

CASEWORKER

Organization: Ministry of Children, Community and Social Services

Division: Social Assistance Programs Division - Ontario Disability Support Program

City: Bracebridge, Kenora, Kirkland Lake, North Bay, Sault Ste Marie, South Porcupine, Sudbury, Thunder Bay

Job Term: 15 Temporary (up to 18 months with 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: 169114

[_Apply Online](#)

[_View Job Description](#)

Are you a client-centered and results-oriented individual? Consider this opportunity to contribute to the delivery of the Ontario Disability Support Program.

This recruitment is for SWAT Caseworker positions only. The results may also be used to fill additional SWAT Caseworker opportunities only.

What can I expect to do in this role?

You will:

- 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
- Support the overall delivery of the ODSP across the province

How do I qualify?

Customer Service and Communication Skills

- you demonstrate sensitivity towards diversity/inclusion of applicants/clients and co-workers
- you have problem solving skills to resolve complaints, concerns and disputes
- you have effective communication and consulting skills to write clear, concise reports and conduct information sessions
- you can provide effective customer service to clients with disabilities
- you have effective communication skills to determine client needs and make appropriate referrals

Knowledge and Analytical Skills

- you have knowledge of community services, resources, policies, programs and issues/barriers affecting clients with disabilities
- You have knowledge of the Ontario Disability Support Program
- you have demonstrated analytical skills to collect, document and evaluate information
- you are able to interpret and apply legislation in order to review/determine program eligibility and identify issues/discrepancies

Planning and Organizational Skills

- you demonstrate planning and organizational skills to set priorities, work within time constraints and meet deadlines
- you are able to work in a team environment, including a virtual team environment (eg. Working with colleagues in different locations or occasionally working remotely)

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.

Note

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

Additional Information

Address:

- 15 Temporary, duration up to 18 months, 5560 Hwy 101 E, South Porcupine, North Region or 145 Government Rd W, Kirkland Lake, North Region or 199 Larch St, Sudbury, North Region or 720 Robertson St, Kenora, North Region or 341 Queen St E, Sault Ste Marie, North Region or 621 Main St W, North Bay, North Region or 435 James St S, Thunder Bay, North Region or 50 Balls Dr, Bracebridge, Central Region

Compensation Group:

Ontario Public Service Employees Union
Understanding the job ad - definitions

Schedule:

3.7

Category:

Health and Social Services

Posted on:

Monday, November 29, 2021

Note:

- The number of positions to be filled has not been identified at this time. This competition will be used to create an eligibility list of qualified candidates to fill upcoming opportunities within the next eighteen months following the closing date of the job ad posting.
- 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 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 **Monday, December 20, 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](#).**