

Employment Advisor / Employer Service Advisor

Job Summary

The Employment Services of John Howard Society is funded by the Ministry of Training, Colleges and Universities. Its goal is to provide support to individuals to obtain sustainable employment through a full suite of services that include Information/Resource, Client Service Planning and Coordination, Job Search, Job Placement and Matching and Job Retention.

This position is responsible for a blended role of employment counselling and job development. As an Employment Advisor you would conduct employment intake interviews/assessments with participants and support employers with their hiring needs and recruitment. In both roles, this position would: counsel, advocate, assess and monitor participants, clarify employment and educational needs, establish short and long term goals. Monitor and follow up with participant progress, and file documentation. Responsible for developing training and action plans and maintaining required records, documentation and statistical information for reporting and accountability purposes. Also for assisting clients and potential clients to function effectively as learners and as individuals by helping them understand, prevent or overcome personal, social or educational problems that may hinder learning or their ability to cope with everyday living.

Location: Oshawa or Whitby Due to John Howard Society's multi-site locations we reserve the right to relocate the incumbent to another site, in the same position performing the same duties, as may be dictated by program needs. Reasonable notice of such site relocation will be given.

Position: One (1) Full Time Temporary Contract,
End Date: February 19, 2016, (subject to an earlier end date with four (4) weeks' notice)

Start Date: ASAP

Works 35 hours/wk, evenings required

Basic Job Functions

- Achieves all services outcomes and targets as developed by the agency
- Meets all required deadlines.
- Acts with integrity
- Communicates effectively (verbal/written)
- Take initiative and shows leadership
- Contributes to the program strategy
- Treats people with respect, Considers the impact of their actions
- Maintain monthly performance related statistical reports
- Liaises with other program staff to ensure coordination between programs and utilizing available resources.
- Ensuring that all services are provided within the standards of service maintained by JHS and consistent with the agency's philosophical beliefs.
- Attend workshops, meetings and seminars as requested
- Other duties as assigned

Administrative Functions

- Monitor and maintain financial tracking where required
 - Completion of accurate statistics and reports
 - Ongoing development of new systems and record keeping methods to ensure funding requirements are met and all documentation is complete, accurate and accountable
 - Explore new resources to stay current and provide additional information on job search techniques and create alternate delivery methods
-

Client/Customer Service Functions

- Conduct one-to-one intake and assessments to assist participants in separating stabilization and personal needs from employment needs; determine stability issues, emotional and maturity level; identifying interests and abilities, education and employment status, source of income, transportation, outstanding and current including court dates, health and disabilities, literacy, criminal offences & skills, clarifying employment opportunities, identifying steps to becoming employable, by determining most appropriate employment, education/vocational/training needs
- Determines service suitability, gathers profile information from clients and determines if the service and supports through career and employment preparation program can make the clients competitively employable.
- Plans and delivers employment and labor market information workshops and workplace orientation to assist clients to develop their job search skills, strategies, and employment skills required to meet the expectations of work, education and/or training.
- Facilitate job development with youth and adults
- Provide clients with current workplace Health & Safety information when required
- Assists clients in accessing employment supports such as child care, transportation to work, work supplies/equipment, etc.
- Make follow-up contact to program participants after completion of program, at 3, 6, and 12 month intervals

Case Management/Documentation Functions

- Use Cognitive Skills counselling or other counselling models to evaluate job readiness, negotiate readiness for change and develop a suitable action plan (where required)
- Advise/clarify employment skills, job search tools, developing job search skills; preparing resumes, employment or training applications, and cover letters; job search strategies and interview techniques through one to one counselling or workshops methods
- Maintains up-to-date case notes, progress reports and client files with clear rationale for methods and intervention used, and statistical documentation in accordance with the program requirements. Must meet Documentation Quality Standards and provide accurate and timely data entry and filing procedures to the database.

Community Liaison Functions

- Make referrals to community agencies as deemed appropriate
- Contact and establish connection with employers or sector associations in the Durham Region
- Representing the agency in the community when required;

Requirements

- Related Community College diploma, Employment Counsellor diploma or degree
- Employment and general counselling experience;
- Extensive knowledge of pre-employment support methods, retraining opportunities and labour market information and resources.
- Proven experience working with all different type of job seekers, including youth, newcomers, internationally trained professionals, newcomers, OW, EI and ODSP recipients, individuals experiencing long term unemployment and differently abled persons.
- Strong case management and organization skills
- Strong computer skills in a Windows environment using Office applications, as well as knowledge of computerized career and job search tools;
- Excellent communication and interpersonal skills;
- Able to work in an environment that requires the ability to meet deadlines and targets;
- Able to take initiative and work as part of a team.

Application Instructions

If you are interested in applying for either of these positions please submit a cover letter and resume to: jobs@jhdsd.ca

Posting Date: April 2, 2015

Closing Date: April 12, 2015

~Thank-you for your interest in JHS Durham. Only candidates being considered will be contacted.~