

CORPORATION OF THE COUNTY OF MIDDLESEX

POSITION DESCRIPTION

Title:	Case Assistant
Department:	Social Services Department
Reports To:	Director or Manager
Positions Supervised:	None
Effective Date:	October, 2006

POSITION SUMMARY:

The incumbent is responsible for the provision of Departmental programs for the Department under the direction of the Director or Manager and to support senior Social Services staff.

PRINCIPAL RESPONSIBILITIES:

- Interview applicants and review ongoing eligibility for Department services under the direction of the Director or Manager, referring complex cases and providing support to senior Social Services staff.
- Scheduling work according to location and departmental requirements, visiting individuals and organizations as necessary and conducting routine inquiries to assist in the determination of eligibility for selected Departmental programs.
- Recommend eligibility for Departmental programs for confirmation by the Director or Manager.
- Collect, receive, verify, copy, transmit and input information relating to program eligibility and services from clients and the public in person, by electronic mail, facsimile and over the telephone.
- Maintain statistical records and databases as required, and assist in their retention and destruction according to Corporate /Administrative Policy and Procedures.
- Respond to general telephone or personal enquiries from the public.
- Monitor and collect money from deposits, co-payments, assignments and overpayments from clients.
- Provide temporary and vacation relief to clerical staff, as necessary.

- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Good communication and interpersonal skills.
- Proficiency with use of personal computers and associated software, other office equipment and procedures.
- and either:
 - Successful completion of one year of Community College in Human Services or;
 - Experience in the administration of social service and/or related programs.