



Region of Waterloo

NOTICE OF STUDENT EMPLOYMENT OPPORTUNITY

POSTING NO. 2011-1711

CLASSIFICATION: *Student Caseworker II (Child Care Subsidy)*

DATE OF POSTING: *January 23, 2012*

DEPARTMENT/DIVISION: *Social Services/Children's Services*

LOCATION: *99 Regina St. S., Waterloo
150 Main St., Cambridge*

APPROXIMATE START DATE: *May 1, 2012*

END DATE: *August 31, 2012*

BRIEF DESCRIPTION OF DUTIES: Assesses the eligibility of applicants for child care subsidy and advises parents regarding options for placement of their children in licensed child care programs. Conducts personal interviews with applicants to determine their eligibility. Investigates all criteria, such as financial information, immigration status, and child support and/or custody. Advises applicants of all decisions related to their subsidy. Performs complete financial assessments. Establishes amount of child care coverage and calculates fees to be paid by all eligible applicants. Updates and maintains client hard copy and electronic files. Uses the Ontario Child Care Management System (OCCMS) to determine ongoing subsidy, record automated narratives. Also accesses the Service Delivery Model Technology (SDMT) and Oracle systems. Maintains ongoing contact with clients regarding their subsidy. Responds to and resolves subsidy issues. Works in an integrated manner with other staff of Social Services. Completes and issues confirmation of fee assistance letters to clients and child care programs. Work frequently requires sustained concurrent visual and aural concentration when conducting interviews, gathering information, reviewing files, and determining subsidy. Heavy visual concentration and manual dexterity are required when completing forms, making calculations, or inputting information to OCCMS. Uses a computer 90% of the time. Work with the public potentially exposes incumbent to illness and/or odours. Clients are frequently in crisis or experiencing financial hardship and can be emotional, verbally abusive, and/or uncooperative. Work is performed to meet monthly deadlines, as well as daily client demands and emergency situations. Performs other duties as assigned.

QUALIFICATIONS, SKILLS, ABILITIES REQUIRED: Knowledge normally acquired through enrollment in a Community College Early Childhood Education program or a Community College or University program in Social Sciences, including six credits targeted to social services. Knowledge of Regional and Provincial legislation, policies, procedures, and programs, including the Day Nurseries Act; of local community agencies; and of social work issues and practices. Analytical, mathematical, and organizational skills to establish monthly schedule, work independently, assess applicant subsidy, complete financial assessments, perform manual calculations, maintain accurate and complete documentation, and provide justification for subsidy decisions. Human relations and communication skills, including interviewing and listening skills, to conduct personal interviews, adapt and adjust style and approach based on individual situations, respond appropriately to applicants/clients who are crying, angry, verbally abusive, and/or uncooperative, and participate as an effective team member. Skill in the operation of a computer, using OCCMS, Subsidy Booking System, e-mail, Word, and the Internet. Ability to access information from SDMT. Ability to read file narratives; read/review all application data, such as verification related to financial income, legal settlements, immigration status; and to read Regional publications, minutes, correspondence, computer print-out sheets, and legislation updates. Ability to explain and interpret legislation and regulations to applicants. Ability to write various correspondence, write and update file narratives, and complete subsidy forms. Ability to travel to various locations within the Region. Must provide an acceptable Police Reference Check in order to ensure suitability for working with vulnerable populations. Ability to support and project values compatible with the organization.

WAGE RATE: \$15.85 – \$19.81 per hour **HOURS OF WORK:** 8:30 a.m. – 4:30 p.m. Monday – Friday

HOW TO APPLY: If you feel that you are our ideal candidate, **please apply online at our Web site www.regionofwaterloo.ca by February 3, 2012 quoting posting number 2011-1711.** Or, send your resume to: The Regional Municipality of Waterloo, Human Resources, 150 Frederick Street, 3rd Floor, Kitchener, ON N2G 4J3.

PLEASE NOTE: To be considered for employment as a student, a person must be registered as a full-time secondary or post-secondary student in an accredited institution; currently recognized as having full-time status by the academic institution; and returning to full-time studies in the next academic term. Students in their final year of study who are not intending to return full-time are eligible for student employment up until the time they graduate. Students participating in education and retraining programs at the post-secondary level, though not full-time, are eligible for related student employment opportunities where an appropriate match exists (e.g., full-time employee in Social Services taking part-time courses to become a caseworker is eligible for a summer student caseworker position).

We will accommodate the needs of qualified applicants under the Human Rights Code in all parts of the hiring process. We thank all applicants in advance; however, we will be corresponding only with those selected for an interview.