

# CASE MANAGEMENT OFFICER

**Organization:** Ministry of Children, Community and Social Services

**Division:** Family Responsibility Office

**City:** Toronto

**Job Term:** 2 Permanent, 7 Temporary (up to 18 months with a possibility of extension)

**Job Code:** 03521 - Executive Officer 1 B/U

**Salary:** \$1,152.79 - \$1,415.47 Per Week\*

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

Understanding the job ad - definitions

**Posting Status:** Open

**Job ID:** 172868

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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. We are committed to improving the lives of families, better empowering them to plan for the future and to achieve economic and social stability.

We need innovative, efficient, and committed team players to build our clients' confidence and accomplish our commitment to Ontario families. 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?

Family support matters can be complex and stressful, especially when children are involved. When our clients need a helping hand, you will be there to answer the call. You will think customer service by default, and make every effort to work with clients to ensure they know how our program works and ensure families are getting the funds they are entitled to.

From proactively reaching out to a client to negotiate a payment arrangement, to conducting investigations to understand the details of a family's situation, to taking enforcement action where required to help ensure support obligations are met, you will see it all.

As a Case Management Officer, your key focus is to work with families and other stakeholders to help ensure that support payments are being made and, when cases are not in compliance, to use all appropriate interventions to help get payments back on track. You will develop and execute tailored case management plans based on the specific circumstances of the families that you serve, and you will use a highly customized and proactive approach to manage each case.

## How do I qualify?

Client Service, Communication, and Interpersonal Skills

- You are able to provide customer service to the public on sensitive issues with tact, diplomacy, respect and inclusiveness
- You can explain complex matters to clients in plain language, using verbal and written communication skills
- You remain flexible and rational in stressful situations, working well under pressure
- You have demonstrated experience building and maintaining positive relationships with internal and external stakeholders

### Analytical, Case Management Skills

- You produce creative case management solutions that are tailored to the situation of your clients, within the scope of policies and legislation
- You can research, analyze, and assess financial documents to update financial information records and databases
- You can quickly and thoroughly evaluate a case to determine appropriate next steps
- You have negotiation and problem-solving skills to influence and encourage compliance, negotiate payment arrangements with clients based on verifiable financial evidence
- You are able to develop resolutions and promote compliance for a positive client experience involving complex support issues

### Technical Skills

- You have the ability to interpret, apply, and explain applicable legislation, policies and procedures to determine appropriate enforcement action
- You understand family court systems/procedures 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

### Organizational and Teamwork Skills

- You have a proven ability to achieve results using a positive, collaborative approach with peers and clients
- You have strong teamwork skills to work co-operatively, provide client support and work in a supportive team environment
- You have strong prioritizing and organizational skills to prioritize and manage a diverse workload with conflicting deadlines from a variety of sources.

### 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:

- 2 Permanent, 125 Sir William Hearst Ave, Toronto, Toronto Region, Criminal Record Check
- 6 Temporary, duration up to 12 months, 125 Sir William Hearst Ave, Toronto, Toronto Region, Criminal Record Check
- 1 Temporary, duration up to 18 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:

Health and Social Services

### Posted on:

Tuesday, November 23, 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.

- Effective October 1, 2021, the OPS COVID-19 Safe Workplace Directive requires all Ontario Public Service employees to provide proof they are fully vaccinated, meaning they are fully vaccinated as defined by the Ministry of Health (refer to: [COVID-19 Fully Vaccinated Status in Ontario](#)), including 14 calendar days have passed since receiving their final dose of the COVID-19 vaccine.

Employees who do not provide proof of full vaccination will be deemed 'not vaccinated' under the Directive and will be required to attend a vaccine education program and undergo regular rapid antigen testing. Employees who are not vaccinated under the policy with a valid medical exemption will not be required to attend a vaccine education program but must undergo regular rapid antigen testing.

### How to apply:

1. You must [apply online](#).

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, December 7, 2021 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](#).**

[Apply Online](#)