

## Employment Opportunity

### The Salvation Army Ontario Central East Division

<b>Position Title:</b>	LEAP Case Worker	<b>Competition #:</b>	13/18
<b>Ministry Unit:</b>	Ottawa Booth Centre	<b>Position Type:</b>	1Part time contract position
<b>Salary Range:</b>	\$17.95	<b>Date posted:</b>	March 26, 2018
<b>City:</b>	Ottawa	<b>Posting Expires:</b>	April 8, 2018
<b>Applications Accepted By:</b>			
<b>Fax or E-mail:</b> (613) 241-2818 or jobs@ottawaboothcentre.org <b>Attention:</b> Employee Relations Department Please no phone calls.		<b>Mail:</b> Employee Relations Department 171 George St, Ottawa, ON K1N 5W5	
<b>Position Description</b>			
<b>JOB PURPOSE</b>			
Aid low-income customers of Hydro Ottawa in receiving financial assistance to clear past due accounts.			
<b>WORKING RELATIONSHIPS</b>			
<ul style="list-style-type: none"> <li>• supervisor of Family and Community Services</li> <li>• collaborates with caseworkers from City of Ottawa Community Resource Centers</li> <li>• liaises with representatives from Hydro Ottawa</li> <li>• liaises with representatives from United Way Ottawa</li> </ul>			
<b>EXPECTATIONS &amp; TASK LIST</b>			
<b>Administration</b>			
<ul style="list-style-type: none"> <li>• receive and process all regional Hydro Ottawa LEAP applications using guidelines set out in LEAP program manual</li> <li>• interview/pre-screen/advise potential clients on next steps including referral to appropriate referral agencies, time lines or, when necessary, referral to other relevant programs</li> <li>• follow up with referring agencies for further documentation and or clarification</li> <li>• advise referring agencies of status of clients' application</li> <li>• request updated account information on new applications from utility contacts; advise contacts when client has been approved for program</li> <li>• follow up and supply utility partners with information as needed</li> <li>• maintain accurate and complete files on every application or referral</li> <li>• maintain a LEAP appeals process</li> </ul>			
<b>Financial</b>			
<ul style="list-style-type: none"> <li>• calculate financial eligibility of all applicants</li> <li>• arrange for, and distribute bi-monthly and monthly payment cheques to Ottawa Hydro; update utilities of cheque amount, individual LEAP grant amounts and accounts.</li> <li>• monitor disbursement of funds</li> <li>• maintain monthly and yearly budgets for Hydro LEAP programs</li> <li>• prepare and submit monthly and yearly financial and demographical statistics to funding partners</li> </ul>			

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world. Each position contributes to the mission of The Salvation Army.

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### Program Development

- lead and participate in program development and direction by participating in the community-based LEAP steering committee
- meet/orientate new intake workers from referring agencies on program and processes
- organize and facilitate yearly information/training sessions for referring agencies and other LEAP stakeholders
- develop and maintain positive working relationships with referring agencies, contacts at Hydro Ottawa, utility sub-providers and all other stakeholders
- other duties as assigned

### QUALIFICATIONS

- provide a current clear police background check for the vulnerable sector
- relevant post-secondary education or equivalent work experience
- strong organizational and analytical skills
- ability to prioritize workload based on client and organizational needs
- ability to work independently
- ability to maintain strict confidentiality
- ability to work cooperatively with community resource agencies
- strong computer skills with specific strength in Microsoft Excel and Outlook
- effective written and oral communication skills, particularly in negotiating and advocating for clients' needs
- ability to effectively communicate over the telephone and through internet

Hours: 24 hours a week

*The Salvation Army will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements.*

**We thank all applicants, however, only those candidates to be interviewed will be contacted.**

*Internal Applicants, please advise your managing supervisor of your intentions prior to submitting your application.*