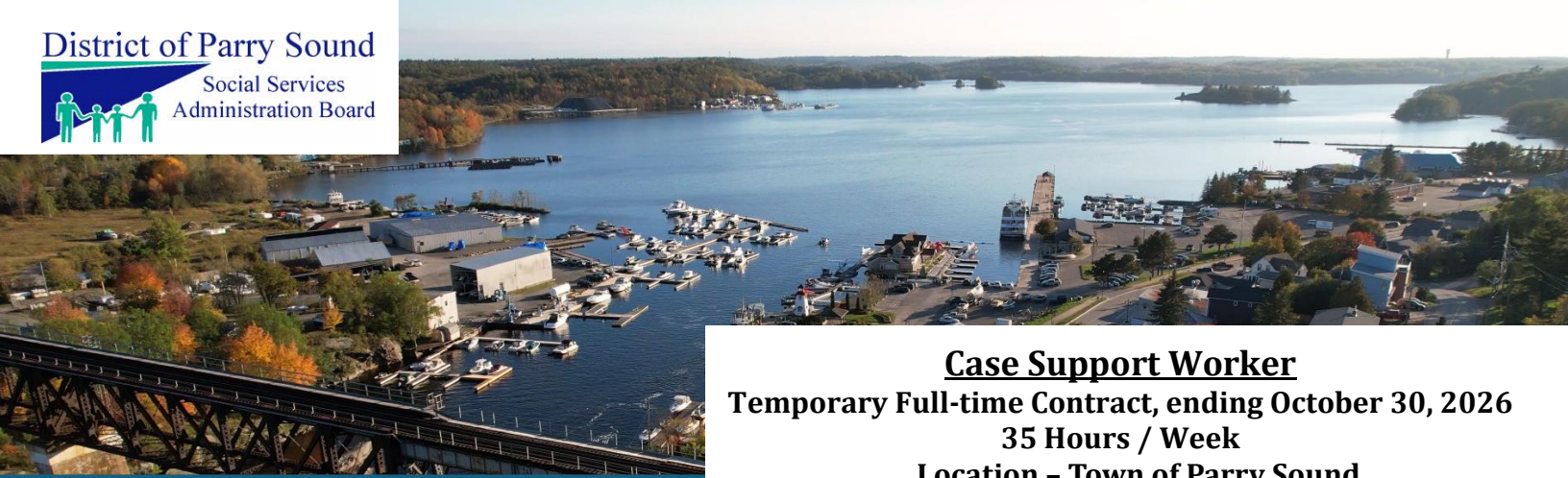




Case Support Worker
Temporary Full-time Contract, ending October 30, 2026
35 Hours / Week
Location – Town of Parry Sound

Employment with the District of Parry Sound Social Services Administration Board offers an opportunity to make a positive contribution to our community. Providing caring human services, we are a forward-thinking organization focused on continuous improvement, employee growth and development, and providing exceptional service. We are dedicated to upholding a respectful and inclusive workplace with PSDSSAB values, supporting our employees, and offering generous compensation. We also encourage ongoing professional development and a healthy work-life balance.

Overview of the Opportunity

For the duration of the **temporary contract**, the **Case Support Worker** will be responsible for support activities to the DSSAB and the administration of the Income Support and Stability department. The position will include a combination of job functions such as ongoing maintenance of client documentation, cheque, and report printing and distributing, computer data input and computer systems support, monitoring and follow-up of case activity, and reception duties.

Required Qualifications Include

- Secondary School Graduation Diploma.
- Experience in a Social Services environment, an asset.
- Skillful knowledge of computer operations, keyboarding, and use of office equipment.
- Excellent organizational and communication skills.
- Knowledge and understanding of all legislation relevant to the position.
- Knowledge of community resources.
- Access to the use of a vehicle when required.
- **Please note:** Formal proficiency testing may be completed to evaluate proficiency level in Microsoft Word and Excel.

Principal Responsibilities Include

- Provide support to Integrated System Navigators on client activity, files, and all components of the Income Support and Stability program.
- Reception duties include greeting and assisting all people who arrive at or call the DSSAB office. Responsible for receiving documents, monies, and issuance of receipts for payments.
- Provide support to all DSSAB programs.
- Responsible for building opening and closing procedures, including doors and the drop box.

- Greet, assist, and direct all people who arrive at the office, providing forms and other information as requested for the DSSAB programs, and assisting in their completion as needed.
- Manual cheque preparation, printing, and distribution. Accounting for the control and distribution of blank and printed cheques, including manual and computer cheque stocks and reloadable payment cards.

A full copy of the job description, including full qualifications and responsibilities, is available upon request from jobs@psdssab.org

- Remote work is not available for this position.

We are proud to offer the following to our contract employees

OMERS Pension with 100% matching contributions, generous paid sick time, Employee Assistance Program, and professional development.

Starting Wage

\$23.94 / hour, as per Collective Agreement, plus 4% vacation pay.

Classification

OPSEU – Case Support Worker
Status – Temporary Full-time Contract
This is not a vacancy

Please submit a cover letter & resume referencing job ID 25U-30 by November 13, 2025

Attn: Danielle Villeneuve, CHRP, Director of Human Resources, Email: jobs@psdssab.org

1 Beechwood Drive, Parry Sound, ON P2A 1J2

To view other employment opportunities, visit www.psdssab.org/employment

We thank all applicants for their interest in this position; however, only those selected for an interview will be contacted.

Personal information is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990, c. M.56, and will only be used to determine employment eligibility. Questions about the collection of information may be directed to the Privacy Officer at 705-746-7777 Ext. 5264.

The DSSAB welcomes and encourages candidates from First Nations, Métis, and Inuit, racialized and LGBTQ2S+ communities, women, and people with disabilities. The DSSAB is committed to an inclusive and barrier-free recruitment process and work environment. In accordance with the AODA, if you require accommodations, please contact the HR department. As a designated employer under the French Language Services Act, we are committed to providing clients with access to our programs and services in French. Bilingualism is considered an asset for all positions.

