

Position Title: Children's Services Financial Assessment Worker

Department: Social Services

Reports To: Children's Services Manager

Purpose

Determine child care fee subsidy eligibility according to Ministry of Education and Grey County Children's Services policies and procedures.

Responsibilities

- Determine eligibility, submits the file with recommendation to the Manager for authorization
- Enter information into computer programs and review entitlement
- Responsible for file maintenance and documentation for applicants and agencies
- Receive telephone inquiries for Child Care Subsidy by direct inquiry and referral from other agencies
- Ensures compliance regarding ongoing eligibility i.e. employment and/or job search outcomes
- Refers clients to other agencies and child care programs
- Mediate differences between child care centres and clients regarding fees or related issues
- Participate in the notification of outstanding accounts that are owed from a client to child care centres. Notifies other child care centres of outstanding accounts
- Send out required documentation to clients and centres
- Identify and refer allegations of child care fraud to the Children's Services Manager
- Address irregularities in children's attendance at child care centres
- Communicate alleged Ontario Works irregularities to Caseworkers
- Prepare monthly statistical reports
- Perform other duties as assigned

Other Duties

- Maintain 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, clients' homes 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

Interact with community agencies and partners developing positive working relationships.

Knowledge and Skill

- Graduate of a 2 year Diploma/Degree in Early Childhood Education, Social Work or Human Services from a recognized college or university
- Knowledge of the Child Care and Early Years Act, 2014 is an asset
- Excellent communication, organizational and time-management skills are required
- Objective, empathetic, approachable, and possess strong interpersonal skills
- Collaborative attitude, and conflict resolution skills
- Able to work independently and as part of a team
- Proficient with current computer technologies
- Valid drivers' license or access to reliable transportation required

Impact of Error

Assessment errors could result in incorrect payment of fee subsidy by clients.

Inadequate administration and communication could result in confusion, violation of privacy, poor administrative practices and loss of credibility in the program's ability to provide fee subsidy of child care.