

County of Lambton Position Description

Position Title: Manager, Ontario Works

Division: Social Services

Group: Non-Union

Immediate Supervisor: General Manager, Social Services

Position Summary

Provides leadership and direction to a multi-disciplinary team engaged in the delivery of Ontario Works. Assumes responsibility for strategic management, planning, development, evaluation and the delivery of services and programs including employment services in a transforming social service delivery environment while working in accordance with applicable legislation, regulations, and guidelines.

Job Duties and Responsibilities

Manage and Administer the Ontario Works Program:

- Direct staff in the provision of Ontario Works and Employment Ontario programs along with related programs and services to ensure an intentional person focused style of services delivery, and that performance outcome targets are achieved.
- Provide guidance and expertise in the interpretation and implementation of the provincially mandated statutory and regulatory requirements of Ontario Works as well as other legislation (i.e., Ontario Disability Support Program Act, Homemakers and Nurses Services Act).
- Recommend broad policies and long-range strategies in the delivery of services to meet provincially mandated goals and objectives for the Ontario Works Program.
- Establish local policies and procedures that are in compliance with provincial guidelines and Council direction, monitor and ensure adherence to policies and procedures.
- Determine and approve training and professional development opportunities that will build and grow the skills and abilities of departmental staff.
- Review and approve departmental submissions to the Social Benefit Tribunal concerning client appeals of decisions.
- Negotiate and monitor agreements for the provision of services for Ontario Works clients.
- Negotiate and monitor agreements for the provision of services for Integrated Employment Services clients.
- Responsible for Ontario Works (OW) business continuity planning for emergency preparedness.

Project Development:

- Project development and implementation resulting from provincial initiatives and provincial policy change.
- Design and implement strategies to improve effectiveness and efficiency or person-centered service delivery.

- Develop annual Ontario Works Service Plan and which details service planning required activities, the strategies to achieve performance outcomes, monitoring, and risk analysis activities.

Human Resources Management:

- Provides supervision to the departmental management team, including coaching, mentoring and advice to optimize performance.
- Identifies and manages human resource requirements necessary to plan and implement the programs and services within the Ontario Works Department.
- Participates in the recruitment and hiring of staff in the department.
- Implement change management and performance management processes to develop staff.
- Participate in union-management meetings as required (i.e., issues resolution, grievances, negotiations).
- Prepare and deliver annual performance appraisals, deliver discipline, establish corrective action, and staff scheduling.
- Monitor caseload and associated programs to ensure appropriate allocation and assignment of staff based on workload, provincial targets, program requirements, special projects.
- Ensure adherence to legislation such as Employment Standards Act, Ontario Health and Safety Act, Human Rights Code, union collective agreements and County policies.

Budget/Finance:

- Prepare and monitor the annual departmental budget and ensure that departmental expenditures are controlled and maintained within approved budget limitations.
- Report expenditure or revenue irregularities to the General Manager and prepare quarterly variance reports, authorize expenditures in accordance with approved budget and County policy.
- Negotiate annual service contract with the Ministry of Children, Community and Social Services and monitor service contract submissions to MCCSS reporting on variances, performance outcome targets and negotiating changes to Ministry approvals or targets.
- Prepare business case to MCCSS when there are additional funding opportunities.
- Negotiate annual service contract with the Integrated Employment Services Manager and monitor service contract submissions, reporting on variances, performance outcome targets and negotiating changes to the Service Manager.

Communication:

- Coordinate program activities with other departmental Managers such as Housing Services, Homelessness Prevention and Social Planning, Children's Services and Legal Services.
- Represent the County on external working groups at community, regional, or provincial level related to policy and new initiatives development.
- Liaison with community agencies to promote Ontario Works Program and/or secure program that meets the needs of mutual clients.
- Liaison with the Information Technology department to ensure provincial program application and hardware upgrades specific to the Ontario Works Social Assistance

Management System and the Employment Ontario Case Management System meet legislated compliance and develop workarounds if required.

General:

- Incumbents must keep up-to-date on all relevant legislation, collective bargaining agreements, County Policies and Procedures, etc. ensuring that these are implemented as prescribed.
- Incumbents must possess the physical ability to meet the duties and responsibilities of the job description and/or the requirements identified within the position's Physical Demands Analysis.

These describe the general nature and level of work being performed by incumbents in this classification. They are not an exhaustive list of all job duties in the classification. Other duties may be assigned.

Supervision Requirements

Direct Supervision: Program Supervisors (2), Learning and Development Coordinator, and Administrative Assistant – OW.

Indirect Supervision: Ontario Works Supervisors (7), Program Support Supervisor, Approximately 60 Staff in the Ontario Works program.

Functional Authority: None

Credentials Required

Minimum Formal Education

- A University degree from an accredited post-secondary school institution in the social sciences.

Experience

- Five to six years of experience in the administration of the Ontario Works Program.
- Three to five years of supervisory experience.
- Knowledge of the financial implications and requirements stipulated by the various statutes and regulations.
- Knowledge of Ontario Works Act, Regulations, Policy Directives, Family Law Act, Ontario Disability Support Program Act and Regulations, Homemaker and Nurses Services Act.
- Knowledge of community agencies and local labour market.
- Strategic planning, mediation and conflict resolution, policy development, program planning and implementation, budget preparation and monitoring, administration, Human Resource planning and labour relations interpretations.
- A valid Ontario driver's licence and use of a vehicle.

Please visit our job board at www.lambtononline.ca/jobs and search for posting MANAG005678 to apply. Posting closes Sunday, August 10, 2025 at 11:59 pm