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| Position Title: | LEAP Case Worker | Competition #: | 19/21 |
| Ministry Unit: | Ottawa Booth Centre | Position Type: | 1 Temporary part time contract position ending December 31, 2021 |
| Salary Range: | $18.86 | Date posted: | May 11, 2021 |
| City: | Ottawa | Posting Expires: | May 17, 2021 |
| Applications Accepted By: |
| Fax at 613 241-2818 or Email at: jobs@saobc.org**Attention:** Employee Relations Department**Please no phone calls.** |
| Organization Description |
| 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.**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.**Core Values**The Salvation Army Canada and Bermuda has four core values:**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.**Position Purpose summary:** The purpose of the expectation task list is to identify and clarify what management expects from the incumbent. This task list indicates the general nature and level of work expected of the incumbent and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities. The following expectations and tasks will be part of the annual performance appraisals; merit increases will be based on the level of performance in each of the following areas. Other job related duties may be assigned by the employer.Expectations may change year to year and both parties should use the annual performance appraisal to determine realistic and equitable goals and outcomes for the upcoming performance year.The LEAP caseworker receives referrals from community partners to review and facilitate low-income customers of Hydro Ottawa in receiving financial assistance to clear past due accounts. **Accountabilities:** **Administration*** 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** * calculate financial eligibility of all applicants
* arrange for, and distribute bi-monthly and monthly payment cheque’s 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

**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

**Skills and Capabilities:** * provide a current clear police background check for the vulnerable sector
* ability to work independently
* ability to maintain strict confidentiality
* ability to work cooperatively with community resource agencies
* ability 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.***.* |