



Centre 454 - Anglican Social Services

Full time Employment Opportunity

Bilingual Application Support Worker ODSP (Ontario Disability Support Program)

Centre 454 - Anglican Social Services provides a drop-in and counseling service to people in need including those who are homeless or at risk of homelessness. The **ODSP Application Support Worker** will report directly to the ODSP Application Support Program Coordinator and will perform their duties in accordance with the policies of Centre 454 and the Community Ministries of the Anglican Diocese of Ottawa.

Position Summary

This position supports people experiencing serious mental health concerns, cognitive impairment, physical ailments and/or other serious barriers who require financial assistance and who are eligible for ODSP. The worker will assist individuals navigate through the ODSP application process. This may include securing identifying documentation, arranging physician support and medical appointments and assessments, assisting with form completion, connecting to community resources and accompanying to related appointments, etc.

Responsibilities

- Develop and maintain a caseload of eligible applicants through outreach to drop-in centres, Ontario Works, Community Health Centres and other referral agencies.
- Provide support to individuals who self-refer to the program
- Develop and maintain relationships with referring agencies
- Liaise with Ontario Works staff
 - When accessing application packages,
 - when reviewing month end reports
- Collaborate with community legal clinics, community health centres, and other services as required
- Follow up with medical practitioners to ensure documentation is completed and sent to DAU
- Engage applicants and secure permission to work with them as well as other required releases for communication with OW/DAU/health professionals and other relevant community workers
- Assist individuals in identifying specific barriers to the ODSP application process
- Assist in the collection of identification, historical medical documents and financial documentation to support an application
- Accompany applicants to appointments when required
- Assist applicants in the preparation of self report
- Prepare additional documentation to support applications
- Review application forms to ensure they have been completed fully by all parties including self report and the medical report and submitted within the required time frame
- Monitor timelines for submitted packages and request an extension when necessary
- Maintain contact with clients while awaiting a decision
- Discuss options with and assists applicants with the appeal process if they are denied benefits
- Intervene if benefits are delayed once granted
- Accompany applicants to ODSP for the first time and help set up banking if requested
- Maintain client records weekly
- Ensure that client files are stored in a locked cabinet at all times when not in use by worker



- Prepare monthly statistical reports
- Participate in the preparation of the annual evaluation report
- Participate in meetings with project evaluation and monitoring team
- Integration into Centre 454 team; supervisor, ODSP group and Centre 454 team as a whole
- Attendance at staff meetings
- Other tasks as required

Qualifications:

- Successful completion of a degree in Social Work or a combination of education and employment in the social service sector
- Two years in the social services field, with knowledge of financial assistance programs Experience working with people with serious mental health concerns and/or other barriers to accessing services
- Experience working in an outreach capacity
- Experience with navigating the ODSP application process would be an asset.
- The ability to demonstrate unconditional positive regard, compassion and acceptance of program participants in a non-judgmental manner
- Ability to facilitate positive relations between program participants and other helping professionals
- Strong written, verbal, listening, and interviewing skills in both official languages are essential
- Computer Literacy (Outlook, Word, Excel, Access, Internet)
- Ability to work independently
- Demonstrated clear and strong professional boundaries
- Must be eligible for registration in OCSWSSW
- Must have access to vehicle along with \$2,000,000 liability insurance to occasionally transport applicants (mileage compensation provided)

Salary and Benefits are in accordance with the policies of the Community Ministries of the Anglican Diocese of Ottawa.

Interested Individuals should send resumes by email by **noon, May 1, 2015** to:

Manager
Anglican Social Services – Centre 454
Email: centre454@ottawa.anglican.ca

Thanks to all for your interest in employment with Anglican Social Services – Centre 454. Only those applicants being invited for an interview will be contacted directly.