

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT

**(EMPLOYMENT & INCOME SUPPORT DIVISION – HELPING HANDS - LOCATION - 181 MAIN STREET WEST,
3RD FLOOR)**

TRAINING CO-ORDINATOR-HELPING HANDS - CUPE 5167

The Community Services 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

Reports to Supervisor, Employment. Manages and maintains a caseload of Ontario Works recipients that are participating in the Helping Hands program. Works within the Ontario Works Act. Manages and maintains a caseload of individuals requiring home support services. Determines eligibility for service and financial subsidy; trains programme participants in work and work retention and life skills.

GENERAL DUTIES

Receives, investigates and reviews cases comprising of elderly and disabled clients in need of home support services.

Assesses each client application to determine if programme can provide the requested service based on ability of participants and availability of equipment.

Conducts interviews in clients' residences to establish and determine ongoing eligibility.

Writes reports; compiles statistics; composes correspondence.

Opens and closes confidential client files and manages a caseload of barriered and job ready individuals; maintains other case information.

Assesses jobs to determine if programme can provide the requested service based on ability of participants and availability of equipment.

Performs checks on clients' residence to ensure the safety of participants.

Recommends client services, labour and equipment requirements and financial subsidies for approval; informs clients of their responsibilities such as safety precautions.

Investigates service problems; recommends action to resolve problems.

Consults with case workers to develop case plans for programme participants.

Conducts vocational and personal counselling individually and in groups.

Counsels and makes referrals to other units and related community agencies such as Public Health, Hamilton Housing, Community Care Access Centre (CCAC) and Ontario Disability Support Program (ODSP).

Receives and answers inquiries from clients, participants and community agencies.

Purchases replacements for damaged goods such as cut lawnmower cable.

Trains participants in programme procedures, safe and effective work methods and life skills.

Evaluates participants' work skills; develops case plans for participants.

Transports participants and equipment to and from work site in corporate vehicles.

Demonstrates, directs and works with participants in the performance of home maintenance such as, grass cutting, snow shovelling, house cleaning and hedge trimming.

Provides individual pre-employment training such as job search techniques, resume preparation, WHMIS and life skills.

Approves and monitors the issuance of Ontario Works Assistance within provincial guidelines such as employment-related expenses.

Recommends disciplinary measures and termination from the program.

Prepares and presents speeches for public awareness meetings; plans and sets up displays.

Assists in training and development of departmental staff.

Performs preventative maintenance on vehicles and lawn maintenance/snow removal equipment.

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

Testifies in court on Ontario Works fraud cases.

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 previous experience in interviewing and case management normally acquired by attaining a College Diploma in Health or Social Services or an equivalent combination of education and relevant work experience.
2. Previous experience directing, coaching and mentoring subordinate staff and working with crews to foster a positive working environment.
3. Sound interpersonal and decision making skills with the ability to adapt to change.
4. Demonstrated experience in counselling clients and making referrals to other community agencies preferred.
5. Demonstrated ability to write reports and compile statistics.
6. Excellent verbal and written communication skills.

7. Ability to work in an automated environment with working knowledge of Windows Office XP (Microsoft Outlook, Word, Excel and database software). Working knowledge of database software (experience with SDMT, CESBAM or other similar software would be an asset).
8. Provision of a car by the individual for use on the job.
9. Must possess and maintain a valid Class "G" Driver's Licence.
10. Demonstrated mechanical ability and working knowledge of lawn maintenance and snow removal equipment.

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