

THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department
Ontario Works Division

Requires a

Five Month Temporary Full Time Intake Worker

This position reports to the Manager of Intake and Employment Services and is responsible for screening and scheduling verification interviews for Caseworkers on a daily basis. Duties include, but are not limited to, completing the intake screening process with Ontario Works applicants, processing online applications, providing information to agencies regarding intake procedures, eligibility and Ontario Works benefits, making community referrals as needed, and communicating with other Ontario Works offices regarding file transfers.

The minimum qualifications for this position include:

- High school graduation or equivalent.
- Over six months experience with Ontario Works and office procedures.
- Ability to communicate clearly, demonstrate empathy and work effectively with vulnerable clients.
- Ability to maintain accurate records.
- Ability to apply established procedures, and policies to solve problems.
- Excellent computer skills and experience operating database software.
- Ability to handle sensitive and confidential information.
- Knowledge of the Ontario Works Act, related legislation and community resources.
- 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.

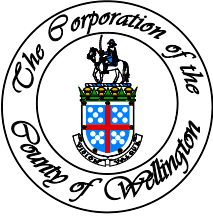
This position offers a benefit package and an hourly range of: \$25.98 - \$30.28 (2022 Union Compensation Grid).

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #018-22 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: Intake Worker	Reports to: Manager of Employment Services
Department: Social Services	Division: Ontario Works
Effective: January 2003	Revised: May 2019

BASIC FUNCTION:

This position reports to the Manager of Intake and Employment Services and is responsible for screening and scheduling verification interviews for Caseworkers on a daily basis. Duties include, but are not limited to, completing the intake screening process with Ontario Works applicants, processing online applications, providing information to agencies regarding intake procedures, eligibility and Ontario Works benefits, making community referrals as needed, and communicating with other Ontario Works offices regarding file transfers.

PRINCIPAL RESPONSIBILITIES:

Under the guidance of the Manager of Employment Services, the Intake Worker position has the following duties and responsibilities:

- Screen applicants applying for Ontario Works assistance to determine potential eligibility (via telephone, online or in person).
- Interview clients in a respectful and tactful manner in order to obtain required information to assess programme eligibility and appropriate referrals to service.
- Complete all required screens and data entry into the Social Assistance Management System (SAMS) and other applicable electronic systems.
- Complete third party checks.
- Contact other Ontario Works offices to facilitate the transfer of files in and out of the office.
- Schedule verification interviews for Caseworkers using scheduling programmes.
- Prepare files for Caseworkers for all new applicants and clients re-applying for assistance.
- Provide information to various agencies regarding intake procedures, programme eligibility criteria and benefits.
- Refer clients to appropriate programmes and services.
- Maintain accurate intake records and statistics.
- Other duties as assigned.

ACCOUNTABILITY:

- Ability to conduct work duties accurately. Errors in work may impact clients and the work of others, and could result in minor loss of time and resources.

PHYSICAL EFFORT AND WORKING CONDITIONS:

- Light activity of long duration, such as working at a computer.
- This position has occasional exposure to minor hazards, such as rudeness and profanities from clients.

CONTACTS:

This position will deal with or settle requests, complaints or clarify information with the following contacts.

Internal: Ontario Works staff.

External: Clients and representatives from professional agencies/governments.

MINIMUM QUALIFICATIONS:

- High school graduation or equivalent.
- Over six months experience with Ontario Works and office procedures.
- Ability to communicate clearly, demonstrate empathy and work effectively with vulnerable clients.
- Ability to maintain accurate records.
- Ability to apply established procedures, and policies to solve problems.
- Excellent computer skills and experience operating database software.
- Ability to handle sensitive and confidential information.
- Knowledge of the Ontario Works Act, related legislation and community resources.

CONDITIONS OF EMPLOYMENT:

- Police Vulnerable Sector Check.
- Proof of Education.

OTHER:

- Location: 129 Wyndham Street North, Guelph, flexibility of location may be required.
- Regular Work Hours: 35 hours per week, flexibility of hours may be required.
- Collective Agreement between the County of Wellington and CUPE Local #973.