

Employment Opportunity

The Salvation Army Ontario Central East Division

Position Title:	LEAP Case Worker	Competition #:	64/18
Ministry Unit:	Ottawa Booth Centre	Position Type:	1Part time contract position
Salary Range:	\$17.95	Date posted:	December 20, 2018
City:	Ottawa	Posting Expires:	January 2, 2019
Applications Accepted By:			
Fax or E-mail: (613) 241-2818 or jobs@ottawaboothcentre.org		Mail: Employee Relations Department	
Attention: Employee Relations Department Please no phone calls.		171 George St, Ottawa, ON K1N 5W5	
Position Description			
JOB PURPOSE Aid low-income customers of Hydro Ottawa in receiving financial assistance to clear past due accounts.			
WORKING RELATIONSHIPS			
<ul style="list-style-type: none"> • supervisor of Family and Community Services • collaborates with caseworkers from City of Ottawa Community Resource Centers • liaises with representatives from Hydro Ottawa • liaises with representatives from United Way Ottawa 			
EXPECTATIONS & TASK LIST			
Administration			
<ul style="list-style-type: none"> • receive and process all regional Hydro Ottawa LEAP applications using guidelines set out in LEAP program manual • 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 • follow up with referring agencies for further documentation and or clarification • advise referring agencies of status of clients' application • request updated account information on new applications from utility contacts; advise contacts when client has been approved for program • follow up and supply utility partners with information as needed • maintain accurate and complete files on every application or referral • maintain a LEAP appeals process 			
Financial			
<ul style="list-style-type: none"> • calculate financial eligibility of all applicants • arrange for, and distribute bi-monthly and monthly payment cheques to Ottawa Hydro; update utilities of cheque amount, individual LEAP grant amounts and accounts. • monitor disbursement of funds • maintain monthly and yearly budgets for Hydro LEAP programs • prepare and submit monthly and yearly financial and demographical statistics to funding partners 			

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.