

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 Service Worker- Early Years and Child Care

Job ID: C58-26

Location: Hybrid – 30 Center Street

Job Type: Permanent Full-Time

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

Vacancy Type: Current Opening

Reporting to the Program Supervisor Early Years and Child Care, the Community Services Worker Early Years and Child Care provides a range of support services to applicants, clients and child care operators.

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
- Eligible to enroll in OMERS 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

- Determine child care fee subsidy eligibility, manage a client caseload and complete updates on a yearly basis (or sooner) as necessary and continue to provide ongoing support to clients and maintain fee subsidy eligibility
- Ensure that file and information is up to date
- Review of file for continued eligibility
- Documenting statistics accordingly for entry into OCCMS/OLAF/Education Finance Information System (EFIS)
- Review and authorize child care program attendance for payment on a monthly basis,
- General inquiries (phone, email, fax etc.)
- Administrative duties – correspondence etc. ensuring confidentiality is maintained at all times
- Work with Finance to reconcile financial components
- Terminate, close out files in line with municipal and provincial directives, policies and procedures
- Determine eligibility for child care fee subsidy via the Ontario Child Care Management System (OCCMS) and the Online Application Form (OLAF) while following the early years and child care guidelines
- Receive Ontario Works program child care referrals and maintain OW Child Care caseload for formal child care services
- Evaluate individual situations based on information provided
- Identify unique needs of the community to make appropriate referrals
- Ensure applicant/clients are receiving income they are entitled to based on guidelines
- Maintain child care fee subsidy waitlist and prioritize clients accordingly
- Complete monthly billing in OCCMS and Cross-Jurisdictional payments for child care fee subsidy
- Record, report, and maintain monthly and quarterly statistics for child care fee subsidy
- Assist with annual forecasting and budget tracking
- Ensure current and accurate service provider information is on file, including licensing details
- Provide training to service providers regarding invoicing/payment process,
- Complete detailed calculations, where necessary, to ensure provincial reporting details are accurate (EFIS)
- Ensure cross jurisdictional agreements are accurate and up to date
- Ensure recreation child care fee subsidy agreements are completed annually and information required in the early years and child care guidelines is submitted
- Liaise with community agencies regarding shared clients and child care providers
- Warm handing clients over to other supporting agencies
- Building partnerships
- 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, with previous client service experience
- Knowledge of provincial funding and operational guidelines (such as Child Care and EarlyON Management and Funding Guidelines as appropriate)
- Strong organizational, analytical, problem solving and multi-tasking skills with the ability to meet deadlines and assess and set priorities, to work independently and efficiently to manage individual responsibilities
- Knowledge 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
- Proficiency in Microsoft Office products

Preferred Qualifications

Education (degree/diploma/certifications):

- Post secondary diploma or degree in Social Services, Human Services or a related field
- De-escalation training or crisis intervention experience

Experience:

- Experience in a Social Services environment

Knowledge/Skill/Ability:

- Familiarity with programs, resources and services offered by the County of Dufferin, Community Services Department
- Familiarity with the Child Care and Early Years Act (CCEYA)
- Knowledge of the local human services support providers/agencies in Dufferin
- Knowledge of Ontario Child Care Management System (OCCMS), Online Application Form (OLAF), Canada Wide Early Learning and Child Care Plan (CWELCC)

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.

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 August 7th, 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.

DISCOVER YOUR CAREER WITH US

