



**THE DISTRICT OF THUNDER BAY  
SOCIAL SERVICES ADMINISTRATION BOARD**

**ELIGIBILITY WORKER**  
**INTEGRATED SOCIAL SERVICES DIVISION**  
**TEMPORARY FULL-TIME POSITION (OVER 85)**

POSTING NUMBER:	55-2025	STATUS:	INTERNAL/EXTERNAL
POSTING DATE:	AUGUST 8, 2025	CLOSING DATE:	AUGUST 15, 2025
AFFILIATION:	UNION	HOURS PER WEEK:	35
SALARY GROUP:	10	HOURLY RATE:	\$31.85 - \$38.99

**POSITION SUMMARY:**

Under the general supervision of the Supervisor, Intake and Eligibility, the Eligibility Worker makes initial eligibility determination for TBDSSAB programs and services.

**MAJOR RESPONSIBILITIES:**

1. Collects and verifies information required to determine applicant eligibility or ineligibility for TBDSSAB programs and services.
2. Enters personal and financial information into electronic database to initiate payment or service, or to record ineligibility.
3. Provides guidance, advice and interpretation of legislation pertaining to the various Acts and regulations to clients regarding program eligibility, entitlement, and appeals processes.
4. Maintains knowledge of and makes client referrals to external programs and services.
5. Handles emergency situations and works with staff, external agencies, and organizations to resolve client needs.
6. Responds to crisis situations and participates where team intervention is required to assure safety and well-being of the public, staff, and clientele (e.g., forest fire evacuations, etc.).
7. Performs such other related duties as may be assigned.

**QUALIFICATIONS:**

**Education/Experience**

- Community college diploma in social work or a diploma in business administration.
- Two years' experience in the human services field.

## Skills/Abilities

- Ability to work with micro and terminal computers is required.
- Must have strong interpersonal skills, demonstrated organizational and problem-solving skills.

## CONDITIONS OF EMPLOYMENT:

- Must undergo a successful police records check, Type 2.
- Use of a vehicle is required.

## HOW TO APPLY:

Applications must include a completed TBDSSAB application form, cover letter and resume. Please be sure to reference the position title and the competition number. Applications may be emailed, faxed or delivered to the TBDSSAB location by 4:30 pm on the closing date to the attention of:

Human Resources  
The District of Thunder Bay Social Services Administration Board  
231 May Street South  
Thunder Bay, Ontario, P7E 1B5  
Email: [careers@tbdssab.ca](mailto:careers@tbdssab.ca) | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the [Internal Application Form](#). All other applicants must complete the [TBDSSAB External Application Form](#).

Application forms are available on our website or are available for pickup at the TBDSSAB location. For more information on employment opportunities at TBDSSAB, please visit our [website](#).

## ADDITIONAL INFORMATION:

- Applications received for this position will not be acknowledged unless you are being notified of an interview.
- Reasonable accommodations are available upon request for all parts of the recruitment process.
- As an equal opportunity employer, the TBDSSAB encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups and women.



**Baakaakonaanan  
Ishkwaandemonan**  
Opening Doors for You