

Case Worker



Requisition ID: 1063

Department: Community & Social Services Dept.

Service: Employment and Social Services

Branch: Employment & Social Services Branch

Employment Type: Multiple Full-time positions (temporary - up to 1 year and permanent)

Work Hours: 35 hours per week

Affiliation: CUPE 503 Inside/Outside

Salary Information: \$65 492,70 - \$76 629,28 annually (2021 rates of pay)

Location: Various

City: Ottawa, ON

Job Category: Administrative and Support Services

Application Close: 04/01/2022

The Community and Social Services Department is committed to an equitable and inclusive hiring process and supports a workforce that reflects the diverse population of Ottawa. In addition to meeting the operational requirements of the position, valued assets include:

- lived experience and identity as a member of Indigenous, Black and/or People of Colour communities and/or as a Person with Disabilities, or member of other equity groups
- experience working with diverse communities or groups historically facing the greatest systemic and structural barriers
- knowledge of social welfare systems, community demographics and the related social economic realities of diverse groups
- demonstrated understanding of the value of diversity and inclusion in the workplace
- ability to apply an equity and inclusion lens to customer service and to internal decision-making processes
- the ability to communicate in a language other than French or English

JOB SUMMARY

The Community & Social Services department is responsible for creating a strong social infrastructure by providing support to families and individuals in need in order to promote their self reliance and quality of life, in collaboration with community partners. This includes providing financial assistance, housing, childcare, employment, personal care and referral.

Caseworkers are responsible for the management of client cases at various stages of service delivery through assessing the financial, social and personal needs of applicants, determining and maintaining eligibility for a range of social services programs and services, providing information on program criteria and required documentation, making referrals to internal and external resources and providing support in personal, social and employment planning and crisis intervention to clients. The work requires the use of various provincial and municipal applications such as SAMS and SERVIS. Caseworkers may be assigned to provide focused service to clients in the areas of intake, system navigation and/or life stabilization planning. ESS offers service to clients virtually, in person and in the community.

EDUCATION AND EXPERIENCE

Completion of 2 year college diploma in a Human Services curriculum

Minimum of 12 months of experience in social services programs

CERTIFICATIONS AND LICENCES

Not applicable

KNOWLEDGE

- Applicable federal, provincial and municipal legislation, policy, procedures and programs
- Special needs/requirements of Ontario Works participants and other Social Services clients
- Programs and services for Ontario Works participants and other Social Services clients
- Assessment, interviewing and counselling techniques
- Knowledge of applicable health and safety legislation, including the rights and duties of workers.

COMPETENCIES, SKILLS AND ABILITIES

- Interpret legislation, policy and procedures
- Take initiative, solve problems and resolve conflict
- Make independent decisions
- Work in a team environment
- Work with a computerized support system
- Demonstrate sound judgment
- Establish effective working relationships with people of diverse social, economic and ethnic backgrounds
- Assess and refer clients to appropriate services
- Provide employment counselling
- Perform crisis intervention
- Resourceful and innovative
- Effective interpersonal skills
- Effective organizational skills
- Flexible and adaptable
- Demonstrate tact, empathy, sensitivity and discretion
- Work in a stressful environment

WHAT YOU NEED TO KNOW

- Language Requirement: Various language requirements: some locations require English, oral, reading, writing only, French, oral, reading, writing only, designated bilingual reading, writing, oral or bilingual day 1 ready, oral, reading, writing required.
- Police Record Check: The successful candidate will be required to complete a Vulnerable Sector Check with the Police Services detachment in their jurisdiction to the City of Ottawa's satisfaction.
- You may initially be paid 95% of your starting rate of pay, in accordance with the collective agreement.
- Successful applicants meeting the employer's qualification standard will be placed on the permanent and/or temporary eligibility list in order of seniority.
- The permanent eligibility list will be utilized to fill permanent full time continuous vacancies from the closing date of the competition until the opening date of the next competition.
- The temporary eligibility list will be utilized to fill full time temporary vacancies for up to one year from the closing date of this competition.
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic requirements.

- Please save a copy of the job poster. Once the closing date has passed, it will no longer be available.

We wish to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted.

The City of Ottawa promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Aboriginal peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions.

The City of Ottawa provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.

The City of Ottawa has a Mandatory Vaccination Policy which requires all employees to be fully vaccinated against COVID-19 and provide proof of vaccination as a condition of employment.

Accessible formats and communication supports are available upon request. Please contact the [HR Service Centre](#) at 613-580-2424, extension 47411.