



External Posting Case Aide(s) – Temporary Full-Time

Posting Date: Wednesday, November 7, 2018

Closing Date: Wednesday, November 21, 2018 @ 12:00 NOON

Wage: \$ 24.37 - \$ 26.70 per hour

Classification: CUPE Inside Class 5

Internal movement within the Community & Planning Services teams have created the need to backfill two (2) Case Aide jobs on a temporary full-time basis, of up to 12 months in duration.

These vacancies have originated with one (1) in the Homelessness portfolio (Georgian Bay) and one (1) on the Childcare team (Bracebridge). However, Management reserves the right to assign employees to any location within the District of Muskoka without reposting so applicants need to be flexible to work in all District of Muskoka work locations.

In consultation with Management and the assigned Case Manager(s), 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.

The Case Aide works Monday to Friday – up to 35 hours per week.

Responsibilities of the Case Aide will include, but not be limited to:

- Screen applicants for departmental programs and conduct a basic assessment of eligibility in accordance with policy which may include recommendations to managers;
- Initiate outreach to clients and provide crisis intervention specific to the immediate needs of the client;
- Develop and maintain departmental record databases using current technology. Responsible for validation and interpretation of data in accordance with audit requirements;
- Screen applicants for eligibility to receive mandatory and discretionary benefits, and issue appropriate paperwork according to legislation and policy;
- Liaise between the Case Manager, outside agencies and the client; prepare documentation with the client for Case Manager signature;
- Provide administrative support including but not limited to program specific support, filing, correspondence, reception, faxing, mailing, etc.

The skills, experience and qualifications we are seeking for this job include:

- 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.
- A proven ability to relate effectively with clientele.
- Must have a valid Ontario Driver's License.

We would expect that you would use the following descriptors to outline your strengths: team player, client focused, composed, good judgement, self-aware. Excellent organizational, communication (oral/ written) and interpersonal skills are also key success factors for this job. You will have experience with conflict resolution and how to de-escalate situations appropriate to this level of job.

If you have the necessary skills, experience and qualifications, please review the **“How to Apply”** instructions before submitting your application.

The District Municipality of Muskoka is committed to meeting its obligations under the *Ontario Human Rights Code* and 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.