

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

**(HYBRID) COMMUNITY SERVICE WORKER- HOUSING**  
Permanent Full Time

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| <b>JOB ID:</b> C71-24                            | <b>LOCATION:</b> Hybrid and 30 Centre Street, Orangeville |
| <b>JOB TYPE:</b> Permanent Full Time (Non-Union) | <b>DEADLINE TO APPLY:</b> 4:30 p.m. on September 24, 2024 |

Reporting to the Program Supervisor, the Community Services Worker provides a range of support services to applicants, clients and tenants which support the delivery of Community Services programs, including but not limited to Children’s Services, Housing Services and Ontario Works.

**What we can offer YOU!**

- A competitive hourly wage ranging between \$44.62 – \$52.20 (April 1, 2024 Non-Union Pay Grid);
- **Hourly hiring range** between \$44.62 - \$48.27 (April 1, 2024 Non-Union Pay Grid);
- Hybrid work arrangements
- Enrolment in our comprehensive health benefits program and defined benefit pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

**What you’ll do**

- Evaluate individual situations based on information provided
- Review application details for assistance/support/subsidy
- Schedule appointment to view unit, and/or meet/discuss/verify and determine eligibility for assistance/support/subsidy
- Issue assistance/support/subsidy in line with municipal and provincial directives, policies, and procedures
- Ensuring that the information is up to date (Income reporting, updating housing, adding/removing members/tenants, updating Direct Deposit Information, Employment status)
- Helping client’s navigate other agencies to obtain funds (EI benefits, WSIB, CPP, CPP-D, Obtaining ID, Courts for Support and Custody, GIS , OAS, Utility Assistance etc.)
- Being current and up to date on supports and services offered by other partners and agencies.
- Ensure current and accurate service provider and client’s financial details on file for billing and EFT purposes
- Quickly assessing emergency situations (evictions, utility arrears, not enough funds for food, medication etc.)
- Administrative duties – correspondence etc. ensuring confidentiality is maintained at all times
- Other duties as assigned

**What you’ll bring**

- Post-secondary certificate or diploma in Social Services, Human Services or a related field
- Minimum two (2) years experience in Human Services field
- Previous customer service experience

- Knowledge of various income security programs such as Canada Pension Plan (CPP), Employment Insurance (EI), Ontario Works (OW), Ontario Disability Support Program (ODSP) and Old Age Security (OAS)
- Knowledge of provincial funding and operational guidelines (such as Ontario Works Directives, Social Housing Notifications, Child Care and EarlyON Management and Funding Guidelines as appropriate)
- Housing Services Act (HSA), Residential Tenancies Act (RTA) and Ontario Works Act (OWA)
- Knowledge of Social Assistance Management System (SAMS), Ontario Child Care Management System (OCCMS), Yardi, Homeless Individuals and Families Information System (HIFIS)
- Valid Class G driver's license and access to reliable transportation required
- Must provide clear criminal reference check

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

### **Ready to apply?**

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: [hr@dufferincounty.ca](mailto:hr@dufferincounty.ca)

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by October 25, 2024. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.