

# CITY OF HAMILTON

## HEALTHY & SAFE COMMUNITIES DEPARTMENT

(ONTARIO WORKS DIVISION – BUSINESS SUPPORTS SECTION - LOCATION – 250 MAIN ST. E., 3<sup>rd</sup> FLOOR)

### ONTARIO WORKS PROGRAM REVIEW 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, Business Supports. Coordinates a range of Ontario Works program related activities and strategies that impact on operational and program delivery, including monitoring financial and legislative compliance, policy interpretation and analysis and business process development.

### GENERAL DUTIES

Reviews, analyzes and evaluates Ontario Works expenditure or data produced by social assistance technologies in response to service contracts and planned legislative changes or local initiatives including identifying areas of potential risk and emerging trends.

Provides information and analytical reports requested by the Manager, Business & System Supports on matters pertaining to social assistance for use in planning and developing service responses and reports to Council.

Analyzes and evaluates local operations and program related business processes in order to improve efficiency and effectiveness of operational service, based upon research, internal and external benchmarking, provincial and Council direction.

Researches legislation and consults with the Ministry of Community and Social Service representatives or Consolidated Municipal Service Managers.

Analyzes and advises on the impact of proposed legislative changes or special projects from an operational and legislative perspective in response to the leadership team.

Advises and formulates recommendations on the development of local Ontario Works policies and procedure changes. Develops and maintains Ontario Works business practices to ensure the provision of uniform service across the City of Hamilton.

Provides consultation and explanations on the interpretation of Ontario Works legislation and directives and related local business processes.

Reviews municipally delivered and provincially mandated programs to measure legislative compliance by conducting file reviews. Verifies and approves payments and evaluates financial controls including developing data collection tools, work plans, defining scope, intent, measurements and timeframes of the program or financial reviews.

Visits local Ontario Works offices to examine financial, administrative systems, policies and processes to monitor

compliance to Ontario Works and related legislation and assess the integrity and effectiveness of program delivery.

Prepares reports detailing requested data analysis, program and financial compliance reviews findings and may include making recommendations including corrective action.

Monitors and reviews current and emerging technologies, business practices, program and legislation with the intent of developing recommendations for improvement. Determines user requirements supporting implementation of changes to practices and procedures including working with trainers in the development of training initiatives.

Prepares memorandums and communications on behalf of the Supervisor, Business Supports and the Manager, Business & System Supports addressing program delivery and legislative changes including changes to existing business processes and responsibilities.

Prepares policies and operational procedures on behalf of the Ontario Works program delivery Directors.

Participates in the development and maintenance of the Ontario Works Intranet Website including recommending modifications and enhancements such as ongoing document management and ensuring best practices in document naming and archiving are followed. Web authors and prepares Ontario Works documents suitable for industry best practices, communication support and other liaison activities.

Directs administrative support staff on a project basis.

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.

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

## **QUALIFICATIONS**

1. 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.
2. Demonstrated advanced knowledge and previous practical experience in the Ontario Works Act and related legislation, programs, policies, directives and procedures, local business processes and SAMS/SALIS. Knowledge of Employment Insurance, Immigration Canada, Revenue Canada, Workplace Safety Insurance Board, Canada Pension, Family Law, MFIPPA, Child Welfare and related legislations.
3. Advanced knowledge of computer software applications (Windows XP, Microsoft Outlook, Word, and Excel), including working knowledge of Internet Explorer, Adobe Acrobat, and Microsoft FrontPage. Developed understanding of best industry practices for writing for a web environment.
4. Proven ability to establish and maintain sound working relationships with staff, departments, outside agencies and service providers. Interpersonal skills to effectively liaison with staff, Municipal/Provincial Ontario Works Service Delivery representatives in a sensitive and effective manner.
5. Must possess highly developed skills in data analysis, analytical, problem-solving. Advanced written skills to prepare reports for a variety of audiences and advanced verbal skills to exchange and provide information as necessary. Demonstrated knowledge of business process design and development.
6. 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.

7. Must possess a valid Class "G" driver licence and have access to a vehicle.

**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.**

\*\*\*\*\*