



JOB DESCRIPTION

Job Title: Ontario Works Agent	Department: Social Services	Division: Ontario Works	Reports to: Site Supervisor
Revision Date: June 2009	Salary Grid: 6		

Approval:	Department Head	_____
	Supervisor	_____
	Employee	_____
	Staff Administration Committee	_____

The above signatures acknowledge agreement for all **9 pages** of this document.

Position Summary:

Reporting to an Ontario Works Supervisor, the Ontario Works Agent determines eligibility for employment and financial assistance related to the needs of individuals and families while maintaining confidentiality.

Qualifications:

- University Degree or Post Secondary Diploma in Social Sciences, Education or Human Resources Management, or equivalent education and experience.
- Excellent interpersonal, verbal, and written communication skills. Computer literacy required.
- Good organizational, problem solving, and decision-making skills.
- Basic knowledge of social assistance and income support/supplement programs.
- Ability to interview, assess clients needs, provide advice effectively, provide/assess employment opportunities, write concise and accurate reports, understand and apply relevant legislation.
- Ability to work both independently and within a team-oriented organization.
- Valid driver's license and access to a reliable vehicle.

Position Responsibilities:

1. Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Provincial and Municipal Acts. Performs the responsibilities of the position consistent with the Operational policies of the County of Renfrew.
2. Processes applications and monitors ongoing eligibility for Ontario Works in compliance with local protocols, directives and Provincial Regulations and Legislation.



JOB DESCRIPTION

Job Title: Ontario Works Agent	Department: Social Services	Division: Ontario Works	Reports to: Site Supervisor
Revision Date: June 2009	Salary Grid: 6		

3. Ensures all reports and files are accurate and up to date. Maintains applicable caseload records and documentation. Ensures narrative reports both in County of Renfrew files and data input into SDMT are in compliance.
4. Conducts regular interviews to collect necessary participant information and appropriate documentation in order to determine eligibility.
5. Markets Ontario Works employment components to participants and the broader community. Monitors and maintains participant progression for all employment related opportunities.
6. Develops, implements and delivers group instruction, new initiatives and program changes.
7. Engages the participant in a goal setting process to increase their employability and transition to employment ensuring the Participation Agreement is adhered to.
8. Develops and supports working relationships with referral agencies, partners and other community stakeholders. Identifies gaps in services and works to enhance community capacity and social inclusion.
9. Performs administrative functions as it relates to Ontario Works legislative forms, affidavits, court applications, and assists participants with the completion of other third party forms/applications.
10. Assists individuals and families with accessing other County of Renfrew programs – ie. Homelessness, Rent Bank.
11. Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act.

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.



JOB DESCRIPTION

Job Title: Ontario Works Agent	Department: Social Services	Division: Ontario Works	Reports to: Site Supervisor
Revision Date: June 2009	Salary Grid: 6		

LIMITS OF AUTHORITY

The employer has the following limits of authority for the position noted above.

1. The employee will not disclose privileged or confidential information.
2. The employee will not release client files for client review without authorization from the Ontario Works Supervisor and Manager, Director of Social services and Director of Human Resources.
3. The employee will not contact, reply verbally or provide reports to the media.
4. The employee will not make purchases without appropriate authorization.
- 5.



JOB FACT SHEET

Job Title: Ontario Works Agent	Department: Social Services	Division: Ontario Works	Reports to: Ontario Works Manager-Site Supervisor
Employee Name:		Date: June 2009	

This questionnaire is not connected with your performance on the job. Please complete this form as accurately as possible.

SUMMARY:

List the 4 or 5 major activities you undertake. Describe each item, by phrase, in the spaces provided. Estimate (to the nearest 5%) the percentage of time per year you spend on each.

1. Determining Eligibility/Conducting Interviews	25 %
2. Case Management	30 %
3. Employment Coaching/Negotiating Participation Agreements/Placements/Promoting Ontario Works components	25 %
4. Compiling Statistical Information	10 %
5. File Reviews/Actioning Investigations and in-house referrals	10 %

DESCRIPTION:

Write a paragraph to describe each of the five activities listed above. Provide as many examples as you can to illustrate the scope and complexity of the activity.

1. Determining Eligibility/Conducting Interviews:

- Complete Form 1 Application for Assistance, Form 3 Consent to Disclose and Verify Information, Participation Agreement, Literacy Test and Literacy referrals, Rights and Responsibilities, Living with another Adult Information Sheet, Co-Residency Questionnaire, 2212 Declaration of Support/Maintenance, Assignment of Benefits for pending Income (EI, CPP, WSIB, Marital Distribution of Assets), Statutory Declaration.
- Review and assess information provided during application process in order to determine eligibility.
- Keep up to date on all Directives amendments and technology changes. Process benefits and notify applicant of eligibility.
- Request medical verification and information for restrictions or limitations to participation and to assist with processing referrals to the Ontario Disability Support Program (ODSP).
- Ensure all information is appropriately recorded in SDMT and all manual files.
- Completion of forms, court documents and reports.
- Determine eligibility for Homelessness Initiative: Staying Put, Energy Emergency Fund, Emergency Transient Fund and Rent Bank and negotiate with the service providers to assist the individual/families.



JOB DESCRIPTION

Job Title: Ontario Works Agent	Department: Social Services	Division: Ontario Works	Reports to: Site Supervisor
Revision Date: June 2009	Salary Grid: 6		

2. Case Management:

- Discuss employment history goals and education.
- Determine how to best help the client move towards financial independence.
- Access and interpret third party information ie: Managing Enforcement and Computerized Assistance (MECA)
- Make appropriate referrals to other agencies for assistance (including education referrals, counselling, medical referrals, psychiatric assessments, drug & alcohol assessments and treatment).
- Monitor compliance with Participation Agreements and meet clients to update Participation Agreements within the required time frames (3,4,6 months).
- Monitoring participation activities; complete appropriate referrals, prepare witness statements for fraud investigations, complete correspondence as required (e.g. lawyers, Family & Children's Services, Probation and Parole Services, etc.), monitor tasks in Service Delivery Model Technology for action required on files, monitoring daily Service Delivery Model Technology produced letters.
- Complete termination checklist and cancel assignments when applicable.
- Audit overpayments to ensure accuracy and activate temporarily uncollectable overpayments if justified.
- Conduct fraud investigations to determine appropriate course of action (e.g. assess overpayments for benefits clients have received which they were not entitled to, determine if there is insufficient information to warrant further review, or refer to supervisor if full investigation is required).
- Monitor support issues; assess whether support being paid is adequate in accordance with the Child Support Guidelines, and initiate court applications for support if required.
- Ensure all required documentation is on file in accordance with Directive requirements.
- Prepare file for transfer to Ontario Disability Support Program (Form 1 update needed within 12 months) or transfer to an outside office.
- Determine client's eligibility for mandatory benefits and employment related expenses and process payments for clients.
- Process Income Reporting Statements (IRS) and all other documentation submitted for all clients with the benefit unit every month in Service Delivery Model Technology.
- Be available for clients who walk in to the office during set time frames for advice/assistance to report changes and return phone calls within a 24-hour period.

3. Employment Coaching/Negotiating Participation Agreements/Placements/Promoting Ontario Works components:



JOB DESCRIPTION

Job Title: Ontario Works Agent	Department: Social Services	Division: Ontario Works	Reports to: Site Supervisor
Revision Date: June 2009	Salary Grid: 6		

- Work one on one with participants to determine employment readiness.
- Assess and match participants to the appropriate program – ie: LEAP, Community Placements, Employment Placements and Self Employment.
- Promote and market Ontario Works components to agencies and employers and the broader community to develop opportunities for participants.
- Initiate, screen, match and monitor participants to employment opportunities.
- Discuss the art of job searching and the development of a winning resume, how to win the interview, budgeting, job retention and the benefits of being employed.
- Identify supports and challenges and make referrals to appropriate services.
- Maintain knowledge of community resources and the local labour market.
- Assist and refer clients with issues to various resources such as: children in care of Family & Children's Services, addiction agencies, mental health services, incarceration, court cases in regards to custody and support, eviction notices, parenting problems.
- Negotiate new /amend Participation Agreement to reflect Employment Outcome Measures and new activities with specific targets and timeframes, setting mutual objectives geared towards assisting clients to gain employment.

4. Compiling Statistical Information:

- Populate, maintain relevant information areas in SDMT to produce accurate monthly reports and accountability for compliance.
- Complete monthly activity reports and statistical information to supervisor. ie: ERO Investigations and Incarcerations Report, Family Support Statistical Report, Homelessness Initiative and placements etc..
- Complete caseload compositions.

5. File Reviews/Actioning Investigations and in house referrals:

- Assist participants with pursuing support in accordance with the Child Support Guidelines, either privately or through the court system, completion of waivers and private agreements.
- Conduct file audits, review master files and Service Delivery Model Technology and record pertinent information, ensuring that Legislation is being applied correctly in areas of eligibility review and overpayments.
- Responsible for receiving and actioning in-house referrals to the various components in the delivery of Ontario Works.



JOB DESCRIPTION

Job Title: Ontario Works Agent	Department: Social Services	Division: Ontario Works	Reports to: Site Supervisor
Revision Date: June 2009	Salary Grid: 6		

WORKING WITH OTHERS (exclude those supervised):

Inside organization:

<u>Position Contacted</u>	<u>How Often</u>	<u>Purpose</u>
In-House Colleagues	Daily	Status of placements, resumes, referrals, monitoring eligibility
Manager/-Supervisor	Daily	SDMT issues, legislation, client issues, policies & procedures
Director	As required	Ministry inquiries

Outside organization:

<u>Position Contacted</u>	<u>How Often</u>	<u>Purpose</u>
Services Canada/Bank/Life Insurance Departments	As required	Verify income/assets
Community agencies, employers, School Boards	Daily	Referrals, follow-up
ODSP, Family Responsibilities Office/clients	Weekly	Review status
Other CMSMs/DSSABs	Weekly	Ongoing case management

EDUCATION:

What formal education or specialized training, in today's context, is required to adequately perform this job?

University Degree or Post secondary diploma in Social Sciences, Education or Human Resources Management, or equivalent education and experience. Computer literacy. General knowledge of Ontario Works, plus excellent communication skills.

Is a Provincial or other vocational professional certification: Mandatory Preferred N/A

EXPERIENCE:

How much "on the job" learning time is required to achieve average competence. (Consider the level of education listed above) Check the appropriate time period.

About: 1 month 3 months 6 months
 1 year **3 years** 5 years 7 years or more



JOB DESCRIPTION

Job Title: Ontario Works Agent	Department: Social Services	Division: Ontario Works	Reports to: Site Supervisor
Revision Date: June 2009	Salary Grid: 6		

INDEPENDENCE OF ACTION:

List up to 5 examples of difficult decisions you make or duties you perform without reference to Manager or subsequent checks.

1. Initial eligibility decisions/non compliance decisions.
2. Prioritising, actioning and tracking of all referrals.
3. Issuing of mandatory and discretionary benefits.
4. Determining the adequacy of financial benefits according to the Act, Regulations, Directives and Guidelines.
5. Scheduling of community meetings/outreach/home visits.

List up to 5 examples of difficult duties or decisions on which you seek consultation, check or approval of Manager.

1. Issuing Emergency assistance.
2. Issuing of client benefits over the Ontario works in-house policies.
3. Any actions that have legal implications or any serious occurrence.
4. Clarification on Legislation/Directives/Policies/Standard Operating Procedures to aid in the decision making process.
5. Threats/physical safety/work environment.

Do you have supervisory responsibilities? Yes No

If yes, indicate the most appropriate (one) description of the supervision you exercise.

- Assign and check work of others doing similar work to myself.
- Provide technical support to junior staff
- Supervise a small group: assign work to be done, the methods to be used, take responsibility for all the work of the group
- Direct the work, practices, procedures of a major work unit. Establish the unit's priorities, control budgets and costs, work quality
- If these descriptions do not fit, please describe your supervisory responsibilities:

1. _____
2. _____
3. _____
4. _____
5. _____



JOB DESCRIPTION

Job Title: Ontario Works Agent	Department: Social Services	Division: Ontario Works	Reports to: Site Supervisor
Revision Date: June 2009	Salary Grid: 6		

Check the appropriate number of people for whose work you are fully accountable:

Full time

- 1-3 4-10 11-15 26-35 36-50 51-75 76-125 126-200

Part time

- 1-3 4-10 11-15 26-35 36-50 51-75 76-125 126-200

PHYSICAL DEMANDS:

Check the appropriate level(s)

Level of exposure

- | | | | | |
|---------------------------------------|--|-------------------------------------|---|---|
| 1. Standing or moving about (inside) | <input type="checkbox"/> Limited | <input type="checkbox"/> Occasional | <input checked="" type="checkbox"/> Frequent | <input type="checkbox"/> Continuous |
| 2. Walking/climbing over rough ground | <input type="checkbox"/> Limited | <input type="checkbox"/> Occasional | <input type="checkbox"/> Frequent | <input type="checkbox"/> Continuous |
| N/A | | | | |
| 3. Heavy physical effort | <input checked="" type="checkbox"/> Limited | <input type="checkbox"/> Occasional | <input type="checkbox"/> Frequent | <input type="checkbox"/> Continuous |
| 4. Heavy visual concentration | <input type="checkbox"/> Limited | <input type="checkbox"/> Occasional | <input type="checkbox"/> Frequent | <input checked="" type="checkbox"/> Continuous |

JOB ENVIRONMENT:

Consider any unpleasant aspects and choose the appropriate level.

- | | |
|----------------------------------|------------------------------|
| 1. Comparable to standard office | 3. Noticeably disagreeable |
| 2. Minor disadvantages | 4. Continuously disagreeable |

	1	2	3	4		1	2	3	4
Heat	<input checked="" type="checkbox"/> X	<input type="checkbox"/> o	<input type="checkbox"/> o	<input type="checkbox"/> o	Outside work	<input type="checkbox"/> N/A	<input type="checkbox"/> o	<input type="checkbox"/> o	<input type="checkbox"/> o
Cold	<input checked="" type="checkbox"/> X	<input type="checkbox"/> o	<input type="checkbox"/> o	<input type="checkbox"/> o	Travel	<input type="checkbox"/> o	<input checked="" type="checkbox"/> X	<input type="checkbox"/> o	<input type="checkbox"/> o
Fumes	<input checked="" type="checkbox"/> X	<input type="checkbox"/> o	<input type="checkbox"/> o	<input type="checkbox"/> o	Danger	<input type="checkbox"/> o	<input checked="" type="checkbox"/> X	<input type="checkbox"/> o	<input type="checkbox"/> o
Noise	<input checked="" type="checkbox"/> X	<input type="checkbox"/> o	<input type="checkbox"/> o	<input type="checkbox"/> o	*Other	<input type="checkbox"/> o	<input checked="" type="checkbox"/> X	<input type="checkbox"/> o	<input type="checkbox"/> o

* (Communicable disease exposure)

Examples:

1. Angry/violent/abusive clientele.
2. Deal in close proximity to people with flu's/Hep C/ HIV etc.
3. Work and travel to cover all 4 office locations.

How many hours per week do you work? 35 Hours.

What regular shift do you have? 8:30 a.m. – 4:30 p.m.

Do you have other irregular hours? Explain;