

CASE PRESENTING OFFICER

Organization:

Ministry of Children, Community and Social Services

Division:

Social Assistance Service Delivery Branch

City:

Any City

Job Term:

3 Temporary (up to 12 months with a possibility of extension)

Job Code:

10503 - Welfare Field Worker 2

Salary:

\$1,225.00 - \$1,471.51 Per Week*

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

Understanding the job ad - definitions

Posting Status:

Open Targeted

Job ID:

165443

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The mandate for the Social Assistance Operations Division is to design, deliver, support and oversee person-centered, responsive and accountable social assistance services in Ontario, focused on improved outcomes, service quality and sustainability. The division combines policy and delivery expertise with strong partnerships across the Ontario Public Service, municipal and First Nations Governments and beyond to achieve its objectives.

About Us

The Social Assistance Central Services Branch (SACSB) offers you a collaborative working environment focused on delivering high caliber service, progress, and continuous improvement. We pride ourselves on not only focusing on delivering high caliber service for Ontarians, but also in how we deliver – with a supportive organizational culture that values diversity, inclusion and ongoing growth and development.

Please note : The majority of this role will be done virtually, however work locations/headquarters will be assigned based on the home addresses of successful candidates in proximity to the following possible locations - Barrie, Belleville, Bracebridge, Brampton, Brantford, Brockville, Burlington, Cambridge, Chatham, Cornwall, Guelph, Hamilton, Hawkesbury, Kenora, Kingston, Kirkland Lake, Kitchener, Lindsay, London, Mississauga, Newmarket, North Bay, North York, Orillia, Oshawa, Ottawa, Owen Sound, Pembroke, Peterborough, Renfrew, Sarnia, Sault Ste Marie, Scarborough, Simcoe, Smiths Falls, South Porcupine, St Catharines, Stratford, Sudbury, Thunder Bay, Toronto, Windsor, Woodstock

What can I expect to do in this role?

As a Case Presenting Officer, you will:

- Review and assess cases when disability applicants appeal ministry decisions regarding eligibility
- Conduct in-depth investigations into eligibility of disability clients
- Prepare and present cases on behalf of the Ministry at Social Benefits Tribunal Hearings

How do I qualify?

Mandatory

- You must be able and willing to travel throughout the province as required

Knowledge

- You have knowledge of judicial/appeal proceedings related to social assistance
- You have knowledge of medical adjudication practices

Research & Analytical Skills

- You have demonstrated the ability to research, interpret and apply detailed knowledge of the Ontario Disability Support Program Act and related legislation, regulations and policies
- You have demonstrated analytical, evaluation, problem solving and organizational skills

Communication & Interpersonal Skills

- You have demonstrated verbal and written communication and presentation skills to explain disability programs, legislation, regulations and clients rights and responsibilities, write detailed reports, cross-examine witnesses and closing arguments
- You have proven negotiation, interpersonal and relationship building skills with the ability to apply tact and diplomacy in dealing with confidential and sensitive information
- You are able to negotiate resolutions with clients and legal representatives
- You are able to work effectively independently and as part of a team

Computer Skills

- You are proficient with software applications including Word, Excel, Outlook, Access and databases

OPS commitment to diversity, inclusion, accessibility, and anti- racism

We are committed to build a workforce that reflects the communities we serve and to promote a diverse, anti-racist, inclusive, accessible, merit-based, respectful and equitable workplace. We invite all interested individuals to apply and encourage applications from people with disabilities, Indigenous, Black, and racialized individuals, as well as people from a diversity of ethnic and cultural origins, sexual orientations, gender identities and expressions.

Visit the [OPS Anti-Racism Policy](#) and the [OPS Diversity and Inclusion Blueprint](#) pages to learn more about the OPS commitment to advance racial equity, accessibility, diversity, and inclusion in the public service. We offer employment accommodation across the recruitment process and all aspects of employment consistent with the requirements of Ontario's [Human Rights Code](#). Refer to the application instructions below if you require a disability-related accommodation.

Additional Information

Address:

- 3 Temporary, duration up to 12 months, Any City, Anywhere in Ontario , Criminal Record Check

Compensation Group:

Ontario Public Service Employees Union

Understanding the job ad - definitions

Schedule:

3.7

Category:

Health and Social Services

Posted on:

Monday, October 4, 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.

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 **Tuesday, October 19, 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](#).**

[Apply Online](#)