



CASE MANAGER TEAM LEAD – 106-24-2
Ontario Works, Community
Full-Time

Applications will be received by Six Nations of the Grand River and Grand River Employment & Training (GREAT) up until 4:00 p.m. EST, Wednesday, **July 24, 2024**, for the **Case Manager Team Lead** with **Ontario Works, Community**. The Six Nations of the Grand River Application for Employment Form, Job Posting and Job Description are available for printing from the www.greatsn.com website. Online applications accepted through <https://www.vscyberhosting.com/sixnations/>. **NO LATE APPLICATIONS ACCEPTED.** Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community.

JOB SUMMARY: The Case Manager Team Lead Reports to and works under the direction and supervision of the Ontario Works Senior Manager.

PURPOSE & SCOPE OF THE POSITION:

The Ontario Works Case Manager Team Lead oversees a team of Ontario Works Case Managers, ensuring efficient service delivery to clients requiring financial and employment assistance. This role involves supervising, training, and supporting staff, maintaining a small caseload, facilitating case management meetings, and contributing to the department's overall efficiency and compliance. The Case Manager Team Lead collaborates closely with the Senior Manager of Ontario Works, attends committee meetings with or on behalf of the Senior Manager, participates in leadership meetings to discuss operational plans, and ensures compliance with the Ontario Works Act, Regulations, and Directives.

The Case Manager Team Lead works within the policies and procedures established by Six Nations of the Grand River.

Type	Full Time
Closing Date	July 24, 2024`
Hours of Work	35hrs/week
Wage	\$70,400/year

*A competitive compensation package will be offered commensurate with qualifications. *

BASIC QUALIFICATIONS:

Minimum Requirements:

- A university degree or college diploma in Social Work/Human Services or related field AND a minimum of one (1) year of related supervisory or leadership experience

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.



- Minimum 2-3 years related experience administering the Ontario Works Directives in accordance with the Ontario Works Act, regulations, policies, and relevant legislation
- Ability to handle conflicts and resolve disputes within the team or between team members and clients in a constructive manner
- Demonstrated leadership and team-building skills
- Strong interpersonal and communication skills (verbal and written)
- Valid driver's license and access to a reliable vehicle

Other Related Skills:

- Demonstrated understanding of social and economic issues relating to people experiencing poverty including intergenerational trauma and mental health challenges
- Proficiency in using case management software and other relevant technology
- Ability to work effectively both independently and as part of a team with a positive attitude
- Ability to work in stressful situations
- Excellent organizational and time management skills
- Problem-solving and critical-thinking abilities
- Ability to handle sensitive and confidential information with discretion
- Commitment to SNGR values, culture, community bylaws and standards
- Demonstrated experience providing cultural safe care within a First Nations community

SUBMISSION PROCEDURE: (Choose one method ONLY):

Method #1: Online

1. Please visit: <https://www.vscyperhosting.com/sixnations/> to access our job board and follow the directions to apply.
2. Please ensure all required documents are provided/uploaded with your application package, which include:
 - a. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
 - b. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
 - c. Copy of your education diploma/degree/certificate and transcript.
3. If you have any questions or need assistance, please reach out to Alkiie Froman, HR Business Partner at 519-445-2223 ext. 5727 or via email at HRBP2@sixnations.ca.



Method #2: GREAT – Applications must include all of the following:

1. Printed, filled in and authorized Six Nations of the Grand River Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

Case Manager Team Lead – Full Time – 106-24-2
c/o Reception Desk
Grand River Employment & Training (GREAT)
P.O. Box 69, 16 Sunrise Court
Ohsweken, Ontario N0A 1M0



POSITION DESCRIPTION

POSITION TITLE: Ontario Works Case Manager Team Lead

REPORTING RELATIONSHIP:

Reports to and works under the direction and supervision of the Ontario Works Senior Manager.

PURPOSE & SCOPE OF THE POSITION:

The Ontario Works Case Manager Team Lead oversees a team of Ontario Works Case Managers, ensuring efficient service delivery to clients requiring financial and employment assistance. This role involves supervising, training, and supporting staff, maintaining a small caseload, facilitating case management meetings, and contributing to the department's overall efficiency and compliance. The Case Manager Team Lead collaborates closely with the Senior Manager of Ontario Works, attends committee meetings with or on behalf of the Senior Manager, participates in leadership meetings to discuss operational plans, and ensures compliance with the Ontario Works Act, Regulations, and Directives.

DUTIES & RESPONSIBILITIES:

1. Technical Functions

- Oversees a team of Ontario Works Case Managers, providing guidance, support, and supervision to ensure compliance with all policies, procedures, and relevant legislation, as well as ensuring effective, efficient, and high-quality customer service
- Hire, onboard and train new case managers
- Assist the Ontario Works Senior Manager in conducting performance evaluations for case managers
- Maintains a small caseload of clients, providing direct case management services
- Conducts quarterly file reviews to ensure case managers documentation and service delivery are accurate and compliant with regulations and directives
- Identify and recommend improvements to enhance service delivery and program effectiveness to the Senior Manager of Ontario Works
- Stays informed about changes in regulations, directives, and best practices, ensuring case managers are informed and compliant
- Participate in leadership meetings to discuss and develop operational plans for the department
- Address and resolve client complaints and concerns promptly, respectfully and professionally

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- Promote a culture of continuous learning and professional development within the team

2. Administrative Functions

- Detailed knowledge of Ontario Works Act, Regulations and Directives
- Prepare and submit reports, statistics, and other documentation as required by the Senior Manager of Ontario Works
- Attends and participates in administrative reviews of client complaints and any subsequent provincial tribunal or court appeals as directed by the Senior Manager of Ontario Works
- Facilitates workshops and information sessions as required
- Attends departmental and external meetings/committees on behalf of the Senior Manager of Ontario Works

3. Communications Functions

- Facilitates case management meetings to discuss challenging cases, share best practices, and coordinate support strategies
- Conduct regular individual staff check-ins with direct reports to provide feedback, address any concerns and maintain clear communication regarding work plans, roles, and responsibilities
- Participate in regular team meetings and check ins with supervisor to provide updates, recommendations and receive feedback

4. Other Functions

- Other duties as assigned or deemed necessary by the Senior Manager of Ontario Works
- Represent SNGR and the Six Nations community in a positive, cooperative and professional manner
- Foster a nurturing learning and working atmosphere for staff, optimizing avenues for professional growth and enhancing internal capabilities

WORKING CONDITIONS:

- The work environment is subject to high public profile, and interaction and engagement with the public who may be hostile and/or irate
- The work may be subject to quick deadlines, interruptions, and unscheduled work hours
- Must have the ability to take direction, prioritize, and work independently within multiple demands and within time restraints
- Must maintain confidentiality of patient records, employee records and internal SNGR operations



WORKING RELATIONSHIPS:

With Ontario Works Senior Manager

- Receives direction, instruction, guidance, support and supervision
- Provides concise and clear updates on team progress and challenges
- Understands and aligns with organizational and departmental goals

With Co-Workers

- Fosters a collaborative team environment, encouraging sharing of ideas, resources, and support
- Address conflicts promptly and fairly, mediating disputes and ensuring a positive work atmosphere
- Respect diverse opinions and work styles

With the Community

- Is consistently understanding and supportive of individuals needs and circumstances
- Represents and promotes Council and the Social Assistance Program in a courteous, cooperative and professional manner
- Recognizes responsibility and acts as a positive role model in day-to-day interactions with community members

KNOWLEDGE SKILLS:

Minimum Requirements:

- A university degree or college diploma in Social Work/Human Services or related field AND a minimum of one (1) year of related supervisory or leadership experience
- Minimum 2-3 years related experience administering the Ontario Works Directives in accordance with the Ontario Works Act, regulations, policies, and relevant legislation
- Ability to handle conflicts and resolve disputes within the team or between team members and clients in a constructive manner
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Other Related Skills:

- Demonstrated understanding of social and economic issues relating to people experiencing poverty including intergenerational trauma and mental health challenges
- Proficiency in using case management software and other relevant technology
- Ability to work effectively both independently and as part of a team with a positive attitude
- Ability to work in stressful situations
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IMPACT OF ERROR:

Errors in carrying out duties can undermine the program and or Six Nations Council credibility, leading to poor public relations, lack of trust and potential embarrassment for the program, council and community. Such errors can result in client complaints that consume time and resources through administrative reviews and appeals, further eroding public confidence. Additionally, errors may cause harm to fellow employees and the public and could result in a loss of program funding due to non-compliance with provincial and federal funding agreements.

CONTROL:

Works within the administrative policies and procedures established by the Six Nations Elected Council and other legislation provided by various government agencies.