

**Job Title: Case Worker**

**Department: Community & Social Services Dept.**

**Service: Various, Branch: Various**

**Report to: Supervisor or Manager**

**Affiliation: CUPE 503 I/O, PG: 0214**

**HRS: 35 hrs/wk**

**JK: 10028351**

### **Job Summary:**

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 regional applications such as SDMT and RSVP.

### **Key Duties:**

**Interviews and assesses applicants to determine and monitor eligibility for Ontario Works Financial Assistance, Employment Assistance, Residential Care, Homemaking, and Essential Health and Social Supports.**

**Develops individualized assessments, service plans and participation agreements for Ontario Works clients in accordance with policy and program requirements, with the objective of assisting clients in becoming self-sufficient and to meet the requirements of the Ontario Works program.**

**Coordinates and monitors specific service plans, including time lines, and provides employment assistance utilizing assessment, action planning and coaching techniques to identify and assess barriers, assist clients in achieving goals and objectives, and to identify employment related activities. Provides support and encourages clients to develop problem-solving skills that lead to self-sufficiency. Renegotiates service plans and participation agreements as client situations change and advocates for specialized or inaccessible services when necessary.**

**Assesses the on-going service needs, develops a plan for service and monitors the on-going non-Ontario Works cases such as Homemaking.**

**Gathers, assesses, interprets, analyzes and enters data regarding applicants' needs, personal information and eligibility decisions into the computerized and manual systems. Transfers files or portions of the required action items to appropriate personnel. Advises applicants of the required documentation, verifying and evaluating these documents in order to complete the eligibility**

process.

Refers applicants to a wide variety of internal and external community, employment and social agencies to encourage and promote improved social functioning and self-sufficiency.

Understands, interprets and implements complex federal, provincial and municipal legislation, policies and procedures. Reviews and learns amendments to the various acts and constant changes in the social assistance legislation by reading, interpreting and applying ongoing changes to legislation, guidelines and policies. Learns and applies new and existing social services legislation and undertakes training in new software programs designed to support the new Ontario Works Guidelines. Informs applicants of decisions of eligibility, both orally and in writing, quoting appropriate guidelines, legislation, etc., and ensures clients understand their rights and responsibilities which would require researching appropriate legislation with regard to client eligibility on an ongoing basis.

Participates as a member of a team in problem solving, sharing workload and resolving conflict.

Documents or prepares information to defend decisions made regarding client eligibility for internal or external appeals on an average of 2 to 3 times a week. Represents the department and the City of Ottawa in Social Benefits Tribunal appeals, legal proceedings and court appearances related to fraud.

Initiates the retrieval of benefits from other sources such as Employment Insurance, Old Age Security, student loans, Canada Pension Plan, Worker Safety Insurance Board and insurance benefits according to provincial and federal protocol to avoid the loss of revenue to the City of Ottawa and the creation of client overpayments. Calculates overpayments by obtaining all required information (signed agreements, budget reports and other financial information) and interpreting financial data.

Provides crisis intervention and counselling to clients to respond to immediate client needs. Responds to crisis and emergencies in the community at large.

Orients and assists with the training of new team members, other staff and students on the application of policies and procedures related to clients and computer programs, and caseload management by acting as a job shadow, explaining work procedures, making recommendations, and sharing information and knowledge on a daily basis. Serves on various departmental, corporate and/or external committees such as Staff Training, Health and Safety and other ad hoc committees.

Performs other related duties consistent with the duties outlined above.

Works in accordance with the provisions of applicable health and safety legislation and all City of Ottawa corporate and departmental policies and procedures related to occupational health and

safety.

**Education:**

Two (2) year community college diploma in a human services curriculum

**Experience:**

Minimum twelve (12) months experience in social services programs

**Certificate & Licenses:**

N/A

**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

**Competencies/Skills & 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

- Work in a stressful environment

**Personal Suitability:**

- Resourceful and innovative
- Effective interpersonal skills
- Effective organizational skills
- Flexible and adaptable
- Demonstrate tact, empathy, sensitivity and discretion