

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

## HYBRID COMMUNITY SERVICES WORKER – ONTARIO WORKS

### Permanent Full-Time

**Job ID:** C50-26

**Location:** Hybrid – Remote and 30 Centre Street, Orangeville

**Job Type:** Permanent Full-Time (Non-Union)

**Deadline to Apply:** 4:30 p.m. on May 29, 2026

**Vacancy Type:** Current Opening

Reporting to the Program Supervisor Ontario Works, the Community Services Worker provides a wide range of support services to applicants, and clients which support the delivery of the Ontario Works program.

#### What we can offer YOU!

- A competitive hourly wage ranging between \$49.94 – \$58.43 (January 1, 2026 Non-Union Pay Grid);
- Hybrid work arrangements
- Enrolment in our comprehensive health benefits program and defined benefit pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

#### What you'll do

- Ensuring that the information is up to date and accurate as it relates to client's person page, product delivery case, integrated case, outcome plan, action plans, and common assessments activities in SAMS as declared by client and verified by CSW.
- Review Ontario Works' client files for continued eligibility as client situation changes.
- Ensure continued eligibility as outlined by local and provincial policies (e.g. EVPs 2-year reviews)
- Ensure that client is maintaining their rights and responsibilities under the Ontario Works program.
- Provide referrals to other Dufferin County Community Services programs and community service providers and resources as required.
- Complete assignments, and agreements to reimburse where applicable to ensure the Ontario Works Program is reimbursed funds as legislated.
- Issue mandatory and additional benefits as eligible based on local and provincial guidelines.
- Issue discretionary benefits in consultation of the local business practice and Ontario Works – Program Supervisor.
- Meet with clients in person, on the phone, or virtually to fulfil their check point requirements for their action plan, develop plans and goals to support client's progression.
- Respond and correspond to client's inquiries as per policy ensuring confidentiality is always maintained.
- Terminate files in line with municipal and provincial directives, policies, and procedures.
- Document and note client interactions and changes on the file in the person page.
- Ensure visually verified components are documented, and documents required to be on file are uploaded to Nimble (Electronic Document Management).
- All files have the required digital or physical applications, consents, rights and responsibilities on file.
- Manage deferrals, provide Ontario Disability Support Program application.
- Provide life stabilization supports to ODSP NDA clients as required.

- Work towards achieving the Outcome Measures outlined in the Service Planning agreement for Ontario Works.
- Complete Verification Interviews as required to verify and determine eligibility for assistance.
- Issue assistance in line with municipal and provincial directives, policies, and procedures. (E.g. Regular ongoing, Emergency Assistance, not eligible)
- Ensure current and accurate service provider, trustee, and client's financial details on file for billing and EFT purposes.
- Keep current and accurate financial evidence as required as per provincial and municipal policies.
- Participate in ongoing training to ensure up to date working practices for compliance with municipal and provincial requirements.
- Attend divisional, departmental and sector specific meetings as required.
- Continual learning - training, courses, new processes, techniques.
- Keeping current date with changes to directives, policies and procedures.
- Being current and up to date on supports and services offered by other partners and agencies in Dufferin County.
- Other duties as assigned.

### **What you'll bring**

- Post-secondary certificate or diploma in Social Services, Human Services or a related field
- Minimum two (2) years experience in Human Services field
- Previous client services experiences
- Knowledge of various income security programs such as Canada Pension Plan (CPP), Employment Insurance (EI), Ontario Works (OW), Ontario Disability Support Program (ODSP) and Old Age Security (OAS)
- Knowledge of provincial funding and operational guidelines such as Ontario Works Directives
- Strong organizational, analytical, problem solving and multi-tasking skills with the ability to meet deadlines and assess priorities
- Proficiency in Microsoft Office products
- Knowledge of SAMS
- Ability to set priorities and to work independently and efficiently to manage individual responsibilities
- Knowledge and application of crisis intervention and conflict resolution techniques.
- Ability to engage a wide variety of people with a high level of professionalism and courtesy including culturally, socially and economically diverse populations, seniors, persons with disabilities and professional colleagues
- Valid Class G driver's license and access to reliable transportation required
- Must provide clear criminal reference check including vulnerable sector screening
- Suitable work from home environment including reliable high-speed internet
- Previous experience in client case management role and/or previous experience in case management role in the municipal sector is an asset.
- Knowledge of the local human services support providers/agencies in Dufferin is an asset
- Knowledge of ODSP act, and other MCCSS programs such as "SLACK" is an asset

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

### **Ready to apply?**

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: [hr@dufferincounty.ca](mailto:hr@dufferincounty.ca)

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a

workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

Your past does not define your future. A criminal record will not necessarily disqualify you from employment with us. We evaluate each application individually.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by June 10, 2026. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

