



External Posting Case Manager – Temporary

Posting Date: Wednesday, July 3, 2019

Closing Date: Wednesday, July 17, 2019 @ 12:00 NOON

Wage: \$ 32.19 - \$ 35.35 per hour

Classification: CUPE Inside Class 7

Recent changes within the Community Services teams have created the need to backfill various **Case Managers**, in both **temporary full-time** and **temporary part-time** roles. The Case Manager is responsible for all aspects of case management of programs within Muskoka Community Services.

The Case Manager works Monday to Friday – up to 35 hours per week, dependent on status.

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

- Complete and assess applications for clients determining eligibility for various Muskoka Community Services programs, utilizing current technology.
- Prepare, complete & sign accurate documentation, forms and leases in accordance with provincial legislation and policies.
- Analyze and make 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. Defend decisions and may present cases in front of governing bodies such as review committees, tribunals, and courts of law, as required.
- Develop 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.
- Develop 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.
- 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.

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; three years of directly related experience.
- Must have a valid Ontario Driver's License.

We would expect that your strengths will include excellent communication, interpersonal, organizational and analytical skills with a proven ability to relate empathetically and effectively with clientele. The ability to exercise a high level of independence, integrity and confidentiality and the comfort with working in non-standard work environments and locations are also key success factors for this job. You must be able to work in a team-based setting and possess consensus building skills to effectively work with multi-disciplinary working groups and a variety of agency partners and clients.

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.