

Position Description – Social Assistance Relationship Specialist (EO)

Position Description

Position title	Social Assistance (SA) Relationship Specialist
Location	Toronto, ON, hybrid
Reports to	Senior Manager Municipal Partnerships
Travel requirements	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 SA delivery agents including Ontario Works (OW) and Ontario Disability Support (ODSP) partners, using data and performance insights to improve engagement strategies and improve referral outcomes. The ideal candidate will have a strong understanding of social assistance programs and possess excellent interpersonal and organizational skills.

Success measures

Customer/Community Collaborator Satisfaction	- Demonstrated ability to build strong partnerships across SA offices and represent WCG and its network of service providers to the broader community - Increased collaboration and partnership opportunities with key stakeholders, demonstrating satisfaction with engagement efforts - Ensure high client satisfaction while maintaining program integrity in a personable and engaging manner
People & Team Satisfaction	- Experience and success working in an outcomes / target-based environment - Strong interpersonal skills; ability to build effective working relationships with internal and external partners - Maintain steadfast positive belief in Employment Services Transformation - High standard of advocacy, communication, presentation and interpersonal skills
Operational Performance	- Achievement of contractual KPI requirements achieved, including referral, volume and other applicable performance targets - Measurable improvements in community integration outcomes and SA relationship, including increased participation rates and engagement levels - Quarterly Contract reports submitted accurately and on time
Program Outcomes	Measurable improvements in OW clients' outcomes, including increased participation rates and engagement levels among community members

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	• Demonstrate strong ties with community collaborators, including relevant municipality departments and Service Provider leadership • Effective handling of service-related complaints per WCG procedures
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Core Responsibilities:

Communication and Relationship Management	• Build and maintain strong working relationships with Social Assistance (SA) delivery agents (OW and ODSP offices) and community partners. • Communicate regularly with SA delivery partners to provide updates on project progress, successes, and challenges
Operational Performance	• Work in partnership with Social Assistance delivery partners to establish and support referral targets and strategies that increase client access to Employment Ontario services. • Develop and deliver ongoing training, information sessions and resources for EO Service Provider Network staff and OW/ODSP partners on integrated employment services, referral pathways and effective practices. • Act as a key point of contact between the EO Service Provider Network and Social Assistance partners on operational matters, ensuring issues, barriers and service gaps are identified, escalated and resolved in a timely manner. • Support the implementation and continuous improvement of referral processes, warm handoffs, on-site service delivery and other initiatives designed to improve client access and engagement. • Coordinate and support outreach, engagement activities and joint initiatives with OW/ODSP offices and community partners to strengthen referral pathways.
Data Analysis and Performance Insights	• Monitor, analyze and interpret SA referral volumes, conversion rates, caseload trends and engagement activity to assess performance and identify opportunities for improvement. • Identify performance trends, service gaps and opportunities across SA offices and EO service delivery. • Translate data and performance insights into actionable recommendations to strengthen referral pipelines and improve client outcomes. • Prepare clear performance reports, dashboards and summaries to support decision-making by leadership and key partners.
Customer/Community Collaborator Satisfaction	• Coordinate with internal operations teams to align services and resources with the needs of OW and ODSP clients • Stay updated on changes in social assistance legislation and ensure EO staff are informed • Coordinate with internal operations teams to align services and resources with the needs of OW and ODSP clients • 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 • Foster a collaborative and inclusive team environment, promoting teamwork, accountability, and excellence in service delivery
<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.

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- 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
- 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.

Integrity

Customer focus

Respect

Empathy

Achievement

Teamwork

Enthusiasm

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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.

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