

Caseworker - 3 Unilingual (English) and 1 Bilingual (English/French)

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

Language of Position(s):

Both English and bilingual

Job Term:

4 Temporary (up to 12 months with possibility of extension)

Job Code:

10503 - Welfare Field Worker 2

Salary:

\$1,262.12 - \$1,516.10 Per Week*

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

Understanding the job ad - definitions

Posting Status:

Open Targeted

Job ID:

213964



Apply Online

Are you highly motivated and client-centered? Consider this opportunity to respond to inquiries and provide program information to a diverse clientele, the public, advocacy groups and agencies.

The Ontario Disability Support Program serves a population that is living with a disability, and may be experiencing one or multiple realities which include but are not limited to; poverty, mental health, developmental disability, cognitive delays, visual and hearing delays/impairments, brain injuries, experiences of trauma and violence, addictions, language barriers, historical or current incarceration, criminal activity, physical disabilities and mobility impairments, isolation, discrimination and experiences of grief/loss.

As a Caseworker, you will have the rewarding opportunity to make a difference in the lives of our client population to deliver the Ontario Disability Support Program.

This recruitment is for Provincial Support Unit (PSU) Caseworker positions only. The results may also be used to fill additional PSU Caseworker opportunities only.

Successful candidates can work in either of the following locations: Kenora, Thunder Bay, Bracebridge, North Bay, Kirkland Lake, Sudbury, Sault Ste. Marie, South Porcupine

Effective January 1st, 2024 the salary range for this position is \$1,345.09 to \$1,615.77 per week in compliance with OPSEU Unified Bargaining Unit collective agreement provisions. The new rates, effective retroactive to January 1, 2024, were recently confirmed and dates for implementation of the new salary rates are still to be determined.

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 "How to apply" section if you require a disability-related accommodation.

What can I expect to do in this role?

You will:

- provide customer service and consultation to clients
- 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?

Mandatory

For the bilingual position, you are fluent in English and have advanced oral and advanced minus written French language skills. Your proficiency level will be confirmed before hire.

Customer Service and Communication Skills

- you can provide effective customer service to a client population living with a disability, who may be experiencing multiple realities (i.e. poverty, mental health, developmental disability, cognitive delays, visual and hearing delays/impairments, brain injuries, experiences of trauma and violence, addictions, language barriers, historical or current incarceration, criminal activity, physical disabilities and mobility impairments, discrimination, and grief/loss).
- 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 have interviewing skills to conduct interviews with clients by phone or in person who may require alternative communication approaches
- 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 (e.g. working with colleagues in different locations or working remotely)

Additional Information:

Address:

- 3 English Temporary, duration up to 12 months, 720 Robertson St, Kenora, North Region or 50 Balls Dr, Bracebridge, Central Region or 145 Government Rd W, Kirkland Lake, North Region or 621 Main St W, North Bay, North Region or 435 James St S, Thunder Bay, North Region or 5520 Hwy 101 E, South Porcupine, North Region or 199 Larch St, Sudbury, North Region or 341 Queen St E, Sault Ste Marie, North Region, Criminal Record Check

- 1 Bilingual English/French Temporary, duration up to 12 months, 720 Robertson St, Kenora, North Region or 50 Balls Dr, Bracebridge, Central Region or 145 Government Rd W, Kirkland Lake, North Region or 621 Main St W, North Bay, North Region or 435 James St S, Thunder Bay, North Region or 5520 Hwy 101 E, South Porcupine, North Region or 199 Larch St, Sudbury, North Region or 341 Queen St E, Sault Ste Marie, North Region, 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, April 29, 2024

Note:

- This ad is also available in French.
- 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.
- 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), Corporate Talent Programs Branch, Talent and Leadership Division 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.

- T-SS-213964/24(4)

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 team 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, May 13, 2024 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.

All Ontario Public Service external job advertisements are posted in English and French. To confirm the language requirements of a job, check the "language of position" information at the top of each job ad. For all positions, candidates will be assessed in English, the business language of the Ontario Public Service. For English/French designated bilingual positions, candidates will also be assessed through French-language proficiency testing.

Toutes les offres d'emploi externes de la fonction publique de l'Ontario sont affichées en anglais et en français. Pour connaître les exigences linguistiques, vérifiez les renseignements sur la « langue du poste » figurant dans le haut de chaque offre d'emploi. Pour tous les postes, l'évaluation des candidates et candidats se fera en anglais, la langue usuelle de la fonction publique de l'Ontario. En ce qui concerne les postes désignés bilingues, la maîtrise du français des candidates et candidats sera également évaluée.

The Ontario Public Service is an inclusive employer.

Accommodation is available under the [Ontario's Human Rights Code](#) .

Note: The only website where you can apply on-line for positions with the Ontario Public Service is <http://www.gojobs.gov.on.ca>



[Apply Online](#)