

JOB DESCRIPTION

POSITION:	CASEWORKER - DISCRETIONARY BENEFITS		
DEPARTMENT:	Employment & Social Services	UNION:	C.U.P.E. Local 543
LOCATION:	Various	JOB CODE:	543231
HOURS OF WORK:	33.75	GRADE/CLASS:	0.15
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to a Supervisor, this position will be responsible for interviewing applicants and participants in order to complete assessments to determine eligibility and entitlement for emergency assistance and discretionary benefits for low-income individuals and families and persons in receipt of Ontario Disability Support Program (ODSP). Responsible for documenting and processing benefits in a timely manner and in a computerized environment using the Service Delivery Model Technology (SDMT) / Social Assistance Management System (SAMS) programs. Responsible for assessing client circumstances to identify specific needs and to make referrals to community agencies as required. Develops and maintains a good rapport with customers and other staff members. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

QUALIFICATIONS:

- Must have a three (3) year post-secondary school Degree from a University in Social Sciences, Social Work, Public Administration, Business Administration or Ontario Ministry of Education equivalencies;
- Must have over one (1) year of experience in a Social Services setting;
- Must have good knowledge of Social Service programs and related legislation;
- Must be a mature person who can demonstrate sensitivity to client needs;
- Must have operating knowledge of computer systems/programs including the Microsoft Suite of Products such as Word, Excel and Outlook;
- Must have a strong customer service focus and strong verbal and written communication skills;
- The physical demands analysis associated with this job indicates a limited / sedentary level of work.

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.