

Caseworker - 3 Unilingual (English) and 1 Bilingual (English/French)

Job ID: 235286

Posting status: Open Targeted

Organization: Ministry of Children, Community and Social Services

Division: Social Assistance Programs Division - Ontario Disability Support Program

City: South Porcupine, Sudbury

Position(s) language: Both English and bilingual

Job term: 1 Permanent, 3 Temporary up to 12 months (with possible extension)

Job code: 10503 - Welfare Field Worker 2

Salary: \$1,345.09 - \$1,615.77 Per week*

*Indicates the salary listed as per the OPSEU Collective Agreement.

Apply now

Accessibility support

Are you highly motivated and client-centered? Consider this opportunity to respond to inquiries and provide program information to a diverse clientele, the public, advocacy groups and agencies.

The Ontario Disability Support Program serves a population that is living with a disability, and may be experiencing one or multiple realities which include but are not limited to; poverty, mental health, developmental disability, cognitive delays, visual and hearing delays/impairments, brain injuries, experiences of trauma and violence, addictions, language barriers, historical or current incarceration, criminal activity, physical disabilities and mobility impairments, isolation, discrimination and experiences of grief/loss.

As a Caseworker, you will have the rewarding opportunity to make a difference in the lives of our client population to deliver the Ontario Disability Support Program.

About the job

You will:

- Provide customer service and consultation to clients
 - Collect and evaluate information to determine eligibility for ODSP Income and Employment Supports
 - Make adjustments to entitlements and resolve conflict situations
 - Explain legislation and ministry initiatives
 - Prepare a range of communication materials
 - Plan and deliver information sessions to clients and stakeholders, on community-based employment supports
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What you bring to the team

Job Preview Information Session

To learn more about the role, the Ontario Public Service and the recruitment process, we welcome you to attend our Information session on Tuesday, November 4 at 12:00pm EST. Please register here:

[Information Session Registration](#)

Attendance is optional and will have no influence on the screening and selection process.

Customer Service and Communication Skills

- You can provide effective customer service to a client population living with a disability, who may be experiencing multiple realities (i.e. poverty, mental health, developmental disability, cognitive delays, visual and hearing delays/impairments, brain injuries, experiences of trauma and violence, addictions, language barriers, historical or current incarceration, criminal activity, physical disabilities and mobility impairments, discrimination, and grief/loss).
- You have the ability to liaise with community agencies, provide information to clients, and resolve conflict situations
- You have effective communication and consulting skills to write clear, concise reports and conduct information sessions
- You demonstrate sensitivity towards diversity/inclusion of applicants/clients and co-workers
- You have interviewing skills to conduct interviews with clients by phone or in person who may require alternative communication approaches

- You have effective listening skills to determine client needs and make appropriate referrals

Knowledge

- You have knowledge of community services, resources, policies, programs and issues/barriers affecting clients with disabilities
- You have knowledge of labour market trends
- You are able to interpret and apply relevant legislation, policies and acts (i.e. ODSP Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act) to review/determine program eligibility and identify infractions/abuse by recipients

Analytical, Planning and Organizational Skills

- You demonstrate planning and organizational skills to set priorities, work within time constraints and meet deadlines
- You have demonstrated analytical skills to collect, document and evaluate information
- You are able to work in a team environment

Mandatory

For the bilingual position, you are fluent in English and have advanced oral and advanced minus written French language skills. Your proficiency level will be confirmed before hire.

Don't meet every qualification?

If you are excited about this position and meet most, but not all, of the listed qualifications, please still consider applying. We recognize that no one person might have every qualification in this job ad, and you just might be the right candidate!

How we support diversity, inclusion and accessibility

We are building an inclusive workforce that reflects the communities we serve. We encourage everyone interested in working with us to apply, including people with disabilities, Indigenous, Black and racialized individuals, as well as people from all ethnicities, cultures, sexual orientations, gender identities and gender expressions.

Our hiring process is accessible, consistent with Ontario's [*Human Rights Code*](#) and the [*Accessibility for Ontarians with Disabilities Act, 2005*](#). We are working to prevent and remove barriers in our hiring processes and can offer [accommodation](#) to address specific needs related to Code-protected grounds such as disability, family status and religion. For more information about accommodation during the hiring process please [contact us](#).

Learn more about the work the OPS is doing to create an inclusive, anti-racist, accessible and diverse workplace:

- [diversity, equity and inclusion initiatives](#)
- [accessibility](#)
- [Anti-Racism Policy](#)

What we offer

The Ontario Public Service is one of Ontario's largest employers. Employees work for a wide range of ministries, with offices in more than 70 cities across the province.

We offer:

- A career that can grow across ministries and job functions
- Flexible learning and developmental opportunities, including education and mentorship programs
- A comprehensive compensation and benefits package
- Base salary that aligns to market trends with performance-based pay and scheduled salary progression
- Tailored work arrangements, including opportunities like flex hours, self-funded leave and more
- A modern, friendly and accessible physical work environment

Additional information:

Apply by:

Wednesday, November 5, 2025 11:59 pm EST

Position details:

- 1 Bilingual English/French Temporary, duration up to 12 months, 199 Larch St, Sudbury, North Region, Criminal Record Check
- 1 English Temporary, duration up to 12 months, 199 Larch St, Sudbury, North Region, Criminal Record Check
- 1 English Temporary, duration up to 12 months, 199 Larch St, Sudbury, North Region, Criminal Record Check
- 1 English Permanent, 5520 Hwy 101 E, South Porcupine, North Region, Criminal Record Check

Compensation group:

Ontario Public Service Employees Union

Work hours:

Schedule 3.7

Category:

Health and Social Services

Posted on:

Wednesday, October 22, 2025

Note:

- [This ad is also available in French.](#)
- **About security checks:**

A criminal or other federal offence record **does not automatically disqualify you** from the position. We consider each situation based on the position's responsibilities.

If a check is needed and you've lived outside of Canada in the past 5 years for 6 or more months in a row, or if you are not a Canadian resident, you'll need to provide an out-of-country police clearance certificate from the country you lived in.

Employment screening checks are only reviewed and evaluated by the Transition and Security Office, which also maintains them and keeps them strictly confidential.

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How to apply:

1. You must apply online by visiting www.ontario.ca/careers. You must enter the job id number in the Job ID search field to locate the job ad.
2. Your cover letter and resume combined should not exceed five (5) pages. For tips and tools on how to write a concise cover letter and resume, review the [Writing a Cover Letter and Resume: Tips, Tools and Resources](#).
3. Customize your cover letter and resume to the qualifications listed on the job ad. Using concrete examples, you must show how you demonstrated the requirements for this job. We rely on the information you provide to us.
4. Read the [job description](#) to make sure you understand this job.
5. OPS employees are required to quote their WIN EMPLOYEE ID number when applying.
6. If you require a disability related accommodation in order to participate in the recruitment process, please [Contact Us](#) to provide your contact information. Recruitment services team will contact you within 48 hours.

Language requirements and assessment:

All external Ontario Public Service (OPS) job ads are posted in English and French. Check the "position(s) language" section at the top of each job ad for the language requirements. For all roles, candidates are assessed in English, the business language of the OPS. If the position is bilingual (English/French), you'll also need to pass a French-language proficiency test.

Exigences en matière de langue et évaluation:

Toutes les offres d'emploi externes de la fonction publique de l'Ontario (FPO) sont affichées en français et en anglais. Consultez la section « Langue du ou des postes » en haut de chaque offre d'emploi pour connaître les exigences linguistiques. Pour tous les postes, les candidats sont évalués en anglais, la langue d'affaires de la FPO. Si le poste est bilingue (anglais/français), vous devrez également passer un test de compétences linguistiques en français.

Strengthening Ontario, together

Apply Online

