

Long Lake #58 First Nation

209 Otter Street
P.O. Box 609
Longlac, Ontario
P0T 2A0



Tel: (807) 876-2292
Fax: (807) 876-2757

EMPLOYMENT OPPORTUNITY

Long Lake #58 First Nation (LL58FN) community is located along the north shore of Long Lake along Highway 11 and approximately 300 kilometers northeast of Thunder Bay, ON. LL58FN is a member of the Anishinabek Nation and the Matawa First Nation Management Group. It has a large membership with the majority residing in the community and in Thunder Bay, ON.

ONTARIO WORKS MANAGER

Responsible for providing a range of program and administrative supports to Ontario Works Staff and clients by supporting the delivery of social assistance in the Long Lake #58 First Nation and for performing various administrative functions by responding to telephone and in-person general inquiries; completing basic reporting requirements and maintaining OW client files; performing data entry and changes in the Social Assistance databases; issuing financial and employment services.

Duties and Responsibilities

- Processing of all incoming email and faxed documents through shared mailboxes.
- Ensure integrity and accuracy in filing of documents.
- Accurately update claims files based on new information provided.
- Calculate reserves as per established guidelines.
- Contact providers for updated costs as required.
- Review new claims against the medical guidelines provided to determine if the case meets criteria to be assigned for active case management.
- Assign a case coordinator by consulting the distribution guidelines and availability.

Accountability

Ontario Works Manager is accountable to and is under the supervision of Director of Operations.

Education and Skill Requirements

Education and Experience

- Successful completion of a Community College Diploma in Business, Business Administration, Public Administration, or related field, or approved equivalent combination of education and experience.
- Bachelor's degree or equivalent experience preferred.
- Understanding of financial and accounting principals.
- Minimum two (2) years demonstrated experience in a human services environment working with the vulnerable population and experience with financial and accounting systems, data entry and providing administrative support.
- Knowledge and understanding of support required in servicing a vulnerable population.
- Demonstrated experience providing high quality customer service skills to clients and participants in an expedient manner.
- Demonstrated problem solving and decision-making skills.
- Demonstrated conflict resolution skills and techniques to resolve client issues and concerns.
- Knowledge and demonstrated ability in corporate core competencies including customer focus, communication, collaboration, and personal ownership.
- Computer literacy utilizing MS Office software applications.
- Demonstrated ability to provide a high quality of customer service to clients and participants in an expedient manner.
- Demonstrated knowledge of social assistance delivery models.
- Ability to travel to offsite locations in a timely and efficient manner, as required.

Mandatory Requirements

- Must have a valid driver's license and access to reliable transportation.
- Satisfactory Police Criminal Background Check.

Desirable Skills

- Excellent interpersonal and relationship building skills to foster relationships with clients.
- Exceptional time management and multi-tasking skills.
- Ability to take initiative and a willingness to participate in skill-related upgrading.
- Experience working in a First Nation Organization.
- Excellent verbal, written, presentation and record-keeping skills.
- Strong skills in office software such as Microsoft Outlook, Excel, and Word

Location: Long Lake #58 First Nation

Interested applicants are encouraged to submit a cover letter, resume, and references to: careers@longlake58fn.ca.

NOTE: No phone Calls