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Job Description Case Worker

About Roots Community Services

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. We aim to assist our clients by providing pathways to achieve their full potential and find solutions to improve their health, well-being, and quality of life.

The Position

The Case Worker is responsible for providing comprehensive client support services that include service navigation, intake, and application assistance for various subsidy programs. This role supports individuals and families in accessing critical resources, ensuring wrap-around care through referrals, and maintaining accurate documentation for program eligibility and financial compliance. The Case Worker works collaboratively with clients to develop goals, conduct regular case management check-ins, and monitor progress toward achieving stability and self-sufficiency.

Terms of Contract:	Full-time position with terms and conditions reviewed annually. Contract term to March 31, 2026
Hours of Work:	35 hours per week
Compensation:	\$54,600.00
Start Date:	Immediate opening
Reports to:	Manager, Family Services

Major Duties & Responsibilities:

These include, but are not limited to:

Case Management & Client Support

- Assist clients and meet them at various access points, including walk-ins, support line, intake and internal referrals
- Provide orientation to clients regarding available programs, supports, and community resources.
- Maintain a welcoming, client-centered, and culturally sensitive approach
- Conduct monthly case management check-ins with clients to monitor progress, review goals, and adjust plans as needed.
- Support clients in developing individualized goals and action plans to enhance self-sufficiency and well-being.

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- Connect clients to wrap-around supports and community resources, including mental health services, employment supports, food security programs, and housing assistance.

Application Support & Financial Assistance Navigation

- Assist clients with completing applications for subsidy programs, including but not limited to:
 - **CASP (Community Agency Subsidy Program)**
 - **ODSP (Ontario Disability Support Program)**
 - **Ontario Works**
- Other housing, childcare, or transportation subsidies as applicable.
- Ensure all required documentation is collected and submitted accurately and on time.
- Provide follow-up to ensure applications are processed and address any issues that arise.

Document Management & Compliance

- Act as custodian of financial and client documents, ensuring confidentiality and
- adherence to privacy legislation (e.g., PHIPA).
- Collect, verify, and maintain documentation required for eligibility and subsidy programs.
- Conduct periodic eligibility reviews and notify clients of upcoming renewal requirements.

Reporting & Data Management

- Maintain accurate and up-to-date client records in the case management system.
- Prepare and submit progress reports, statistics, and outcomes as required by funders and organizational standards.

Qualifications

- Post-secondary diploma in Social Service Work, or a related field.
- 1-3 years of case management experience (or an equivalent combination of education and experience).
- Knowledge of subsidy programs (ODSP, Ontario Works) and community resources
- Experience in case management, intake, and client navigation within a community agency setting.
- Strong organizational skills and attention to detail for document management and compliance.
- Excellent communication, interpersonal, and problem-solving skills.
- Ability to maintain confidentiality and comply with privacy legislation.
- Proficient in using client database systems, MS 365 suite, and digital tools.

- Professional Development
 - Utilize sound working knowledge of resources, partnerships, and working relationships, and participate in ongoing professional development and supervision of social service work.
 - Other related duties as assigned
- Core Competencies
 - Client-Centered Approach – Demonstrates empathy, cultural sensitivity, and respect for client autonomy.
 - Collaboration – Works effectively with internal teams and community partners to provide wrap-around support.
 - Adaptability – Responds to changing client needs and organizational priorities.
 - Accountability – Maintains high ethical standards and accurate documentation.
- Working Conditions
 - Standard office hours with occasional evening or weekend availability.
 - Combination of hybrid, in-office, and community-based work; some travel may be required.
 - Local travel by car in the community is required for client home visits, meetings with landlords or outreach activities.
 - Must be able to manage multiple priorities and maintain composure in challenging situations



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RootsCS is committed to diversity in its workplaces and welcomes applications from all visible minority groups, women, Aboriginal persons, LGBTQ, and persons with disabilities, among other self-identified diverse groups. We also provide accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage.

This job description indicates the key responsibilities and core functions of the position. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required.

All employees are expected to participate in special assignments as a team-oriented and inclusive organization. These include fundraising, strategic planning, and other related activities that contribute to the continuous development and expansion of Roots Community Services Inc. Employees are expected to contribute to ongoing department growth and improvement via excellent job performance and proactive communication. Each employee and team are integral to RootsCS' mission.

Please forward your application with a cover letter to careers@rootscs.org, with the subject line, **Case Worker**

Please note that we will review applications as they are submitted until the position is filled. We thank all applicants for this position; however, we will contact only those candidates selected for an interview.