



OW Supervisor of Employment and Client Support Outcomes
Permanent Full Time

Salary
\$87,408.09 to \$99,337.74

Bulletin No. D2024-31
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 Full-Time Employees Enjoy:

- Health, Dental & Vision Benefits
- OMERS Pension (Non-Full Time Employees)
- Employee Assistance Program
- Wellness Activities
- Annual Staff Development Day
- Long-Service & Retirement Recognition
- A Psychologically Safe Workspace and hybrid work
- 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 Ontario Works Supervisor of Employment and Client Outcomes to add to our exceptional Ontario Works team.

The Ontario Works Supervisor of Employment and Client Outcomes provides leadership, coaching, mentoring and supervision to a team of direct client delivery staff working within the Ontario Works department with a focus on continuous improvement. The position has decision making authority, supervises direct delivery functions, monitors the achievement of client outcomes and the delivery of financial support and services. The position also liaises effectively with clients, service delivery partners, community partners, DNSSAB departments and staff in support of effective client service delivery, administration of legal agreements, contracts demonstrating strong fiscal management.

Qualifications:

- Diploma or degree in Social Sciences, Human Services, Business Administration or its equivalent.
- Five years' experience delivering social service programs, including at least two years at the supervisory level, preferably with experience in the delivery of employment services.
- Excellent knowledge of Ontario Works legislation, directives, and local policies as well as applicable access and privacy legislation.
- Excellent oral, written and presentation skills with the ability to adapt communications to different audiences and mediums. Bilingualism is considered an asset.
- Excellent team building, coaching/mentoring, collaboration and lateral leadership skills (i.e. persuasion, listening, cooperation, tact, diplomacy, problem solving, negotiation, internal consulting).
- Demonstrate and foster an innovative, positive and continuous improvement approach to team leadership.
- Engage in both independent and consultative decision-making so as to build consensus and move issues forward.
- Proficiency in desktop applications including working knowledge of Microsoft Office Suite applications.
- Highly developed organizational and time management skills to ensure successful client service outcomes with proven ability to manage conflict and sound judgement to respond in crisis and emergency response situations.
- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy.
- 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 **9:00am, Monday, July 15th 2024**. Please follow this link <https://bit.ly/4bqZHpw> 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.