

CASE ASSISTANT

Employment Status:	Temporary, Full-Time - Up to 12 months
Compensation Range:	\$27.15 to \$30.52 / 35 hours per week + 13% pay in lieu of benefits and 4% vacation pay
Location:	Strathroy, ON
Union/Non-union:	CUPE 101.5

POSITION OVERVIEW

Under the direction of the Manager of Social Services, the Case Assistant is responsible for the provision of Departmental programs for the Department and to support senior Social Services staff.

This is a temporary, full-time position for up to twelve (12) months to fill an existing vacancy and is part of our CUPE 101.5 bargaining unit.

QUALIFICATIONS

- Successful completion of one year of Community College in Human Services or experience in the administration of social service and/or related programs
- Excellent communication and interpersonal skills
- Proficiency with Microsoft Office applications, including Outlook, Word PowerPoint and Excel
- Current Criminal Record Check that is satisfactory to Middlesex County

WHY CHOOSE MIDDLESEX COUNTY?

Middlesex County is a vibrant upper-tier municipality located in Southwestern Ontario. We offer a thriving business climate, easy access to transportation routes, and quality of life with exceptional healthcare facilities, affordable housing, an array of educational opportunities and bountiful recreation and cultural choices in a picturesque setting. The County's administration headquarters are located in London, but Middlesex County is comprised of unique villages, towns and rural communities that have great attractions for residents and tourists. At Middlesex County, you will have a chance to make an impact in your everyday work and build lasting relationships in the communities in which we live and serve. We offer a culture that values inclusion, diversity of thought, and employee development. We invest in our people to help them leverage their strengths to achieve their career aspirations.

HOW TO APPLY

If you are interested in this opportunity, please submit your cover letter and resume by email to hr@middlesex.ca by **4:30 p.m.** on **August 20, 2025**.

We thank all applicants who apply, but only those applicants to be interviewed will be acknowledged. Personal information is collected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act* and will be used for candidate selection purposes only.

WHAT WE OFFER

- Employee Recognition Events
- Professional Development
- Flex Time/Banked Time-Off
- OMERS Pension Plan
- Health and Dental Benefits or Pay in Lieu
- Employee and Family Assistance Program

VISIT OUR CAREERS PAGE

<https://www.middlesex.ca/departments/human-resources/job-opportunities>

Join our team and build a rewarding career!

Middlesex County is an equal opportunity employer. We are committed to a diverse and inclusive workplace for everyone. Accommodations are available throughout the recruitment process. If you are contacted for an interview, please advise us of any accommodations that may be required. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.



MIDDLESEX COUNTY POSITION DESCRIPTION

Title:	Case Assistant
Department:	Social Services Department
Reports To:	Director or Manager
Positions Supervised:	None
Effective Date:	October 2006

POSITION SUMMARY:

The incumbent is responsible for the provision of Departmental programs for the Department under the direction of the Director or Manager and to support senior Social Services staff.

PRINCIPAL RESPONSIBILITIES:

- Interview applicants and review ongoing eligibility for Department services under the direction of the Director or Manager, referring complex cases and providing support to senior Social Services staff.
- Scheduling work according to location and departmental requirements, visiting individuals and organizations as necessary and conducting routine inquiries to assist in the determination of eligibility for selected Departmental programs.
- Recommend eligibility for Departmental programs for confirmation by the Director or Manager.
- Collect, receive, verify, copy, transmit and input information relating to program eligibility and services from clients and the public in person, by electronic mail, facsimile and over the telephone.
- Maintain statistical records and databases as required and assist in their retention and destruction according to Corporate /Administrative Policy and Procedures.
- Respond to general telephone or personal enquiries from the public.
- Monitor and collect money from deposits, co-payments, assignments and overpayments from clients.
- Provide temporary and vacation relief to clerical staff, as necessary.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

- Good communication and interpersonal skills.



- Proficiency with use of personal computers and associated software, other office equipment and procedures.
- and either:
 - Successful completion of one year of Community College in Human Services, or
 - Experience in the administration of social service and/or related programs.