

Case Assistant

Employment Status:	Temporary, Full-time (12-month contract)
Compensation Range:	\$27.90 to \$31.43 / 35 hours per week (+13% pay in lieu of benefits) (+4% in vacation pay)
Location:	Strathroy, ON
Union:	CUPE 101.5

POSITION OVERVIEW

Under the direction of the Manager of Human Services, the Case Assistant is responsible for the provision of Departmental programs for the Department and to support senior Human Services staff.

This is a temporary, full-time position for up to 12 months, and is part of our CUPE 101.5 bargaining unit.

QUALIFICATIONS

- Successful completion of one year of Community College in Human Services or experience in the administration of social service and/or related programs
- Excellent communication and interpersonal skills
- Proficiency with Microsoft Office applications, including Outlook, Word PowerPoint and Excel
- Current Criminal Record Check that is satisfactory to Middlesex County

WHY CHOOSE MIDDLESEX COUNTY?

Middlesex County is a vibrant upper-tier municipality in Southwestern Ontario, offering a strong business environment, convenient transportation access, and a high quality of life. Residents benefit from excellent healthcare, affordable housing, diverse educational opportunities, and abundant recreational and cultural activities. While the County administration is based in London, the region is made up of unique villages, towns, and rural communities that offer a welcoming environment for residents and visitors. Working at Middlesex County provides the opportunity to make a meaningful impact while building strong relationships within the communities we serve.

Middlesex County is an equal opportunity employer. We are committed to a diverse and inclusive workplace for everyone. Accommodations are available throughout the recruitment process. If you are contacted for an interview, please advise us of any accommodations that may be required. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.

HOW TO APPLY

If you are interested in this opportunity, please submit your **cover letter and resume** by email to hr@middlesex.ca by **4:30 p.m. on June 15, 2026**.

Existing Vacancy: we are currently hiring candidates for an existing vacancy in this position.

Artificial Intelligence: we do not use AI to screen, assess, or select candidates.

We thank all applicants who apply, but only applicants interviewed will be acknowledged. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act. It will be used for selection purposes only.

WHAT WE OFFER

Flex Time/Banked Time-Off
Pay in Lieu of Benefits
Employee & Family Assistance Program

CAREERS PAGE

<https://www.middlesex.ca/departments/human-resources/job-opportunities>



**MIDDLESEX COUNTY
POSITION DESCRIPTION**

TITLE:	Case Assistant	
DEPARTMENT:	Human Services Department	
REPORTS TO:	Manager of Human Services	
EFFECTIVE DATE:	March 2026	POSITIONS SUPERVISED: None

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 Human 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 Human 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.