

## CITY OF HAMILTON

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

### **(HOUSING SERVICES DIVISION – RESIDENTIAL CARE FACILITIES & HOSTELS – LOCATION – 350 KING ST. E., UNIT #110)**

### **RESIDENTIAL CARE FACILITY HOSTELS CASEWORKER - 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, Housing Services. Manages and maintains a large and diverse caseload of clients requiring financial, residential and employment assistance. As part of a client centred service, determines the eligibility of applicants of the homelessness serving system, including shelters (Emergency and Violence Against Women), people who are street involved, and other programs or Residential Care Facilities for the City of Hamilton.

### **GENERAL DUTIES**

Assess the needs of individuals and their families; determine and monitor eligibility and compliance for benefits and services in accordance with the Ontario Works Act and regulations, departmental policies, procedures and other applicable legislation and issue assistance within defined budgets such as Ontario Works, Per Diem Funding, Personal Needs Allowances and Subsidy Agreements.

Receive, review and authorize invoices/billings and forward to Finance for payment.

Conduct interviews within the community, at participants' homes, and/or at area shelters and Residential Care Facilities to establish and determine ongoing eligibility.

Assist clients to obtain all sources of income to which they may be entitled such as Canada Pension/OAS, WSIB, Family support, Ontario Disability Support Program, Canada Child Tax Benefits.

Provide immediate response and crisis intervention to emergency situations such as domestic violence; homelessness/evictions; mental health; addictions; fires/floods; utility disconnections; infractions/complaints re: Schedule 20; hotel placements; emergency CAS referrals; emergency drug cards; and emergency transportation requests.

Respond to Hospital / Detention Centre discharges from both wards and Emergency Departments.

Review Serious Incident reports and complaints in conjunction with agencies such as Licensing, Fire and Health Departments.

Act as a Liaison on behalf of clients, as well as receive and action inquiries from: the public, elected officials, and community agencies such as shelters, Residential Care Facilities, Ontario Disability Support Program, Children's Aid Society, Old Age Security, Medical Personnel, Wellington Psychiatric Outreach, Public Guardian and Trustee, Acquired Brain Injury, Pharmacies, Public Health, Outreach, etc.

Provide client-centred, solution focused Case Management which supports life stabilization, personal development,

housing, and skills to enhance client's ability to control and influence their own lives; and make referrals to other units and community agencies.

Design, develop and deliver ongoing specialized training to Ontario Works staff, Shelter/ Residential Care Facilities staff, and Community Agencies.

Develop and implement a case plan.

Write reports; compile statistics and records; compose correspondence; develop and maintain tracking logs such as Hotel Placement, Emergency Drug Card, Out of Town Transportation, Taxi Transportation, DARTS, Bus Passes / Bus Tickets, Residential Care Facilities Subsidy Wait List, Case Tracking, etc.

Review and determine eligibility for each individual clients' subsidy application within Residential Care Facilities, calculate and notify client and staff of residents required contribution towards home fees, as well as subsidized portion.

Verify and correct Residential Care Facilities Subsidy monthly billing statements and instruct home operators on correct billing procedures.

Open and close confidential client files; maintain case information via the Homeless Individuals and Families Information System (HIFIS), Social Assistance Management System (SAMS) and Residential Care Facilities Database to ensure accurate and timely reporting and documentation of required information.

Negotiate and develop a progressive Outcome Plan with applicants / participants. Recommend appropriate housing, employment related programs, activities and supports.

Participate in Coordinated Access System, including participation in homelessness system case conferencing within a client centred, solution focused framework.

Testify in court as required.

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

Assist Program Manager/Supervisor with eligibility criteria for a new Operator of a Residential Care Facility.

Work 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. Demonstrated ability in interviewing skills, flexibility in adapting to change, interpersonal relationships and case management normally acquired through the graduation from a university with a degree in Health and/or Social Sciences or with a diploma from a college in Health or Social Welfare with previous related work experience normally acquired through progression within the Ontario Works program. Demonstrate a level of expertise and proficient knowledge of the Ontario Works Act, Regulations, Policies and Directives.
2. Demonstrated experience in a solutions oriented approach to assessing the needs of individuals, families, groups and communities and assisting them through client centered services to access the resources necessary to achieve their goals and meet their needs including in-depth knowledge of community agencies and related resources
3. Demonstrated capacity to understand and interpret legislation for the purpose of communicating updates and to educate clients and to educate and coach staff.

4. In-depth knowledge of housing, homelessness, addictions, and mental health community agencies and related resources.
5. Excellent communication, facilitation and presentation skills to conduct meetings, community presentations, etc.
6. Strong time management, planning and organizational skills as demonstrated/proven through extensive case management with the ability to work with very tight deadlines and competing priorities.
7. Analytical ability to be innovative and problem solve especially on escalated or specialized cases.
8. Strong work ethics with a creative and dynamic outlook.
9. Demonstrated flexibility in adapting to change and willing to participate in opportunities that may shape and affect service delivery.
10. Result oriented self-starter.
11. Highly developed interpersonal skills to deal with difficult and sensitive situations/cases both with staff, clients and community agencies.
12. Excellent verbal and written communication skills with demonstrated ability to write reports and compile statistics.
13. Client interviews may be conducted in locations other than the assigned office and providing personal transportation is required. Access to a vehicle and a valid Ontario driver's license is strongly preferred.
14. Strong working knowledge of the Social Assistance Management System (SAMS).
15. French Language Services would be an asset.

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

**NOTE 1:**

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 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.

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

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