



Client Support Worker

Bulletin No. D2024-63

Temporary – Full Time
Up to 12 months

Salary
\$53,256.85 to \$63,603.80

Location
North Bay



Supporting Human Services in Our Community

The DNSSAB helps people put an affordable roof over their heads, makes sure ambulances take them to hospital when needed, assists in finding affordable childcare, and is there when a little support can make a world of difference during a difficult time.

Contract Employees Enjoy:

- OMERS Pension Plan (Non-Full Time Employees)
- Employee Assistance Program
- Wellness Activities
- Annual Staff Development Day
- Long-Service & Retirement Recognition
- A Psychologically Safe Workspace
- The Right to Disconnect
- Commitment to Diversity & Inclusion

www.dnssab.ca

Do you aspire to have a fulfilling position in the human services delivery environment and to make a difference in the lives of the people in our community? The District of Nipissing Social Services Administration Board (DNSSAB) prides itself on putting people first. Here at the DNSSAB, we strive towards a future of healthy, sustainable communities within our region. To achieve this, we are looking for a talented Client Support Worker to add to our exceptional Ontario Works team.

Under direction of the Supervisor of Employment and Client Outcomes, the Client Support Worker is responsible to assist designated frontline staff in client support functions by gathering accurate and detailed information from applicants for a program or service delivered by DNSSAB, provide clerical reception support to customer service counter, switchboard and cheque pick-up window as required. The Client Support Worker is responsible for providing client support assistance, which may include assessing potential eligibility for client supports and services within Social Service Programs. This position is required to provide optimal quality customer service through strong knowledge of programs and services, attention to detail, applicable federal, provincial and municipal legislation, policy and procedures, community resources and a variety of computer programs and software. The position operates in compliance with legislation, policy, procedures and standards set by the Province and DNSSAB.

Qualifications:

- Post-secondary Diploma in Social Services, Human Services or related field or acceptable combination of education and experience;
- Two (2) years' experience in a front-line role in a human services environment, preferably in a social service setting;
- Comprehensive knowledge of applicable Federal, Provincial and Municipal Legislation, policy, procedures and programs within DNSSAB;
- General knowledge of special needs/requirements of client populations accessing programs and services delivered by DNSSAB;
- General knowledge of the full range of community resources;
- Detail oriented with keen observation skills;
- High-level proficiency in desktop applications including Microsoft Office Suite;
- Ability to interpret and explain legislation, policy and procedures;
- Ability to communicate effectively and tactfully both oral and written;
- Fluently bilingual in French and English is considered an asset;
- Ability to work in a stressful, fast-paced environment and recognize emergency situations;
- A valid Ontario Driver's License and a vehicle available for use on the job.

Must be legally eligible to work in Canada. Police Record Check within three (3) months is a requirement.

Applications for the above position will **only** be accepted through the **Plum Recruitment** Tool up to **4:30PM, Tuesday, December 17th, 2024. Please follow this link <https://bit.ly/4g0LKBm> to apply now!** You will be required to create a profile and complete an assessment prior to uploading your cover letter and resume. Your profile will allow you to stand out from your fellow applicants for your unique skillset. See how bright your future could be. Come join our team and help make a difference in the lives of the people we serve!

DNSSAB is an equal opportunity employer. In accordance with DNSSAB's Accessibility Policy, accommodations will be provided in all parts of the hiring process. Applicants are encouraged to make their needs known to Human Resources in advance.