

## CITY OF HAMILTON

(LAST REVISED APRIL 11, 2019)

### **HEALTHY & SAFE COMMUNITIES DEPARTMENT**

**ONTARIO WORKS DIVISION - VERIFICATION UNIT – LOCATION – 1550 UPPER JAMES STREET, 1st FLOOR)**

### **ELIGIBILITY REVIEW OFFICER - CUPE 5167**

The Healthy & 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, Verification Unit. Investigates suspected cases of fraud, ensures they are properly documented and prepared for presentation through the legal system; represents the City in Provincial and Superior Courts.

### **GENERAL DUTIES**

Receives referrals for suspected cases of fraud and overpayment; collects and documents evidence; recommends action such as laying charges and pursuing overpayment recovery.

Calculates and negotiates overpayments and settlements.

Writes reports; compiles client statistics and records; composes correspondence; opens and closes confidential client files; maintains other case information.

Communicates any identified problems, trends and issues with regards to Ontario Works.

Completes legal documents; files them with the Hamilton Police Services; presents evidence to Crown Attorney to determine whether there are grounds for the charge.

Acts on behalf of The City in civil or criminal proceedings, Provincial and Superior courts; ensures department witnesses attend court.

Conducts interviews with clients to determine past or present eligibility,

Investigates reported assets, income and living arrangements by contacting banks, employers, landlords, neighbours, government agencies and other agencies as appropriate

Meets with clients to review fraud accusations.

Prepares and documents Accident Agreements and negotiates settlements with the clients' lawyers.

Investigates and documents stop-payment cheques.

Receives and answers inquiries from clients, public, law enforcement officers, elected officials; follows up on

## JOB DESCRIPTION 582

complaints of program abuse.

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

Ensures restitution is collected.

Retrieves and inputs client data on Provincial Alert System; notifies case worker and social services agencies if client is listed.

Acts as a resource specialist by advising departmental staff and the community on policy and procedures

Provides input on eligibility decisions for Ontario Works assistance.

Liaises with government agencies, lawyers, banks, attorneys, elected officials and law enforcement agencies.

Approves action for overpayments, investigations, issuance of emergency monies; authorizes alterations in charges before the courts and terms of restitution.

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 ability to investigate and analyze referrals of suspected fraud and overpayment, calculate overpayments and negotiate settlements, prepare court documents and ensure restitution is collected normally acquired through the completion of a two-year Community College diploma in Social Work or law or legal or related program and/or a combination of education and relevant work experience.
2. Must be able to demonstrate expertise from extensive knowledge gained by successful completion of a two-year Social Work or law or legal or related program.
3. Previous related experience in the Social Work or law or legal or related program field.
4. Demonstrated ability to work independently with little supervision.
5. Demonstrated planning and organizational skills with demonstrated ability to be a problem solver.
6. Excellent verbal and written communication skills.
7. Extensive knowledge of the Ontario Works Act and related legislation, program, policies, directives and procedures.
8. Demonstrated ability to analyze, plan, monitor and evaluate.
9. Working knowledge of computer software applications (SAMS, Microsoft Windows - Outlook, Word and Excel).
10. Must possess a Class "G" Driver's Licence and 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.**



**NOTE 1:**

This position 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.