



CORPORATION OF THE COUNTY OF MIDDLESEX POSITION DESCRIPTION

TITLE:	Case Worker
DEPARTMENT:	Social Services
REPORTS TO:	Manager of Social Services
POSITIONS SUPERVISED:	None
EFFECTIVE DATE:	October 2006

POSITION SUMMARY

The incumbent is responsible for the provision of Departmental programs and assistance (including financial and employment assistance) in routine circumstances, can provide assistance under non-routine circumstances subject to review by the Director or Manager, and to support senior Social Services staff involved in complex circumstances involving sensitive issues, matters of policy, potential fraud or legal issues of consequence to the Corporation.

PRINCIPAL RESPONSIBILITIES:

- Interview applicants and reviews ongoing eligibility for Department services and assistance (including financial and employment assistance) in routine circumstances, can provide assistance under non-routine circumstances, subject to review by the Director or Manager.
- Refers and provides support for non-routine and complex circumstances involving sensitive issues, matters of policy, potential fraud or legal issues of consequence to the Director or Manager, or the responsible senior Social Services staff.
- Refers individuals to financial, employment, professional and specialized services, as necessary.
- Assists individuals to problem-solve and provides information, direction and advice to individuals in receipt of services in group and individual sessions.
- Scheduling work according to location and departmental requirements, visiting individuals as necessary and conducting inquiries to assist in the determination of eligibility for Departmental programs.



- Adjudicates initial and monitors ongoing eligibility and support for Departmental programs in complex cases. Delivers programs and represents the Corporation's interests according to Provincial Acts, Regulations, Program Guidelines, and Corporate /Administrative Policy & Procedures.
- Schedules work according to location and departmental requirements, visits individuals and organizations as necessary and conducts inquiries to assist in the determination of eligibility and ongoing assistance.
- Collects, receives, verifies, copies, transmits and inputs 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 and prepares ad-hoc reports as required.
- Respond to specific telephone or in-person enquiries from individuals in receipt of services.
- Monitor and collect money from deposits, co-payments, assignments and overpayments from clients.
- Provide temporary and vacation relief to other Social Services and Clerical staff, as necessary.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

- Successful completion of a two year Community College Social Service Worker or related program; and
- Successful completion of provincial certification or registration, if required.
- Good communications and interpersonal skills.
- Proficiency with use of personal computers and associated software, other office equipment and procedures.
- Valid Ontario driver's license and access to a reliable vehicle.