

Employment Opportunity

The Salvation Army Ontario Central East Division

Position Title:	LEAP Case worker	Competition #:	01/20
Ministry Unit:	Ottawa Booth Centre	Position Type:	Part time Contract position
Salary Range:	\$17.95	Date posted:	January 8, 2020
City:	Ottawa	Posting Expires:	January 21, 2020
Applications Accepted By:			
Fax or E-mail: (613) 241-2818 or jobs@saobc.org Attention: Employee Relations Department Please no phone calls.		Mail: Employee Relations Department 171 George St, Ottawa, ON K1N 5W5	
Organization Description			
<p>The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.</p> <p>Mission Statement 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.</p> <p>Core Values The Salvation Army Canada and Bermuda has four core values:</p> <p>Hope: We give hope through the power of the gospel of Jesus Christ. Service: We reach out to support others without discrimination. Dignity: We respect and value each other, recognizing everyone's worth. Stewardship: We responsibly manage the resources entrusted to us.</p>			
POSITION PURPOSE SUMMARY:			
Aid low-income customers of Hydro Ottawa in receiving financial assistance to clear past due accounts.			
ACCOUNTABILITIES:			
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 application 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 client's 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 			

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- maintain accurate and complete files on every application or referral
- maintain a LEAP appeals process

Financial

- calculate financial eligibility of all applicants
- arrange for, and distribute bi-monthly and monthly payment cheque 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

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

Working Conditions:

- may deal with angry and abusive clients
- may encounter verbal abuse

QUALIFICATIONS:

EDUCATION AND EXPERIENCE QUALIFICATIONS:

Education, Qualifications and Certifications:

- relevant post-secondary education or equivalent work experience

Experience and Skilled Knowledge Requirements:

- strong organizational and analytical skills
- ability to prioritize workload based on client and organizational needs
- 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

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Skills and Capabilities:

- provide a current clear police background check for the vulnerable sector
- able to work independently
- able to maintain strict confidentiality
- able to work cooperatively with community resource agencies
- able to effectively communicate over the telephone and through internet

HOURS: Tuesday, Thursday and Friday 8:00am – 4:30pm

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.