



THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department

Ontario Works Division

Requires a

**Six Month Temporary
Caseworker**

This position reports to an Ontario Works Manager and is responsible for assessing the financial and employment needs of clients applying for Social Assistance. Duties include, but are not limited to: assisting clients in completing applications, ensuring required information is received, determining eligibility for financial benefits, explaining relevant legislation and procedures to clients, updating client files as required, determining the employability of clients, developing employment plans with clients, matching participants to appropriate resources, motivating clients to achieve their goals, and completing required documentation in accordance with Provincial and County standards.

The minimum qualifications for this position include:

- High school graduation plus an additional programme of over one and up to two years in Social Services or related area.
- Over one year experience in the Human Services field, with well-developed interview skills and the ability to conduct in-depth assessments.
- Ability to adapt established procedures such as Ontario Works directives to determine and maintain client eligibility. Work also involves a choice of methods such as what community resources to utilize to best serve clients.
- Computer literacy in a Windows environment is required.
- All new or rehired employees must provide proof of full vaccination against COVID-19 and agreement of the County of Wellington vaccination requirement, prior to commencing employment.

This position offers a benefit package and an hourly range of: \$37.20 – 43.37 (2022 Union Compensation Grid), based on a 35 hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #017-22 by Friday, January 21 at 4:00 pm.**

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.





COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Caseworker	Reports to: Ontario Works Manager
Department: Social Services	Division: Ontario Works
Effective: January 2002	Revised: July 2018

BASIC FUNCTION:

This position reports to an Ontario Works Manager and is responsible for assessing the financial and employment needs of clients applying for Social Assistance. Duties include, but are not limited to: assisting clients in completing applications, ensuring required information is received, determining eligibility for financial benefits, explaining relevant legislation and procedures to clients, updating client files as required, determining the employability of clients, developing employment plans with clients, matching participants to appropriate resources, motivating clients to achieve their goals, and completing required documentation in accordance with Provincial and County standards.

PRINCIPAL RESPONSIBILITIES:

Under the guidance of the Ontario Works Manager, the Caseworker has the following duties and responsibilities:

- Assess initial and ongoing eligibility of clients in accordance with the Ontario Works Act, Regulations and Policies and make recommendations to the Manager concerning client eligibility.
- Determine client eligibility for mandatory and discretionary benefits and process these requests in a timely manner.
- Maintain detailed and accurate records of client information, interviews and activities and generate applicable correspondence and communication to clients.
- Record and process client Income Reporting Statements and verify client income on an on-going basis.
- Identify possible instances of fraud and refer to the Eligibility Review Officer for investigation.
- Complete client referrals to the Family Support Worker concerning the pursuit of support orders and monies as appropriate.
- Work cooperatively with clients to develop return to work plans and identify appropriate activities and strategies as part of that plan.
- Complete referrals to community and in-house services that will help clients reach their goal of returning to work (ie. education/literacy programmes, employment support services, community placements).

- Monitor and review attendance and support clients in the participation of activities in accordance with the needs of the client and the requirements of the Ontario Works programme.
- Determine situations where clients are deferred from employment participation requirements and ensure that all required documentation is on file to support the deferral.
- Deal effectively with more complex clients, including those with mental health and/or substance abuse issues as well as clients who have cultural or language barriers.
- Refer clients to appropriate outside agencies for assistance when appropriate.

ACCOUNTABILITY:

- Actions in this position could result in serious loss of time or resources. Must correctly assess eligibility and issue benefits when required.

PHYSICAL EFFORT AND WORKING CONDITIONS:

- Light activity of a long duration while working at a desk on the computer.
- Work is performed in an environment with frequent exposure to minor hazards such as rudeness and profanities from clients.

CONTACTS:

This position frequently handles contacts of a difficult, specialized or sensitive nature for the purpose of influencing or securing cooperation with the following:

Internal: Social Services staff.

External: Clients, local businesses and representatives of professional agencies/governments.

MINIMUM QUALIFICATIONS:

- High school graduation plus an additional programme of over one and up to two years in Social Services or related area.
- Over one year experience in the Human Services field, with well-developed interview skills and the ability to conduct in-depth assessments.
- Ability to adapt established procedures such as Ontario Works directives to determine and maintain client eligibility. Work also involves a choice of methods such as what community resources to utilize to best serve clients.
- Computer literacy in a Windows environment is required.

CONDITIONS OF EMPLOYMENT:

- Police Vulnerable Sector Check.
- Proof of Education.

OTHER:

- Location: 138 Wyndham Street North, Guelph or 321 St. Andrew Street West, Fergus.
- Regular Work Hours: 35 hours per week.
- Collective Agreement between the County of Wellington and CUPE Local #973.

