

# CITY OF HAMILTON

## **COMMUNITY & EMERGENCY SERVICES DEPARTMENT** **(BENEFIT ELIGIBILITY DIVISION – SPECIAL SUPPORTS – LOCATION - 2255 BARTON STREET)**

### **SPECIAL SUPPORTS TEAM LEAD WORKER - CUPE 5167**

#### **NOTE: APPLICANTS WHO HAVE APPLIED TO THE ORIGINAL POSTING NEED NOT REAPPLY**

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. You have a demonstrated ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. You have excellent interpersonal skills for building and maintaining good working relationships with participants, community partners, peers and management and are able to cultivate a team environment to achieve both organizational and personal successes.

In your role as Special Supports Team Lead Worker you will bring superb communication skills and the ability to engage and empower the team in achieving these outcomes.

#### **SUMMARY OF DUTIES**

Reporting to the Program Manager, the Special Supports Team Lead Worker will manage and maintain a caseload of Low Income applicants requiring specific services, including Emergency applications through determination of initial and ongoing eligibility and assistance required. The Special Supports Team Lead Worker also supports the professional development of staff and students and assists in matters related to the effective delivery of services to the applicants and participants in the Ontario Works program, Low Income Applicants and Ontario Disability Support Program applicants.

#### **GENERAL DUTIES**

Conducts interviews with all low income applicants to establish initial, emergency and on-going eligibility. Develops, documents and maintains appropriate records using the applicable client database and the physical file.

Maintains detailed knowledge of legislation and current changes to ensure compliance with OW legislation, policy and procedures, ODSP legislation and local policies and procedures.

Participates and recommends changes on policies, procedures and business processes that may impact on the Ontario Works standards of service delivery and/or customer service with respect to discretionary and mandatory health related benefits.

Troubleshoots and resolves financial issues including but not limited to validation and adjustment of overpayments through strong working knowledge of the Service Delivery Model Technology.

Develops and maintains relationships with other community agencies and organizations and attends meetings, when applicable, to ensure excellence and effectiveness of service delivery and/or customer service.

Completes internal reviews on decisions made by Case Aides with respect to OW/ODSP discretionary benefits.

Counsels and refers applicants/participants to other units and community agencies such as Ontario Disability Support Program, Services Canada, Children's Aid Societies, Worker's Safety and Insurance Board, medical personnel, etc. and recommends action programmes.

Writes reports; compiles caseload statistics and composes correspondence.

In collaboration with the Program Manager, helps to coordinate and assist with issues/problems/concerns resulting from, but not limited to applications, absence coverage, walk-ins and harder to serve applicants that may arise on a day-to-day basis.

Receives and responds to inquiries from staff, applicants/participants, the public, community agencies and elected officials at all level of governments, private and educational agencies, lawyers and legal clinics, banks, attorneys, law enforcement agencies, hospitals, doctors, dental offices, etc.

Identifies and assists in the professional development of departmental staff and students.

Provides direction to staff to assist with customer service concerns.

Advocates on behalf of applicants/participants as required.

Verifies financial assistance payments against approved budgets; identifies payments to be issued, suspended or cancelled; replaces lost and stolen cheques and completes related documents.

Counsels and refers applicants/participants to other internal programs and community agencies and recommends case plan.

Responds to emergency issues such as major fires and chemical spills or other disaster related events, by staffing shelters, obtaining food supplies and assisting in transportation of disabled persons.

Testifies in court on social assistance 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. Knowledge of the principles and theories of human services with experience in counselling applicants/participants, conducting interviews to determine initial and ongoing eligibility for benefits and in assisting applicants/participants in finding and pursuing income they may be eligible to receive or programs that may assist them in resuming their work life. These skills are normally acquired through the completion of a two year Community College Program in Social Service Worker and/or a combination of education and relevant work experience.
2. Demonstrated level of expertise and practical experience of the Ontario Works program through proficient knowledge of the legislation, policies and directives.
3. Demonstrated experience in assessing the needs of individuals, families, groups and communities and assisting them to access the resources necessary to achieve their goals and meet their needs.
4. Thorough knowledge of the Ontario Disability Support Program, community agencies and related resources for referral purposes.
5. Demonstrated analytical, planning and organizational skills with the ability to be innovative and problem-solve.
6. Highly developed interpersonal skills to deal with difficult and sensitive situations/cases both with staff, clients and community agencies.

7. Strong time management, planning and organization skills as demonstrated/proven through extensive case management.
8. Excellent verbal and written communication skills.
9. Demonstrated ability to write reports and compile statistics.
10. Experience in a computerized environment. Must possess excellent computer skills with basic knowledge of Microsoft Office XP software (Microsoft Outlook, Word, Excel and PowerPoint).
11. Demonstrated advanced knowledge and practical experience of Ministry database applications such as Service Delivery Model Technology (SDMT) is required.
12. Excellent communication, facilitation and presentation skills to conduct meetings, community presentations, etc.
13. Demonstrated flexibility in adapting to change and willing to participate in opportunities that may shape and affect service delivery.
14. Strong work ethics with a creative and dynamic outlook.
15. Must possess a valid Class "G" Driver's Licence. (Applicant/participant interviews may be conducted in locations other than the assigned office.)

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