

The District Municipality of Muskoka is currently recruiting for a

Case Manager



Posting Date: Wednesday, July 29, 2026

Closing Date: Thursday, August 6, 2026 @ 12:00 NOON

Starting Rate: \$39.88 hourly

Salary Range: \$39.88 - \$43.32 hourly

Hours of Work: 35 hours per week

Location: Various locations, home base 70 Pine Street, Bracebridge

Classification: CUPE Inside Class 7

Status: Permanent Full-Time, Temporary Full-Time

This job posting is also being posted externally. This vacancy is currently within the Community Housing team.

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 Manager is responsible for all aspects of case management of programs within Muskoka Community Services. Performs the duties and achieves performance targets associated with the provision of service according to Acts, and District of Muskoka policies.

What you will do:

- Completes and assesses applications for clients determining eligibility for various Muskoka Community Services programs, utilizing current technology.
- Prepares, completes and signs accurate documentation, forms and leases in accordance with provincial legislation and policies.
- Analyzes and makes decisions relating to suspension, reduction or cancellation of assistance by monitoring and determining ongoing eligibility in accordance with legislation and policies. Refers unusual cases to management or eligibility review as warranted. Defends decisions and may present cases in front of governing bodies such as review committees, tribunals, and courts of law, as required.
- Develops detailed employment plans (Participation Agreements) with clients by assessing, coaching and monitoring participants to employment goals, facilitating process through various internal and external employment supports.
- Resolve serious tenancy issues by developing detailed action plans with clients through assessing, coaching and monitoring.
- Develops childcare plans with clients by providing family with comprehensive information on type, quality and cost of care.
- Develop and maintain departmental record databases using current technology. Responsible for validation and interpretation of data in accordance with audit requirements.
- Work safely and in compliance with relevant statutes and regulations and within the safe work procedures and directives as established by the District.
- Liaise with internal and external services, programs and agencies to facilitate referral and development of client goals. Acts as a resource specialist for other agencies.
- Ensures that data collection and verification reporting, and privacy and audit requirements are fulfilled, and any statistical reports are completed as required.

What you will need:

- Graduation from a two-year community college program with specialization in social sciences or related field, or equivalent; three years of directly related experience.
- Ability to work in a team-based setting and deliver essential life and employment skills.
- Excellent communication, interpersonal, organizational, technological and analytical skills required.
- Proven ability to relate empathetically and 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 (permanent full-time employees, temporary full-time employees on contract for 12 months or longer)
- Paid vacation (permanent full-time employees)
- Paid leaves (permanent full-time employees)
- 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](#).