

# THE CORPORATION OF THE COUNTY OF WELLINGTON

Social Services Department

Ontario Works Division

Requires a

**Six Month Temporary  
Ontario Works Clerk**

This position reports to a manager within the Ontario Works division and is a support function for the Caseworker team. The Ontario Works Clerk position assists workers with administrative and clerical duties including, but not limited to maintaining files, completing third party checks, answering general inquiries, scheduling appointments, and filing.

### The minimum qualifications for this position include:

- High school graduation or equivalent.
- Over three months experience working in an office or administrative setting and experience with office procedures.
- Experience in human services is an asset.
- Ability to problem solve; the job requires the application of established procedures, such as using internal policies to solve problems.
- Excellent computer skills and experience operating database software.
- Ability to handle sensitive and confidential information.
- Knowledge of Ontario Works Act and other related legislation preferred.
- 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.

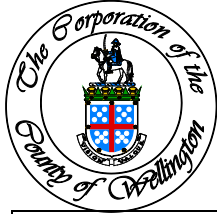
**This position offers a benefit package and an hourly range of: \$24.01 - \$27.99 (2022 Union Compensation Grid), based on a 35 hour work week.**

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #241-22** by **Thursday, June 30 at 4:00 pm.**

**ATTENTION: HR DEPARTMENT**, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: [careers@wellington.ca](mailto: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

<b>Title:</b> Ontario Works Clerk	<b>Reports to:</b> Ontario Works Manager or Special Services Manager
<b>Department:</b> Social Services	<b>Division:</b> Ontario Works
<b>Effective:</b> January 2002	<b>Revised:</b> April 2021

### **BASIC FUNCTION:**

This position reports to a manager within the Ontario Works division and is a support function for the Caseworker team. The Ontario Works Clerk position assists workers with administrative and clerical duties including, but not limited to maintaining files, completing third party checks, answering general inquiries, scheduling appointments, and filing.

### **PRINCIPAL RESPONSIBILITIES:**

Under the guidance of a manager within Ontario Works, the Ontario Works Clerk has the following duties and responsibilities:

- Complete necessary inputs and updates in the Social Assistance Management System (SAMS) and other technology systems.
- Provide administrative support to assist workers in the completion of their duties as requested.
- Produce and send correspondence to clients as required.
- Scheduling appointments and maintaining schedules for workers as required.
- Assist in the coordination and delivery of workshops, info sessions and other events.
- Complete third party checks as required.
- Act as backup to reception as required.
- Recording and filing of general correspondence from workers and managers.
- File documents in a timely manner and maintain files as requested.
- Respond to client inquiries as appropriate.
- Respond to inquiries for information from internal staff and outside agencies.
- Manage correspondence and mailings as required (mailings, distribution lists, invitations and RSVPs).
- Distribute information updates and reports to staff members as directed.
- Complete data entry and maintain records and statistics in various electronic systems.
- Other duties as requested.

**ACCOUNTABILITY:**

- Strong organizational skills; actions in this position could result in minor loss of time or resources. Must correctly relay information, schedule appointments, process transactions and maintain accurate records.

**PHYSICAL EFFORT AND WORKING CONDITIONS:**

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

**CONTACTS:**

This position deals with requests, settles complaints and clarifies information with the following:

**Internal:** Social Services staff.

**External:** Clients and their Advocates, Community and government Agencies, Health Care Professionals, employers.

**MINIMUM QUALIFICATIONS:**

- High school graduation or equivalent.
- Over three months experience working in an office or administrative setting and experience with office procedures.
- Experience in human services is an asset.
- Ability to problem solve; the job requires the application of established procedures, such as using internal policies to solve problems.
- Excellent computer skills and experience operating database software.
- Ability to handle sensitive and confidential information.
- Knowledge of Ontario Works Act and other related legislation preferred.

**CONDITIONS OF EMPLOYMENT:**

- Police Vulnerable Sector Check
- Proof of Education

**OTHER:**

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