

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES DEPARTMENT (ONTARIO WORKS DIVISION – VARIOUS LOCATIONS)

ONTARIO WORKS CASE AIDE - 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 an Ontario Works Supervisor, the Ontario Works Case Aide provides a range of administrative and clerical support to Case Management operations within the Ontario Works Division. The Ontario Works Case Aide works with a minimum of supervision on multiple activities while ensuring deadlines are adhered to and established procedures followed. Case Aides provide a variety of services in support of case management duties assigned to an Ontario Works Worker II; undertakes a variety of social service support responsibilities that are complementary to the role of the Ontario Works Worker II.

GENERAL DUTIES

Works to support 1st point resolution and makes appropriate referrals to support applicant i.e. referrals to social housing, employment services, child care subsidy, etc.

Provides customer service (in-person and over the phone) which includes triage and front counter services by, greeting visitors/clients, determining service required, responding to questions, scheduling/rescheduling appointments, and taking messages/re-directing to staff/agencies. Identifies urgent customer needs (e.g., evictions, loss of funding, lost cheques) and notifies appropriate staff.

Determines financial eligibility for mandatory, employment related, non-shareable and discretionary benefits following eligibility criteria, local policy and business processes for the requested benefit.

Completes authorizations/denials for discretionary benefits, vision care, diabetic supplies, drug/dental cards, per guidelines and procedures; and sends out notifications. Photocopies clients' legal documents, banking, and other information and returns originals.

Receives and processes a variety of information from applicants and participants of Ontario Works, according to set criteria and business processes to support application and case management activities. Some examples may be: Statement of Income, address changes, special diet requests, medical transportation benefits, temporary issuance of bus tickets, etc.

Provides participants with required Ontario Works forms such as Direct Bank Deposit and Special Diet application forms. Statement of Income etc.

Reviews, verifies and inputs all Direct Bank Deposit client information.

Performs data entry into SAMS.

Processes cheque direction forms within prescribed timelines.

Inputs and updates data within their scope in SAMS. Conducts data searches on, Word, Outlook, SALIS, and Excel.

Responds to general enquiries from clients who are in emergency situations both in person and over the phone.

Actions Direct Bank Deposit (DBD) rejects, stop payment requests and DBD recalls.

Composes routine correspondence.

Provides coverage and support to team members. Enters, records and validates client information from phone calls, personal visits, etc. to support case management. Documents in SAMS regarding communications from applicants or participants.

Receives and answers routine enquiries from clients, public, police, court officials, government agencies and lawyers.

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 with are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Knowledge of the principles and theories of human services with experience in conducting interviews and assisting individuals and families in finding and using community resources normally acquired through the completion of a two-year Community College Diploma in Social Services and experience in the field or equivalent work and education.
2. Demonstrated ability to provide excellent client-centered service.
3. Demonstrated experience in competently assessing the needs of individuals, families and target groups to support them in achieving their goals.
4. Demonstrated working knowledge of Microsoft Office (Outlook, Word and Excel). Demonstrated ability to input data at an intermediate level with a high degree of accuracy. Previous experience with SAMS and SALIS database would be an asset.
5. Must have a good knowledge of Business English and office procedures.
6. Demonstrated experience in human/social service environment.
7. Demonstrated ability to adapt to change and perform effectively in a dynamic and complex work environment.
8. Demonstrated ability to work in a fast-paced environment and respond effectively to crisis situations.
9. Strong interpersonal skills, with demonstrated ability to work independently, within a peer team setting and as part of a multi-disciplinary team.
10. Proficiency in French language would be an asset.

NOTE:

As a condition of employment, the successful applicant(s) will be required to obtain a Criminal Record & Judicial Matter (CRJM) Check, at their own expense, prior to beginning work in this position.

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