



External Posting

Case Aide – Temporary Full-time – up to 83 weeks

Posting Date: Wednesday, April 17, 2019

Closing Date: Friday, May 3, 2019 @ 12:00 NOON

Wage: \$ 24.76 - \$ 27.13 per hour

Classification: CUPE Inside Class 5

Due to a recent leave of absence, we have had an opportunity come available for a **temporary full-time Case Aide**. 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 a 35-hour work week, Monday to Friday.

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

- 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; and
- Perform other related duties as assigned.

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.
- 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 key success factors for this job. You will have experience with conflict resolution and know 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 on our Website 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.