

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(CHILDREN'S & COMMUNITY SERVICES DIVISION – INDIGENOUS RELATIONS – LOCATION – 28 JAMES ST. N., 6th FLOOR)

SUBSIDY ELIGIBILITY WORKER – INDIGENOUS - 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 candidates 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 & Community 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.

The successful candidate will work with Indigenous-led child, family and community programs that support Indigenous communities to determine child care and early years requirements that meet the needs of their communities and support their children and families. Preference will be given to candidates who self-identify as an Indigenous person (First Nations/Inuit/Métis). Candidates from this designated group are invited to self-identify in their cover letter, as part of the application process.

SUMMARY OF DUTIES

Reports to the Senior Project Manager, Urban Indigenous Strategy. Manages and maintains a large and diverse caseload of primarily Indigenous clients requiring child care fee subsidy; determines the eligibility and assistance required; monitors for eligible Indigenous and non-Indigenous Ontario Works clients; liaises with primarily Indigenous child care providers to ensure placement details are accurate; recommends inclusive and cultural community support alternatives and implements action.

GENERAL DUTIES

Receives, investigates and reviews cases comprised of potential Indigenous and non-Indigenous clients requiring child care, community supports under *Child Care and Early Years Act, 2014* and Ontario Works Childcare Guidelines.

Receives and inputs client data on computer.

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

Conducts interviews with primarily Indigenous clients' residence and various Indigenous community agencies to establish and determine on-going eligibility; develops and processes culturally sensitive and appropriate case plans for implementation.

Pre-screens clients for eligibility and schedules appointments.

Assesses the eligibility of primarily Indigenous individuals and families for community support and child care subsidies;

and determines financial assistance according to pre-established policies and procedures.

Receives and answers inquiries from the public, staff, clients and community agencies for primarily Indigenous individuals.

Maintains knowledge of Hamilton's Indigenous-led child care and child and family centre programs and services and liaises as appropriate.

Maintains knowledge of Hamilton's Urban Indigenous Strategy and relationships with the Indigenous Relations team and the Early Years Operations team.

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

Trains new staff.

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

Applies understanding of Indigenous culture, history, and communities into case management to provide culturally relevant services.

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

Develops, sets up and conducts presentations for primarily Indigenous individuals, community agencies, internal and external stakeholders as requested

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

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. A University degree in Health and/or Social Sciences or a College diploma in Health or Social Services with previous work experience or an equivalent combination of education and relevant work experience.
2. Demonstrated knowledge and deep understanding of Indigenous culture and history gained through lived experience. Knowledge of urban Indigenous communities is an asset. Follows Indigenous protocols for inviting and working with Elders and knowledge keepers.
3. Previous experience in human, social 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. Able to establish and maintain effective working relationships with individuals and families who are served through the program.
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, Microsoft Outlook and Word). OCCMS and SAMS applications would be an asset.

7. Must possess a valid Class "G" Driver's Licence and have use of a personal vehicle for work related duties.

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

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