

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) PROGRAM SUPERVISOR – ONTARIO WORKS
Permanent Full Time

JOB ID: C31-25	LOCATION: Hybrid – 30 Centre St, Orangeville ON
JOB TYPE: Permanent Full Time (Non-Union)	DEADLINE TO APPLY: 4:30 p.m. on March 18, 2025

The Community Services Department is one of the 47 provincially designated Service Managers in Ontario responsible for the administration, planning, funding oversight and delivery of Ontario Works, Housing and Early Years and Child Care services within Dufferin County.

Reporting to the Program Manager – Ontario Works, the Program Supervisor is responsible for the direct supervision of departmental staff. The Program Supervisor also provides a range of support services to staff, applicants, clients and tenants which support the delivery of Community Services programs, in the Ontario Works Division. On occasion, this position works in conjunction with, and provides support to, the Housing Division and Early Years and Childcare Division.

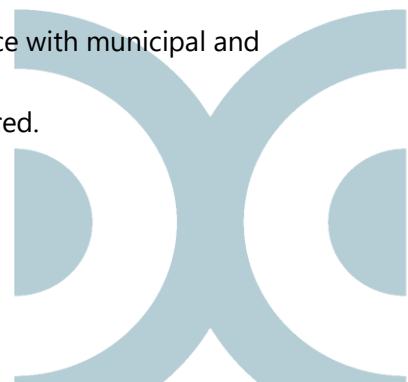
What we can offer YOU!

- A competitive hourly wage ranging between \$49.78 - \$58.24 (January 1, 2025 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

- Direct staff in the daily operations and delivery of Community Services programs such as Ontario Works and Reaching Home Program in accordance with corporate and legislative requirements standards
- Designate work to be completed, assign and equalize workloads/schedules based on operational requirements and adjust as necessary to ensure provincial, federal and departmental standards are maintained
- Responsible for scheduling coverage, approving vacation and timesheet approvals ensuring operational requirements
- Monitor Ontario Works and Reaching Home program to ensure it is delivered within the applicable legislation and directives
- Make recommendations to Manager to address areas of concern and /or improve services
- Review/approve client files and confirm eligibility ensuring practices are in line with applicable legislation/directives, community services business practices and processes, review the documentation provided to ensure information is correct for all programs
- Assessing performance of team and individual staff
- Responsible for internal reviews and client complaints which come in various forms, telephone calls, written submission and office visits
- Complete Social Benefit Tribunal Hearings and Early Resolutions
- Participate in ongoing training to ensure up to date working practices for compliance with municipal and provincial requirements
- Attend, and organize divisional, departmental and sector specific meetings as required.
- Liaise with community partners and participate in community development
- Monitor daily and monthly reports/payments/receipts as required

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- Approve discretionary benefits through Ontario Works and other related programs as per local policies
- Other duties as assigned

What you'll bring

- Post-secondary diploma in Social Services, Human Services or a related field
- Minimum two (2) years experience in Supervisory capacity in the Human Services field
- Previous client service experience for those experiencing income insecurity, and homelessness.
- 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)
- In depth knowledge of the Ontario Works Act and associated directives and their applications
- In depth knowledge of the Social Assistance Management System (SAMS)
- Knowledge of the Homeless Individuals and Families Information System (HIFIS)
- Strong working knowledge of the Reaching Home Program and its function on ending homelessness
- Strong organizational, analytical, problem solving and multi-tasking skills with the ability to meet deadlines and assess priorities
- Proficiency in Microsoft Office products
- Ability to set priorities and to work independently and efficiently to manage individual responsibilities
- Knowledge of crisis intervention and conflict resolution techniques
- Valid Class G driver's license and access to reliable transportation required
- Must provide clear criminal reference check
- Suitable work from home environment including reliable high-speed internet.

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

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 March 31, 2025. 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.