

JOB DESCRIPTION

POSITION:	CASEWORKER - ONTARIO WORKS - BILINGUAL		
DEPARTMENT:	Employment & Social Services	UNION:	C.U.P.E. Local 543
LOCATION:	Various	JOB CODE:	543550
HOURS OF WORK:	33.75	GRADE/CLASS:	0.15
SHIFT WORK REQ'D:	No		

DUTIES:

Reporting to a Supervisor, this position will be responsible for interviewing applicants and recipients at the office or occasionally offsite in order to complete assessments to determine initial and ongoing eligibility for various classes of Social Assistance. Responsible for documenting in a computerized environment and verifying information; maintaining and organizing a caseload to ensure legislative requirements are met and service is provided. Responsible for assessing client circumstances to identify client needs and to make appropriate referrals; Refers clients as well as liaises with various in-house and Community agencies; Conducts ongoing assessment of eligibility and service plan progress and provides appropriate follow-up and case coordination. Liaise with community agencies with regards to social, employment and training opportunities for clients. Develops and maintains a good rapport with customers and other staff members. Will perform Occupational Health & Safety duties as outlined in the Corporation's Health and Safety Program. Will perform other related duties as required.

QUALIFICATIONS:

- Must have a three (3) year post-secondary school Degree from a University in Social Sciences, Social Work, Business Administration or Ontario Ministry of Education equivalencies;
- Must have over one (1) year of experience in a Social Services setting with good knowledge of Social Service programs and related legislation;
- Must be bilingual (English and French);
- Must be a mature person who can demonstrate sensitivity to client needs;
- Must have operating knowledge of computer systems/programs including the Microsoft Suite of Products such as Word and Outlook;
- The physical demands analysis associated with this job indicates a sedentary level of work.

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.