THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

# CASEWORKER

INTEGRATED SOCIAL SERVICES DIVISION

**SEVEN (7) TEMPORARY FULL-TIME POSITIONS (OVER 85 DAYS)**

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| POSTING NUMBER: | 18-2026 | STATUS: | EXTERNAL |
| POSTING DATE: | MARCH 6, 2026 | CLOSING DATE: | MARCH 13, 2026 |
| AFFILIATION: | UNION | HOURS PER WEEK: | 35 |
| SALARY GROUP: | 10 | HOURLY RATE: | $32.80 - $40.16 |

## POSITION SUMMARY:

Under the general supervision of the Supervisor, Social Assistance Programs, the Caseworker performs case work duties to determine eligibility for Ontario Works Programs and responds to requests for, and initiates counsel in, other Social Welfare matters relating to client self-sufficiency.

## MAJOR RESPONSIBILITIES:

1. Performs duties related to the collection and verification of information required to determine initial and ongoing eligibility for income maintenance programs.
2. Transposes personal and financial information to electronic data to initiate, vary or determine payments to applicants/recipients.
3. Performs all case maintenance duties, including providing advice and direction to clients, to ensure continued eligibility, and maintains case records.
4. Works as a team member providing backup support for other income maintenance staff as required.
5. Works as a member of an extended team, together with administrative support staff, in order to provide manual issuance of assistance and other benefits and to ensure the retrieval of reimbursements and excess payments.
6. Provides counsel to clients in resolving social needs and provides direction to other appropriate community resources.
7. Keeps updated on Ontario Works legislation and participates in mandatory staff training and development sessions.
8. Participates in orientating new team members.
9. Responds to crisis situations and participates where team intervention is required to assure the safety of other staff and clientele.
10. Performs such other related duties as may be assigned.

## QUALIFICATIONS:

### Education/Experience

- Community college diploma or university degree in social work, developmental services, psychology, sociology, or a related social work program, or equivalent academic training in social work from a recognized post-secondary institution.
- A minimum of four (4) years of relevant social work experience, or sufficient professional experience to be considered equivalent.

### Skills/Abilities

- Ability to work with micro and terminal computer systems is required.
- Must possess strong interpersonal skills and demonstrate an ability to meet, counsel and work with a diverse and challenging clientele.

## CONDITIONS OF EMPLOYMENT:

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

## 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 | Fax: (807) 345-2466

Applicants currently employed by the TBDSSAB must complete the Internal 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.

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Opening Doors for You