



About the City of Hamilton

Contribute to the City of Hamilton, one of Canada's largest cities - home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometres of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged empowered employees. Help us achieve our vision of being the best place to raise a child and age successfully. #BeTheReason

JOB POSTING

JOB ID #: 18737

Ontario Works Worker II
Healthy & Safe Communities
Ontario Works
Various Locations

NUMBER OF VACANCIES: All upcoming full-time temporary vacancies

UNION/NON-UNION: CUPE Local 5167 Inside

HOURS Of WORK: 35.00 per week

GRADE: J

SALARY/HOUR: \$35.606 - \$40.461 per hour

*Note: See appropriate Collective Agreement or the Non Union Salary Range for details.

STATUS/LENGTH: Temporary up to 18 months. Applications will be considered April 20, 2022 to October 20, 2022

Job Description ID #: 1124

Vaccine Verification – As a condition of employment you are required to provide proof that you are fully vaccinated or provide proof of valid exemption satisfactory to the employer prior to your start date. You must acknowledge and agree to comply with any future vaccine policy requirements as an ongoing condition of employment at the City of Hamilton.

SUMMARY OF DUTIES

Reports to the Supervisor, Human Services. Manages and maintains a large and diverse caseload of participants requiring financial and employment assistance through the Ontario Works program. As part of a client-centered service, duties will include delivering the Ontario Works Program, assessing and referring to employment and other community supports. The Ontario Works Worker II works in conjunction with participants to develop, implement and monitor individual service plans to assist participants in achieving their goal of self-sufficiency.

GENERAL DUTIES

Assesses the needs of individuals and their families; monitors eligibility and compliance for benefits and services in accordance with the Ontario Works Act and regulations, departmental/divisional policies, procedures and other applicable legislation.

Reviews financial assistance payments; identifies payments to be issued, validates over-payments; replaces lost and stolen cheques and completes related documents to ensure accuracy and accountability in accordance with the Ontario Works Directives and audit requirements.

Conducts telephone or face-to-face interviews to determine initial and ongoing eligibility through home visits, in office or off-site locations.

Utilizes the provincial computer system, **Social Assistance Management System (SAMS)** to ensure accurate and timely reporting and documentation of required information.

Provides guidance and direction to applicants and participants and makes referrals to other services and community agencies such as Employment Ontario, the Ontario Disability Support Program, Service Canada, Children's Aid Societies, Worker's Safety and Insurance Board, and health care professionals.

Negotiates and develops a progressive participation agreement with applicants and participants. Recommends and monitors participation in appropriate employment related programs and activities. Monitors successes and continuously strive to enhance community support initiatives.

Ability to identify, address and help remove barriers that prevent an applicant or participant from fully participating in all aspects of the Ontario Works program including physical, architectural, information, communications, attitudinal and technological barriers, policies and practices.

Writes reports, individual service plans, case notes; compiles caseload statistics; composes correspondence.

Maintains confidential records.

Engages in a range of activities in the Department and community to support and enhance customer service.

Provides coverage and support to team members, sharing successes and best practices to advance the division in meeting the unit goals and delivering services aligned with the strategic objectives.

Receives and answers inquiries from applicants, participants, staff, community agencies and the public.

Promotes knowledge of the Ontario Works program and services to the community resulting in a stronger collaboration and positive image with agencies and organizations.

Testify in court as required.

Responds to emergencies, staff evacuation shelters and cooling centres as determined by the City's Emergency Operations Group.

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

Performs other duties as assigned which are directly related to the major responsibilities of the position.

QUALIFICATIONS

1. Knowledge of the principles and theories of human services with experience in counselling clients, conducting interviews and assisting individuals and families in finding and using community resources normally acquired through the completion of a two-year Community College Program in Social Services and experience in the field or equivalent work and education.
2. Demonstrated experience in a human, social and customer service field.
3. Demonstrated ability to provide excellent client-centered service in accordance with the Corporate Culture pillars of Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service and Engaged Empowered Employees.
4. Demonstrated ability to establish and maintain effective working relationships with individuals and families who are served through the program, co-workers, community agencies and the general public.
5. Knowledge of and skill in the application of solutions to meet the challenges facing the individuals and families who are served through the program including but not limited to youth, newcomers, those experiencing homelessness and those with mental health issues. The ability to keep up to date with the availability of community resources and refer appropriately.
6. Demonstrated experience in competently assessing the needs of individuals, families and target groups to support them in achieving their goals.
7. Demonstrated ability to write reports, maintain up to date and relevant record case notes and compile statistics to support success measures and program development.
8. Demonstrated knowledge of available resources in the community and ability to keep up to date in this knowledge.
9. Demonstrated ability to adapt to change and perform effectively in a dynamic and complex work environment.
10. Demonstrated ability to work in a fast-paced environment and respond effectively to crisis situations.
11. Strong interpersonal skills, with demonstrated ability to work, independently, within a peer team setting and as part of a multi-disciplinary team.
12. Demonstrated ability to balance and effectively self manage a varied caseload within prescribed timelines and adjust based on priorities.

13. Intermediate experience working with Microsoft Word, Excel, and Outlook. Knowledge of Microsoft PowerPoint would be an asset.

14. Must possess a valid Ontario Class G Driver's license with a reliable vehicle for use on the job.

15. Proficiency in French or experience with the provincial computer system, Social Assistance Management System (SAMS) would be an asset.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED UPON HIRE.

SALARY:

Salary Grade J

\$ per hour

HOURS:

35 per week

NOTE 1:

As a condition of employment, the successful applicant(s) will be required to obtain, satisfactory to the City of Hamilton, a Police Vulnerable Sector Check, at their own expense, prior to beginning work in this position.

NOTE 2:

This position(s) currently requires the incumbent(s) to use their personal vehicle(s) 3 or more times per week for City business.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE

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Please apply here:

www.hamilton.ca/careers

Please apply on or before:

April 20, 2022