

JOB DESCRIPTION

POSITION:	CASEWORKER - ONTARIO WORKS		
DEPARTMENT:	Employment & Social Services		
LOCATION:	Various	UNION:	C.U.P.E. Local 543
HOURS OF WORK:	33.75	JOB CODE:	543234
SHIFT WORK REQ'D:	No	GRADE/CLASS:	0.15

DUTIES:

Reporting to a Supervisor, this position will be responsible for interviewing applicants and recipients at the office or occasionally offsite in order to complete assessments to determine initial and ongoing eligibility for various classes of Social Assistance. Responsible for documenting in a computerized environment and verifying information; maintaining and organizing a caseload to ensure legislative requirements are met and service is provided. Responsible for assessing client circumstances to identify client needs and to make appropriate referrals. Refers clients as well as liaises with various in-house and Community agencies. Conducts ongoing assessments of eligibility and service plan progresses and provides appropriate follow-up and case coordination. Liaises with community agencies with regards to social, employment and training opportunities for clients. Develops and maintains a good rapport with customers and other staff members. Will perform Occupational Health and Safety duties as outlined in the Corporate 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, Business Administration, Public Administration or Ontario Ministry of Education equivalencies;
- Must have over one (1) year of direct client support experience as it relates to human services planning and/or case management in a Social Services environment with good knowledge of Social Service programs and related legislation;
- Must have the ability to travel to off site locations in a timely and expedient manner as required. If method of travel is by vehicle, a current valid and lawful Driver's License is required in accordance with the Highway Traffic Act and must provide a driver's abstract as a condition of employment. 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 and Outlook;
- The physical demands analysis associated with this job indicates a 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.