

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT
(CHILDREN'S & COMMUNITY SERVICES DIVISION – EARLY YEARS OPERATIONS & LEAP SECTION -
LOCATION – 28 JAMES ST. N., 6th FLOOR)

SUBSIDY ELIGIBILITY WORKER – BILINGUAL - 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. Children's & Home Management Services Division leads, plans and manages city wide early years and child care systems and provides comprehensive evidence based support services to children, families and the community. The division provides leadership, expertise and support for broad based departmental program development, program evaluation and social policy initiatives.

SUMMARY OF DUTIES

Reports to the Supervisor, Child Care Fee Subsidy. Manages and maintains a caseload of clients requiring child care fee subsidy, determines the eligibility and assistance required; monitors and liaises with child care providers in English and French to ensure placement details are accurate; recommends community support alternatives and implements action.

GENERAL DUTIES

Receives, investigates and reviews cases comprising of potential clients requiring child care, community supports under Child Care & Early Years Act, Ontario Child Care Service Management and Funding guidelines and Ontario Works Act.

Pre-screens clients for eligibility and schedules appointments.

Provides information and options for licensed child care.

Receives and inputs client data on computer and works with various databases.

Writes case summary, compiles statistics and reports; processes client correspondence. Opens and closes confidential client files; maintains record of case information.

Conducts interviews in office, clients' residence and various community agencies to establish and determine on-going eligibility; processes a case plan for implementation.

Assesses the eligibility of individuals and families for community support and fee subsidies; and determines financial assistance according to pre-established policies and procedures.

Receives and answers inquiries from the public, staff, clients and community agencies.

Calculates overpayments and reviews with Supervisor.

Calculates and issues informal payments for eligible Ontario Works clients.

Trains new staff.

Maintains and applies current knowledge of Early Years Operations Acts, Legislation and Policies and Procedures pertinent to job duties.

Maintains knowledge of Hamilton's Early Years Community Plan and relationships with community programs who deliver services.

Consults and liaises with agencies in the community with respect to clients.

Develops, sets up and conducts presentations for internal and external stakeholders.

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

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. Must be bilingual (ability to fluently speak and correspond in both English and French) or ability to communicate in French.
2. A University degree in Health and/or Social Sciences or a College diploma in Health or Social Welfare with previous work experience or an equivalent combination of education and relevant work experience.
3. Previous experience in social work such as income maintenance or support services.
4. Demonstrated ability and experience in conducting interviews and assessing client's initial and on-going eligibility for child care subsidies and community supports.
5. Ability to work independently, with excellent communication, decision-making and organizational skills as well as working effectively in a team environment.
6. Must have working knowledge of computer software applications (Windows Office XP, Microsoft Outlook and Word). OCCMS, HCCR- Hamilton Child Care Registry, and SAMS applications would be an asset).

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