

CASEWORKER

Organization: Ministry of Community and Social Services

Division: Social Assistance Operations Division

City: Cornwall

Job Term: 1 Temporary

Job Code: 10503 - Welfare Field Worker 2

Salary: \$1,136.95 - \$1,365.74 Per Week*

* Indicates the salary listed as per the OPSEU Collective Agreement.

Posting Status: Open Targeted

Job ID: 104476

Are you highly motivated and client-centered? Consider this opportunity to respond to inquiries and provide program information to a diverse clientele, the public, advocacy groups and agencies.

What can I expect to do in this role?

You will:

- provide customer service and consultation to clients
- collect and evaluate information to determine eligibility for ODSP Income and Employment Supports
- make adjustments to entitlements and resolve conflict situations
- explain legislation and ministry initiatives
- prepare a range of communication materials
- plan and deliver information sessions to clients and stakeholders, on community-based employment supports

How do I qualify?

Customer Service and Communication Skills

- you can provide effective customer service to clients with disabilities
- you have the ability to liaise with community agencies, provide information to clients, and resolve conflict situations
- you have effective communication and consulting skills to write clear, concise reports and conduct information sessions
- you demonstrate sensitivity towards diversity/inclusion of applicants/clients and co-workers
- you have interviewing skills to conduct interviews with clients by phone or in person
- you have effective listening skills to determine client needs and make appropriate referrals

Knowledge

- you have knowledge of community services, resources, policies, programs and issues/barriers affecting clients with disabilities
- you have knowledge of labour market trends
- you are able to interpret and apply legislation in order to review/determine program eligibility and identify infractions

Analytical, Planning and Organizational Skills

- you demonstrate planning and organizational skills to set priorities, work within time constraints and meet deadlines
- you have demonstrated analytical skills to collect, document and evaluate information
- you are able to work in a team environment

Note

Successful candidates may be required to undergo an employment screening check in accordance with the Ontario Employment Screening Checks Policy.

Additional Information:

Address:

- 1 Temporary, duration up to 8 months, 4 Montreal Rd, Cornwall, East Region

Compensation Group: Ontario Public Service Employees Union

Schedule: 3.7

Category: Health and Social Services

Posted on: February 16, 2017

Note:

- W-CS-104476/17

How to apply:

1. You must apply online by visiting www.ontario.ca/careers. You must enter the job id number in the Job ID search field to locate the job ad.
2. Your cover letter and resume combined should not exceed five (5) pages. For tips and tools on how to write a concise cover letter and resume, review the [Writing a Cover Letter and Resume: Tips, Tools and Resources](#).
3. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. We rely on the information you provide to us.
4. Read the [job description](#) to make sure you understand this job.
5. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
6. If you require a disability related accommodation in order to participate in the recruitment process, please [Contact Us](#) to provide your contact information. Recruitment Services staff will contact you within 48 hours.

Please be advised that the results of this competition may be used to form an eligibility list of qualified candidates to potentially fill future vacancies represented by the Ontario Public Service Employees Union (OPSEU). In accordance with the Collective Agreement, eligibility lists are shared with OPSEU representatives. By applying to this competition, you are providing consent that your name may be shared with OPSEU representatives.

All external applicants (including former employees of the Ontario Public Service) applying to a competition in a ministry or Commission public body must disclose (either in the cover letter or resume) previous employment with the Ontario Public Service. Disclosure must include positions held, dates of employment and any active restrictions as applicable from being rehired by the Ontario Public Service. Active restrictions can include time and/or ministry-specific restrictions currently in force, and may preclude a former employee from being offered a position with the Ontario Public Service for a specific time period (e.g. one year), or from being offered a position with a specific ministry (either for a pre-determined time period or indefinitely). The circumstances around an employee's exit will be considered prior to an offer of employment.

Remember: The deadline to apply is **Friday, March 3, 2017 11:59 pm EST**. Late applications will not be accepted.

We thank you for your interest. Only those selected for further screening or an interview will be contacted.

**The Ontario Public Service is an inclusive employer.
Accommodation is available under the [Ontario Human Rights Code](#).**