

**COUNTY ADMINISTRATION BUILDING  
Belleville, Ontario**

**2018-496-CHS-175 & 176 - TPT  
2018-496-CHS-177 - TFT**

The Community and Human Services Department is seeking candidates to fill **Temporary Part Time and Temporary Full Time Intake Screener** Positions. The duration of the employment contracts could range from short term up to one year.

***Successful candidates are expected to embody and value the Hastings County Community & Human Services operating principles and customer service-centered philosophies.***

**DUTIES**

Reporting to the Client Access Services Supervisor, you will be responsible for accurately screening and documenting potential eligibility for Ontario Works, Children's Services, and/or Housing Services in accordance with provincial legislation and local policy. As an Intake Screener you will have a key role in:

- Completing data capture for applicants according to IAC Joint Protocols and Provincial Legislation.
- Providing accurate Ontario Works, Housing Services, and Children's Services program information.
- Effectively dealing with applicants in crisis.
- Scheduling application appointments at the appropriate local office.
- Providing community referrals based on disclosed need.
- Providing exceptional customer service to our callers and our local offices in concert with our Operating Principles.
- Meeting service level targets.

**QUALIFICATIONS**

Candidates should possess:

- A Diploma or Degree in the Human Services field from an accredited College or University is preferred
- A Diploma or Degree in an alternate discipline combined with relevant experience may be considered an acceptable equivalent
- Prior experience in the provision of social benefits with a sound working knowledge of provincial legislation as it relates to Ontario Works, Children Services, and Housing Services.
- Proficiency with various computer applications; SAMS, OCCMS, Yardi, Microsoft Outlook, etc.
- Superior verbal and written communications skills.
- Excellent customer service skills.
- Previous experience in a call centre environment an asset.

**HOURS OF WORK:** scheduled shifts between 8:30 am and 4:30 pm Monday to Friday

**WAGE RANGE:** \$24.63/hour to \$28.79/hour

**CLOSING DATE:** June 22, 2018

***PLEASE QUOTE THE POSTING NUMBER AND YOUR NAME IN THE SUBJECT LINE WHEN APPLYING FOR THIS POSITION***

Heather Norton, Human Resources Advisor

Email to: [careers@hastingscounty.com](mailto:careers@hastingscounty.com)

*"The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation."*