receives and puts client data on computer.

Writes case summary, compiles statistics, processes client correspondence. Opens and closes confidential client files; maintains record of case information.

Conducts interviews in clients' residence and various community agencies to establish and determine on-going eligibility; processes a case plan for implementation.

Pre-screens clients for eligibility and schedules appointments.

Assesses the eligibility of individuals and families for community support and child care subsidies; and determines financial assistance according to pre-established policies and procedures.

Receives and answers inquiries from the public, staff, clients and community agencies.

Trains new staff.

Maintains and applies current knowledge of Acts, Legislation and Policies and Procedures pertinent to job duties.

Consults and liaises with agencies in the community with respect to clients.

Develops, sets up and conducts presentations for community agencies, internal and external stakeholders as requested.

Responds to emergency evacuations such as major fires and chemical spills by staffing shelters, obtaining food supplies and assisting in 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. A University degree in Health and/or Social Sciences or a College diploma in Health or Social Services with previous work experience or an equivalent combination of education and relevant work experience.
2. Previous experience in human, social or support services.
3. Demonstrated ability and experience in conducting interviews and assessing client's initial and on-going eligibility for child care subsidies and community supports. Able to establish and maintain effective working relationships with individuals and families who are served through the program.
4. Ability to work independently, with excellent communication, decision-making and organizational skills as well as working effectively in a team environment.

Must have working knowledge of computer software applications (Windows Office, Microsoft Outlook and Word) OCCMS and SAMS applications would be an asset.

5. French language would be an asset.
6. Must possess a valid Class "G" Driver's Licence and have provision of a car by the individual for use on the job.

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

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