



JOB DESCRIPTION

JOB TITLE	Ontario Works Staff Trainer
DEPARTMENT / PROGRAM AREA	Social Services
REPORTING TO	Supervisor of Employment and Client Outcomes
EFFECTIVE DATE	April 2023
SALARY	Band 7

JOB SUMMARY

Under the general supervision of the Supervisor of Employment and Client Outcomes, assists the Ontario Works team to provide support, coaching, mentorship and training to all program areas within the Social Services department. Collaborates with staff to resolve issues arising from file audits, program reviews, process and service delivery change, internal reviews, SAMS issues including overpayment issues and regulatory or policy updates.

JOB DUTIES AND RESPONSIBILITIES

Staff Coaching and Training:

- Develop, deliver, and evaluate training programs (including self-study and blended learning opportunities) for all staff, under the supervision of program management;
- Provide performance coaching and train-the-trainer programs for internal professional development;
- Coordinate training activities and schedules;
- Review minutes of all team meetings;
- Lead training sessions for staff as required on topics such as; Legislation, reports technology, , as well as local processes and policies; etc.

Business Processes:

- Facilitate on-going training and review of policies and processes to ensure program integrity;
- Recommend best practices to Supervisors ;
- Update local processes/documents as assigned;
- Ensure that updated policies and procedures are accessible to all staff;
- Maintain updated policies and procedures in user friendly, central electronic location in consistent format;
- Assist staff with overpayment resolutions as required.

Ministry Communications:

- Review communications from the Ministry as assigned and provide updated training to staff;
- Assess impact of changes on local policies and business practices and make recommendations for changes to Supervisors;
- Identify, share and develop training plans under the supervision of program management relating to any changes in SAMS business processes.

Identify Training Needs:

- Review SAMS reports as required to identify training needs based on findings;
- Advise program management on key performance indicators that relate to staff training;
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Other Duties:

- May assist with the development and completion of reports for Senior Management, the Board and the Ministry;
- May assist with the completion of internal reviews;
- Assist with the orientation of new staff;
- Assist with the completion of police referrals and fraud investigations;
- Acts as a back up to other team functions as necessary including Case Management;
- Other duties as assigned.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Post-secondary Diploma in Social Sciences, Human Services or related field or an acceptable combination of education and experience;
- Three (3) years previous experience in Ontario Works service delivery;
- Excellent working knowledge of the Ontario Works Act & Regulations, Excellent working knowledge of SAMS;
- Demonstrated analytical skills and ability to develop sound recommendations;
- Demonstrated ability to facilitate decision-making groups and to develop and deliver training sessions;
- Demonstrated ability to work effectively with front line staff and management;
- Demonstrated ability to train front line staff and customize training around individual needs as all levels of learning effectively through multiple mediums;
- Excellent verbal and written communication skills;
- Proficiency in the use of Microsoft Office applications for report writing, data analysis, Microsoft programs and presentations;
- Must possess a valid Ontario Driver's License and have a vehicle available for use on the job;
- Respect of confidentiality.