

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (ONTARIO WORKS DIVISION – ONTARIO WORKS - LOCATION – 250 MAIN ST. E.)

ONTARIO WORKS WORKER II - 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. The goal of the Ontario Works Program is to support those in need so they may achieve self sufficiency and maximize their quality of life.

SUMMARY OF DUTIES

Reports to the Supervisor, Human Services. Manages and maintains a large and diverse caseload of participants requiring financial and employment assistance through the Ontario Works program. As part of a client-centered service approach, duties will include delivering the Ontario Works Program, assessing and referring to employment and other community supports. The Ontario Works Worker II works in conjunction with participants to develop, implement and monitor individual service plans to assist participants in achieving their goal of self sufficiency.

GENERAL DUTIES

Assesses the needs of individuals and their families; monitors eligibility and compliance for benefits and services in accordance with the Ontario Works Act and Regulations, departmental policies, procedures and other applicable legislation.

Reviews financial assistance payments; identifies payments to be issued, validates over-payments; replaces lost and stolen cheques and completes related documents to ensure accuracy and accountability in accordance with the Ontario Works Directives and audit requirements.

Conducts telephone and face-to-face interviews in a participant's home, in the office or at an off-site location to establish initial and monitor ongoing eligibility.

Utilizes the provincial computer system (Service Delivery Model Technology) to ensure accurate and timely reporting and documentation of required information.

Provides guidance and direction to applicants and participants and makes referrals to other services and community agencies such as the Ontario Disability Support Program, Service Canada, Children's Aid Societies, Worker's Safety and Insurance Board, and health care professionals.

Negotiates and develops a progressive participation agreement with applicants and participants. Recommends appropriate employment related programs and activities. Monitors successes and continuously strives to enhance community support initiatives.

Writes reports, individual service plans, case notes; compiles caseload statistics; composes correspondence.

Maintains confidential records.

Engages in a range of activities in the Department and community to support and enhance customer service.

Ability to identify, address and help remove barriers that prevents an applicant or participant from fully participating in all aspects of the Ontario Works program including physical, architectural, information, communications, attitudinal and technological barriers, policies and practices.

Provides coverage and support to team members, sharing successes and best practices to advance the Division in meeting its goals and delivering services aligned with the strategic objectives.

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

Promotes knowledge of the Ontario Works program and services to the community resulting in a stronger collaboration and positive image with agencies and organizations.

Testifies in court as required.

Responds to emergencies, staff evacuation shelters and cooling centres as determined by the City's Emergency Operation Group.

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 position.

QUALIFICATIONS

1. Knowledge of the principles and theories of human services with experience in counselling clients, conducting interviews and assisting individuals and families in finding and using community resources normally acquired through the completion of a two year Community College Program in Social Services and experience in the field or equivalent work and education.
2. Demonstrated experience in a human, social and customer service.
3. Demonstrated ability to provide excellent client-centered service in accordance with the Community Services Department's values of Integrity, Respect, Courage and Empathy.
4. Demonstrated ability to establish and maintain effective working relationships with individuals and families who are served through the program, co-workers, community agencies and the general public.
5. Knowledge of and skill in the application of solutions to meet the challenges facing the individuals and families who are served through the program including but not limited to youth, immigrants, refugees, the homeless and those with mental health issues.
6. Demonstrated experience in competently assessing the needs of individuals, families and target groups to support them in achieving their goals.
7. Demonstrated ability to write reports, maintain up to date and relevant record case notes and compile statistics to support success measures and program development.
8. Demonstrated knowledge of available resources in the community and ability to keep up to date in this knowledge.
9. Demonstrated ability to adapt to change and perform effectively in a dynamic and complex work environment.
10. Demonstrated ability to work in a fast paced environment and respond effectively to crisis situations.

11. Strong interpersonal skills, with demonstrated ability to work, independently, within a peer team setting and as part of a multi-disciplinary team.
12. Demonstrated ability to balance and effectively self manage a varied caseload within prescribed timelines and adjust based on priorities.
13. Ability to work in an automated environment, with working knowledge of Word, Excel, PowerPoint.
14. Must possess a valid Ontario Class G Driver's license with a reliable vehicle for use on the job.
15. Must be bilingual (ability to fluently speak and correspond in both English and French).

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