District of Nipissing Social Services Administration Board

Conseil d'administration des services sociaux du district de Nipissing

DNSSAB IS HIRING!

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.

BULLETIN NO.: D2026-72
POSITION: Bilingual Client Support Worker
DURATION: Permanent Full-Time

SALARY: $56,637.33 to $67,641.05
LOCATION: Mattawa, ON

The Client Support Worker supports frontline operations by gathering applicant information, managing reception, switchboard, and cheque pick-up services, and assisting with Social Services eligibility assessments. This position ensures responsive, high-quality customer service through strong program knowledge, accuracy, legislative compliance, policy awareness, community resource navigation, and proficient use of computer systems and software.

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;
- French and English, both oral and written, is required;
- 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.
- Respect confidentiality.

Full-Time Permanent Employees Enjoy:

- OMERS Pension Plan,
- Health, Dental, Vision, Life and Long-term Disability (LTD) Benefits
- Union Affiliation CUPE 4720-01
- Generous Vacation Entitlement
- Paid Sick Days
- 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

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

This position is for an existing vacancy. Applicants must submit a current resume with a cover letter to the Human Resources Department by email at jobs@dnssab.ca indicating how their qualifications meet the requirements specified in the bulletin. Please ensure to indicate the bulletin number and position title for the specified posting you are applying for. Applications for the above position will be accepted up to 4:30pm, Monday, November 9, 2026.

DNSSAB is an equal opportunity employer. In accordance with DNSSAB's Accessibility Policy, accommodation will be provided in all parts of the hiring process. Applicants are encouraged to make their needs known to Human Resources in advance. We thank all applicants for their interest. An acknowledgement will be sent only to those candidates who will be interviewed. DNSSAB does not use artificial intelligence or automated decision-making tools at any stage of recruitment.