

Kahnawà:ke Social Assistance Program Case Officer

Duration:

Indeterminate, Full Time - Six (6) Month Probation Period

Division:

Social Assistance, Client Based Services

Salary:

\$51,831.00 - \$58,539.00 per year (37.5 hours per week)

Deadline To Apply:

Details

Purpose:

The Social Assistance Case Worker is responsible for delivering client-centered support services to individuals and families in need of financial and social assistance. This role involves assessing eligibility, developing case plans, connecting clients with community resources, and ensuring compliance with policies and regulations. The Case Worker plays a key role in promoting self-sufficiency and improving client outcomes through respectful, equitable, and confidential service delivery.

Roles & Responsibilities:

Conduct client assessments and develop support plans

- Provide information and guidance to applicants regarding program eligibility, application procedures, and decision timelines.
- Conduct client interviews, assess financial need, and determine eligibility in accordance with program policies.
- Verify and process application documentation and maintain accurate records in physical, digital, and database systems.
- Coordinate medical referrals and support services, including community resources, based on individual client needs.
- Collaborate with federal, provincial, and community partners to resolve complex issues and ensure service alignment.
- Support clients in developing and following individualized support plans, including educational and employment goals.
- Monitor and evaluate client benefit status, prepare ad hoc reports, and advise on administrative or procedural issues.
- Contribute to the development and implementation of new programs, funding applications, workshops, and participation incentives.
- Identify clients who may require trusteeship services and coordinate financial management with third parties when necessary.
- Keep the General Manager informed of operational concerns and participate in continuous service improvement initiatives.

Deliver program services and maintain compliance

- Schedule and conduct re-evaluations to assess changes in clients' financial or personal circumstances and determine continued eligibility.
- Monitor and verify monthly client allowances to ensure accuracy and compliance with benefit categories.
- Investigate client compliance and manage follow-up processes related to program participation.
- Compile data and produce regular reports and statistics on program activity and client outcomes.
- Monitor compliance with program requirements, including withholding or cancelling benefits when necessary.
- Investigate individual cases and issue decisions on applications or evaluations in line with policy.
- Advise clients on issue resolution options and support the preparation of appeal letters when requested.
- Represent the program in appeal proceedings and present case files to the appeal body.
- Compile and report financial data, establish recovery accounts as needed, and coordinate with Finance.
- Manage and oversee weekly and monthly benefit issuance processes, including cheque printing, verification, cancellation, and reissuance through the database system.
- Ensure all financial transactions are accurate, authorized, and properly reported to accounting and works with accounting for recovery payments.
- Provides the Chiefs with monthly cheque run lists for verification, signed by all authorized parties as required for financial authorization.
- Maintain database integrity by entering and consolidating data, validating records for tax reporting, and supporting the release of annual tax slips.
- Coordinate with Information Management to update and align database functions with program requirements.
- Generate regular financial reports and statistics on social assistance activity and ensure adequate funding availability for benefit disbursement.
- Issue recovery letters for overpayments and maintain archived client records as needed.
- Ensures proper information from Legal authorities, organizations, and businesses, including but not limited to Ministère de Travail, Emploi et Solidarité Sociale agents on changes to the Provincial Social Assistance Program, medical organizations, and local employers, is obtained, provided, and processed.

- Maintain regular communication with the General Manager regarding complex cases, file transfers, and program updates.
- Submit recommendations for policy or procedural improvements based on case review findings and program trends.
- Provide support and coverage for the Employability Development Case Officer as needed.

Provide advocacy and coordinate community supports

- Determines clients' need for enhanced case support, working in collaboration with Tewa-tonnhi'sáktha, Kahnawà:ke Shako'tiatakehnhas Community Services, Kahnawake Peacekeepers, rehabilitation centers, Housing Unit, Office of the KKR Department, Hydro Quebec or others as needed.
- Assesses and identifies the need for an administrator to act as trustee for recipients who require assistance in managing funds.
- Works with third parties to ensure financial support is properly administered.
- Processes benefit category for educational Programs' participation.
- Works in the development of funding applications for new initiatives.
- Works to implement new employment, training, or educational projects and initiatives.
- Develops and implements professional and personal development workshops and participation incentives.
- Maintains awareness of programs offered through other agencies and organizations to recipients.
- Collaborates with other service providers in guiding the clients through the individualized plan as required.

Education & Experience:

- DEC in Social Sciences, Social Work, or related discipline, plus one (1) year relevant experience OR
- DEP in Secretarial Sciences, plus three (3) years' relevant experience with related training OR
- High School Diploma plus five (5) years relevant experience.

Knowledge, Skills & Abilities:

- Knowledge of Kahnawà:ke's Social Assistance Program or Provincial Social Assistance policies and procedures is an asset.
- Knowledge of social support programs in the community and greater Montreal area is an asset.
- Knowledge of community and social issues is an asset.
- Demonstrates strong organizational abilities with proficient knowledge of Microsoft Suite (Word, Excel, Outlook, PowerPoint)
- Must be comfortable working with internal databases and digital records systems.
- Strong written and oral communication skills.
- Strong critical thinking and decision-making skills.
- Ability to work as part of a team.
- Ability to mentor, counsel, coach, and generally support clients.
- Demonstrates professionalism, discretion, and courtesy when interacting with internal and external clients, fostering positive and respectful working relationships.
- Maintains confidentiality.
- Adhere to the MCK Policies and Kanien'kéha Language initiatives.
- Ability to communicate in the Kanien'kéha and French languages is an asset.
- The willingness to learn the Kanien'kéha language.

Working Environment:

- A five-day work week is performed in an office environment.

- Occasional visits outside the office environment (service providers, severe cases).
- Moderate to high stress due to workload.
- High-pressure environment with potential for emotionally charged interactions.
- Work may involve handling sensitive situations and managing emotionally intense conversations.
- Occasional overtime to meet departmental needs.

Requirements:

Please address your application to MCK Human Resources. Forward your complete application via e-mail only to: **Applications@mck.ca**

- Ensure complete applications are submitted, including Letter of Intent and Resume. Incomplete applications may not be considered.
- Only candidates selected for an interview will be contacted.
- Preference will be given to Indigenous candidates.
- When adding attachments, please use PDF format. Any other formats may be blocked from our system.

ALL REQUIRED DOCUMENTS MUST BE SUBMITTED BEFORE THE DEADLINE FOR YOUR APPLICATION TO BE CONSIDERED

To Apply:

Email your applications with all the required documents to **applications@mck.ca**