

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(ONTARIO WORKS DIVISION – BUSINESS & SYSTEM SUPPORT – LOCATION – 250 MAIN ST. E., 3rd FLOOR)

CASE PRESENTING OFFICER – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Support, manages and assesses Internal Review requests; prepares and defends submissions to the Social Benefits Tribunal. Prepares for Social Benefits Tribunal hearings by: planning, researching and preparing arguments and strategies by compiling evidence to support the Administrator's decision. Determines the need for witnesses and where appropriate, uses a summons, negotiates settlements within legislative authority, preparing for examination in chief and cross examination.

GENERAL DUTIES

Receives, reviews and assesses requests for Internal Review cases. Ensures compliance with the Ontario Works Act, Regulations, Directives, and Hamilton local Policies.

Researches legislation specific to internal reviews received to support and defend decision.

Grants extensions to legislative timelines for appeals based upon reasonable grounds.

Compiles and fully documents evidence to support case recommendations.

Prepares submissions to the Social Benefit Tribunal (SBT) on decisions being appealed.

Presents Director/Administrator's position at Social Benefit Tribunal hearings.

Ensures appropriate witnesses are present or summoned where applicable at Social Benefit Tribunal hearings.

Questions and cross-examines appellants and witnesses.

Conducts interviews with clients to establish and determine past, present and on-going eligibility.

Opens and closes confidential client files; maintains and records case information. Investigates assets reported by clients such as bank accounts.

Advocates and counsels on behalf of clients as required, making referrals to other units and community agencies such as Legal Clinics, O.D.S.P., E.I., C.A.S., W.S.I.B. and medical personnel; recommends action programmes.

Receives and answers inquiries from staff, clients, the public, community stakeholders while working within the Legislative framework of the Ontario Works Act, rates and schedules, directives and local policies and business practices.

Develops and maintains relationships with other community organizations and attends meetings when applicable to ensure effective service delivery. Identifies and recommends changes on policy and procedures that directly impact on service delivery.

Collaborates and works with a multi-functional team to accomplish team goals and priorities.

Provides support and training to departmental staff and summer students.

Directs and assigns tasks to clerical support staff as required.

Writes reports; compiles caseload statistics; quarterly achievements and composes correspondence.

Contacts various organizations to obtain interpreters for hearing impaired and non-English speaking clients.

Testifies in court on Ontario Works fraud cases.

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

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

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.

QUALIFICATIONS

1. Demonstrated advanced knowledge and previous practical experience in the Ontario Works Act and related legislation, programs, policies, directives and procedures, local business processes and SALIS/SAMS. Knowledge of Employment Insurance, Immigration Canada, Revenue Canada, Workplace Safety Insurance Board, Canada Pension, Family Law, MFIPPA, Child Welfare and related legislations.
2. Thorough knowledge, understanding and interpretation of social welfare legislation and related services/program delivery normally acquired through a Community College Diploma in Social Services and/or a combination of education and related work experience.
3. Proven ability to establish and maintain sound working relationships with staff, departments, outside agencies and service providers. Interpersonal skills to effectively liaison with Municipal, provincial and community representatives in a sensitive and effective manner.
4. Demonstrated planning, presentation and organizational skills with demonstrated ability to work independently to meet tight deadlines and exercise tact and good judgment and the ability to participate on diverse teams.
5. Must possess highly developed problem-solving skills to identify, analyse and solve complex problems.
6. Must possess highly developed written skills to prepare clients correspondence and submissions to the Social Benefits Tribunal, and verbal skills to effectively exchange and provide information as required.

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

NOTE 1:

This position requires the successful candidate to undergo a police screening check.

NOTE 2:

This position(s) currently requires the incumbent(s) to use their personal vehicle(s) 3 or more times per week for City business. In accordance with the City policy, parking is provided at this time. Should this job requirement change, parking will only be provided in accordance with the City policy in force at that time.
