

The District Municipality of Muskoka is currently recruiting for a

## Case Aide

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**Posting Date:** Wednesday, September 23, 2026

**Closing Date:** Wednesday, October 7, 2026 @ 12:00 NOON

**Starting Rate:** \$31.82 hourly

**Salary Range:** \$31.82 - \$34.39 hourly

**Hours of Work:** 28 hours per week

**Location:** Pine Street, Bracebridge

**Classification:** CUPE Inside Class 5

**Status:** Permanent part-time

**This job posting is for an existing vacancy, and it is also being posted internally.**

### The District:

Muskoka is a great place to live and play, and the District is a four-season municipality passionate about protecting, servicing and caring for this community. We have opportunities that will allow you to learn, grow and build your career amongst other ambitious leaders and innovators. We offer a competitive compensation package and are committed to promoting diversity, accessibility and inclusion. [It's what we do!](#)

### The Opportunity:

The Case Aide is responsible for case specific aspects of the programs within Muskoka Community Services. In consultation with case manager, the case aide performs the duties associated with the provision of service according to the Acts, Regulations, Muskoka Community Services and District Municipality of Muskoka policies.

### What you will do:

- Screens applicants for departmental programs and conducts a basic assessment of eligibility in accordance with policy which may include recommendations to managers.
- Initiates outreach to clients and provides crisis intervention specific to the immediate needs of clients by interviewing, which requires an in-depth knowledge of the individual, external resources, program components, and the ability to offer appropriate options. May issue emergency assistance as per legislation, referring unusual cases to Manager.
- Develop and maintain departmental record databases using current technology. Responsible for validation and interpretation of data in accordance with audit requirements.
- Screens applicants for eligibility to receive mandatory and discretionary benefits, i.e. dental, vision, employment benefits, funerals, housing applications and issues appropriate paperwork according to legislation and policy.
- Using departmental software assigns and schedules appointments.
- Liaises between the Case Manager, outside agencies and the client; prepares documentation with the client for Case Manager signature.
- Work safely and in compliance with relevant statutes and regulations and within the safe work procedures and directives as established by the District.
- Provides administrative support including but not limited to program specific support, filing, correspondence, reception, faxing, mailing, etc.
- Related duties as assigned.

### What you will need:

- Graduation from a two-year community college program with specialization in social sciences or related field, or equivalent; one to two years of directly related experience.
- Ability to work in a team-based setting and provide high-level case support.
- Excellent communication, interpersonal, organizational and analytical skills required; and a proven ability to relate effectively with clientele.
- Must have a valid Ontario Driver's License

### What we are offering:

The District is proud to offer the following benefits with this job:

- Health benefits
- Paid vacation
- OMERS pension
- Work-life flexibility
- Perks and discounts
- Wellness programs
- Fostering and fun environment
- Professional development and education opportunities

- Pay range progression based on length of time in the job

### **The Next Step**

If you have the necessary skills, experience and qualifications, and can support our vision and values (RISE: Respect, Innovation, Service and Equity), submit your application using the apply now link below.

[APPLY NOW](#) or visit our [careers page](#) for other opportunities.

The District of Muskoka is an equal opportunity employer and values diversity in our workforce, encouraging applications from all qualified individuals. Our organization is committed to providing persons with disabilities with equal opportunities and standards of goods and services, and we are compliant with the Accessibility for Ontarians with Disabilities Act. If you require disability related accommodation to participate in the recruitment process, please advise the Human Resources department as soon as possible. Accommodation may be provided in all steps of the hiring process. Any questions regarding this posting should be directed to the [Human Resources Department](#).