

# Position Description – Social Assistance Relationship Specialist (EO)

## Position Description

<b>Position title</b>	<b>Social Assistance (SA) Relationship Specialist</b>
<b>Location</b>	Toronto, ON Hybrid
<b>Reports to</b>	Senior Manager Community Integration and Municipal Partnerships
<b>Travel requirements</b>	Local travel required

## Position purpose

The Social Assistance (SA) Relationship Specialist focuses on improving client services, facilitating communication, and ensuring that SA clients receive the support they need to find sustainable employment. This role is responsible for building, maintaining and nurturing relationships with Social Assistance (SA) delivery agents including Ontario Works (OW) and Ontario Disability Support (ODSP) partners. The ideal candidate will have a strong understanding of social assistance programs and possess excellent interpersonal and organizational skills.

## Success measures

<b>Customer/Community Collaborator Satisfaction</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to build strong partnerships across SA offices and represent WCG and its network of service providers to the broader community</li> <li>• Increased collaboration and partnership opportunities with key stakeholders, demonstrating satisfaction with engagement efforts</li> <li>• Ensure high client satisfaction while maintaining program integrity in a personable and engaging manner</li> </ul>
<b>People &amp; Team Satisfaction</b>	<ul style="list-style-type: none"> <li>• Experience and success working in an outcomes / target-based environment</li> <li>• Strong interpersonal skills; ability to build effective working relationships with internal and external partners</li> <li>• Maintain steadfast positive belief in Employment Services Transformation</li> <li>• High standard of advocacy, communication, presentation and interpersonal skills</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>• Contractual KPI requirements achieved – referrals and volume targets</li> <li>• Measurable improvements in community integration outcomes and SA relationship, including increased participation rates and engagement levels</li> <li>• Quarterly Contract reports submitted accurately and on time</li> <li>• Prepare and present information to the Municipality when requested</li> <li>• Listen to feedback provided and act on areas for improvement</li> </ul>

Position: <b>Social Assistance Relationship Specialist (EO)</b>	Owner: <b>People and Culture</b>	Publish Date: <b>2024-08-07</b>	<b>Page 1 of 3</b>
--	-------------------------------------	------------------------------------	--------------------

<b>Program Outcomes</b>	<ul style="list-style-type: none"> <li>• Measurable improvements in OW clients’ outcomes, including increased participation rates and engagement levels among community members</li> <li>• Demonstrate strong ties with community collaborators, including relevant municipality departments and Service Provider leadership</li> <li>• Effective handling of service-related complaints per WCG procedures</li> </ul>
-------------------------	--

**Core Responsibilities:**

<b>Communication and Relationship Management</b>	<ul style="list-style-type: none"> <li>• Build and maintain strong working relationships with Social Assistance (SA) delivery agents (OW and ODSP offices) and community partners.</li> <li>• Communicate regularly with SA delivery partners to provide updates on project progress, successes, and challenges</li> </ul>
<b>Operational Performance</b>	<ul style="list-style-type: none"> <li>• Work in partnership with SA delivery agents to set monthly referral targets based on active caseload from each local office and ensure consistent flow of referrals into EO services</li> <li>• Develop and deliver on-going training/information sessions for EO Network, OW and ODSP caseworkers on Integrated Employment Services and referral practices</li> <li>• Act as the primary point of contact for EO Service Provider Network and SA partners on all matters concerning OW and ODSP clients, ensuring that queries on referrals or any aspect of partnership working are resolved within 48 hours (24 hours if possible)</li> <li>• Prepare and present reports, summaries, and analyses to senior leadership, documenting project outcomes and impact</li> </ul>
<b>Customer/Community Collaborator Satisfaction</b>	<ul style="list-style-type: none"> <li>• Coordinate with internal operations teams to align services and resources with the needs of OW and ODSP clients</li> <li>• Stay updated on changes in social assistance legislation and ensure EO staff are informed</li> <li>• Coordinate with internal operations teams to align services and resources with the needs of OW and ODSP clients</li> <li>• Participate in and actively contribute to relevant forums, committees, and meetings, promoting transparency of our services and fostering a collaborative multi-agency support team approach to service integration</li> <li>• Foster a collaborative and inclusive team environment, promoting teamwork, accountability, and excellence in service delivery</li> </ul>
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

**Capabilities and experience**

- Bilingual (English and French) an asset.
- Strong understanding of social assistance programs and benefits.
- Experience and knowledge of the landscape of local services that offer specialist support or those of different inclusion groups.
- Understanding of local public sector services and commissioned services.
- Experience working in an outcomes / target-based environment.
- Able to work autonomously and self-starter.
- Strong interpersonal skills: ability to build effective working relationships with internal and external partners.
- Ability to work with a wide variety of people (CEOs, senior managers, front line staff)
- Ability to build strong partnerships and identify opportunities for collaboration

Position: <b>Social Assistance Relationship Specialist (EO)</b>	Owner: <b>People and Culture</b>	Publish Date: <b>2024-08-07</b>	<b>Page 2 of 3</b>
--	-------------------------------------	------------------------------------	--------------------

Position Description – Social Assistance Relationship Specialist - EO

- Ability to be flexible and adapt to working with organizations with different working cultures.
- High standard of advocacy, communication, presentational and interpersonal skills.
- Exceptional written/verbal communication skills, ability to engage/influence diverse audiences.
- Proficient in data analysis/reporting with focus on measuring initiative effectiveness.



When printed this document is **UNCONTROLLED** refer to the electronic system for the latest version

WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

Position: <b>Social Assistance Relationship Specialist (EO)</b>	Owner: <b>People and Culture</b>	Publish Date: <b>2024-08-07</b>	<b>Page 3 of 3</b>
--	-------------------------------------	------------------------------------	--------------------