

Position Title: Ontario Works Placement Worker

Department: Social Services

Reports To: Ontario Works Manager

Purpose

Responsible for the development, marketing and monitoring of Community and Employment Placement opportunities for social assistance recipients.

Responsibilities

- Maintain a general knowledge of government policy, programs and legislation relevant to the delivery of Ontario Works programs; maintain a thorough knowledge of the Ontario Works community placement and employment placement directives and department policies
- Maintain a general knowledge of local labour market information and other government employment programs
- Liaise with community and employment agencies, non-profit organizations, resource centres, employers and other employment-focused organizations, marketing and promoting the community placement and employment placement programs. Partner with these and other parties to create paid and unpaid (volunteer) placement opportunities
- Assess referred social assistance recipients, through a client centred approach, identifying their skills, education, work experience, barriers, and employment goals/career plans
- Ensure that placement opportunities are aligned with the respective Ontario Works directives and support the organization in meeting its employment outcome targets
- Negotiate appropriate wage incentives, with employers, in accordance with the applicable Ontario Works directives. Calculate and issue in a timely fashion

- Ensure that service agreements and associated documents, such as insurance certificates with sponsors and employers clearly detail the responsibilities of the sponsor, the employer and the Ontario Works delivery agent
- Communicate regularly with sponsors and employers to closely monitor placement progress and provide required support. Strategize and promptly address issues as they are identified, such as Workplace Safety and Insurance Board incidents. At least once a month meet with placement sponsors and employers to collect attendance and progress reports
- Provide employment benefits (i.e. training, clothing, certification, etc.)
- Attend employment focused interagency meetings and forums (i.e. job/career fairs) as required
- Strategize with, and counsel clients to address issues and solve problems which may impede placement success such as life skills coaching and employment etiquette
- Refer clients to other community agencies and resources as appropriate.
- Assist clients interested in the self-employment activity to develop a viable business plan through appropriate referrals and providing objective analysis of their plan for management approval of their plan
- Conduct corrective and compliance interviews (with caseworkers) in accordance with policy when clients could potentially be considered non-compliant of placement activities
- Maintain required documentation, records and data in relation to client and program service, payments, performance, evaluation, and progress. Prepare monthly statistics and reports
- Record detailed notes regarding client interactions, placement progress, employment planning, etc. in the computer technology
- Maintain an accurate database of placement sponsors and employers in the computer technology
- Perform other related duties as assigned

Other Duties

- Maintains skills and knowledge by taking training and development through courses, seminars and selected reading
- Responsible, as an employee, for occupational health and safety and emergency management

Working Conditions

Hours of work are based on a 35 hour work week. Work is subject to regular deadlines and constant interruptions and is carried out in a public office environment and in other community locations suitable for the delivery of services. Overtime may be required on occasion. Hours of work may be flexible to accommodate meetings and forums with external stakeholders. Travel within the area is required. Outside of office work conditions can involve exposure to unfavourable road, traffic and extreme weather conditions.

Contacts

Internal Working Relationships

Work closely with staff within Social Services and other Grey County departments.

External Working Relationships

Collaborate with community agencies and partners, developing positive working relationships. Collaboration with counterparts in other municipal and provincial social services offices as required. Participates in various meetings that support employment and social assistance programs.

Knowledge and Skill

- Graduate of a recognized university in the Humanities, Social Work or Social Sciences, or a two year Social Services Worker Diploma, or a two year diploma in a related field with an employment focus from a recognized college of applied arts and technology
- Career Development Practitioner certification and/or experience in employment planning and placement are definite assets
- Knowledge of the Ontario Works Act and the Ontario Disability Support Plan is an asset
- Excellent communication, organizational and time management skills
- Counselling, negotiating and coaching skills, initiative, creativity, a collaborative attitude, and conflict resolution skills
- Objective, empathetic, approachable, and possess strong interpersonal skills.
- Able to work independently and as part of a team
- Proficient with current computer technologies
- Valid drivers' license or access to reliable transportation

Impact of Error

Inadequate caseload management can result in reduced provincial subsidy.

If information in databases is not accurately maintained with integrity, benchmarks for funding may not be met.

If community liaison is not maintained, it may reduce the number of clients that can be served and therefore social assistance caseloads remain higher.

Inadequate case planning will diminish opportunities for social assistance recipients to reach their employment goals.

Failure to effectively partner with other community agencies and organizations will result in lost opportunities for clients, will jeopardize the organization's standing in the community and decrease the confidence in Ontario Works staff and clients.

Errors or omissions could negatively impact the effectiveness of the organization's overall service delivery.