

Job Ad Preview

Apply By: Thursday, April 29, 2021 11:59 pm EDT

Job Information

CASE TRIAGE OFFICER

Organization:

Ministry of Children, Community and Social Services

Division:

Family Responsibility Office

City:

Toronto

Job Term:

2 Temporary

Job Code:

03521 - Executive Officer 1 B/U, 03521 - Executive Officer 1 B/U

Salary:

\$1,141.38 - \$1,401.46 Per Week*

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

Understanding the job ad - definitions

Posting Status:

Open Targeted

Job ID:

163108



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The families we serve are our top priority. We are a fast-paced, high-volume organization that is committed to client-focused service. Here is your opportunity to fully utilize your case management knowledge, relationship building and communication skills to better serve Ontarians by improving the lives of families, better empowering them to achieve economic and social stability.

If you have the ability to make sound decisions under pressure with tight deadlines, this opportunity is for you.

What can I expect to do in this role?

As a critical member of the FRO team, you will:

- Think customer service by default, and make every effort to work with clients to ensure they know how our program works and how it can help support them and their family;
- Conduct detailed and informative client-focused welcome onboarding calls;
- Proactively seek out and validate information to manage new and refiled client cases in a triage environment;
- Make risk-based decisions about whether and how the Family Responsibility Office (FRO) will manage the case and what approach should be taken to ensure successful outcomes for families;
- Establish cases within FRO's case management system including entering all client information and ensuring that payments are ready to flow;

- Develop and plan strategic follow-up actions while engaging with clients in a multi-channel environment;
- Conduct outreach to establish, build and foster positive relationships with clients and other stakeholders;
- Ensure cases are assigned to the appropriate client service tier for ongoing case management;
- Consult with legal specialists and management to determine enforceability and appropriate next steps for each new and refiled case that FRO receives.

How do I qualify?

Communication, Consultative and Interpersonal Skills:

- You have excellent verbal and written communication skills to articulate to clients the role of the Family Responsibility Officer in a logical, clear, concise and accessible manner.
- You have the ability to prepare well documented files with attention to detail for FRO case management purposes.
- You demonstrate consultative and interpersonal skills to provide effective client service and to display empathy to clients; to deal effectively with government and private sector partners and stakeholders.
- You have proven interpersonal skills to promote understanding of the program and respond to client needs.

Analytical, Problem Solving and Decision-Making Skills:

- You have the ability to work independently and collaboratively to make critical, well-informed decisions in an emotional, high stress environment.
- You have strong analytical skills to gather, document, evaluate and triage case information for ongoing case management.
- You have the ability to conduct financial analysis; interpret court orders and legal agreements to appropriately recommend educational materials to clients and stakeholders on available programs and services.

Time Management and Organizational Skills:

- You have organizational skills and a proven ability to establish work priorities to complete work under strict timelines.
- You have proven time management skills to rapidly assess and respond to inquiries with appropriate action.

Technical Knowledge:

- You have demonstrated knowledge of case management and case administration policies, procedures, techniques and standards.
- You have the ability to interpret, apply, and explain applicable legislation, policies and procedures to determine appropriate enforcement action.
- You understand family court systems and processes to interpret court orders and other legal documents, ensure compliance and explain court processes and decisions to clients.
- You have computer skills to research and access data, update financial information records and prepare correspondence.

Additional Information

Address:

- 2 Temporary, duration up to 12 months, 125 Sir William Hearst Ave, Toronto, Toronto Region, Criminal Record Check

Compensation Group:

Ontario Public Service Employees Union
Understanding the job ad - definitions

Schedule:

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Category:

Customer and Client Services

Posted on:

Thursday, April 15, 2021

Note:

- In accordance with the Ontario Public Service (OPS), Employment Screening Checks Policy (ESCP), the top candidate(s) may be required to undergo a security screening check. Refer to the above to determine the screening checks that are required for this position.

Required security screening checks along with your written consent, will be sent to the Transition and Security Office (TSO), Talent Acquisition Branch (TAB), HR Service Delivery Division (HRSDD) to evaluate the results. If applicable, the TSO, with your written consent, will request and obtain any additional employment screening checks that were not obtained directly by you.

A record under the Criminal Code and/or other federal offence record(s) does not automatically mean you will be ineligible for the position. The employment screening check(s) will only be reviewed and evaluated by the TSO for the purpose of making a security clearance decision. The details of an individual's employment screening check(s) will be considered in specific relation to the duties and responsibilities of the position being filled. Employment screening check records will be maintained by the TSO and kept strictly confidential.

- W-SS-163108/21(2)

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 **Thursday, April 29, 2021 11:59 pm EDT**. 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](#) .