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Operation Springboard's mandate is to build stronger communities by helping youth and adults develop the skills they need to reach their full potential. As a charitable organization, we deliver innovative, professional and diverse programming by establishing partnerships between our clients and their community. Springboard's program areas include community justice, employment and developmental disability services.

INTERNAL POSTING

Position Title: EMPLOYMENT SPECIALIST
Department: Employment Services - Youth Job Connections
Location: 3195 Sheppard Avenue East, Scarborough
Status: Full-time Contract (Duration: April 1, 2019 - March 31, 2020)
Pay: \$47,261.50 per annum
Vacancy Number: EMP-U19-23

Available: April 1st, 2019- Contingent on Funding
Hours/Shifts: Monday to Friday, 9 am - 5 pm, some evenings and weekends may be required.
Schedules are subject to change to meet departmental needs

Position Summary:

The Employment Specialist will provide assistance, counsel and information to clients on all aspects of employment search and career planning including assessment for eligibility and suitability for the Youth Job Link program. The position encompasses the primary functions of intake, assessment, documentation, case management, group facilitation and program development to provide clients with employment, educational/vocational training through subsidized placements; in addition to the training and orientation of staff, students and volunteers. The position involves liaising, building and maintaining positive relationships within the community to facilitate community engagement.

Key Responsibilities:

- * **Case Management** - provide employment counselling and support for at risk youth including intake but not limited to, needs and risk assessment, contracting, Return to Work Action Plan implementation and follow up, administration of aptitude and abilities tests, assessment of client need for assistance and referral to the appropriate services, develop, facilitate and evaluate group/individual training workshops in such areas as: career exploration, job search techniques, employability skills, resume writing, interview techniques, cover letter writing and essential/life skills; provide clear teaching and instruction to clients with regards to pre-employment issues and follow-up as appropriate.
- * **Community Outreach/Employer Engagement** - conduct community outreach and assist with the placement of clients, and advocate on the clients' behalf when making referrals or conducting outreach.
- * **Conflict Management** - deal with or manage crisis situations that may involve volatile behaviour, including offering support and suggestions on how to support
- * **Group Facilitation** - facilitate various life skills/employability sessions, in a class room setting, for individuals with multi barried youth who face barriers to employment.
- * **Clerical/Administrative** - responsible for managing client forms and records; maintain accurate timely documentation in client files of client involvement and interaction; generate and provide periodic statistical and financial reports and pertinent documentation in a timely manner and in accordance with agency and funder standards; and quality assurance with respect to assigned tasks to ensure compliance with the program and Funder standards.

Required Qualifications:

- * Post-secondary education in social service field
- * Two (2) years related work experience in (refer to position summary): employment case management, employment counselling for and needs assessment of at risk youth; facilitating and evaluating workshops in employability skills, career exploration and life skills; administration of aptitude and abilities tests and the use of the results for assessment and placement purposes
- * Demonstrated knowledge of and clear understanding of labour market trends, market perceptions and current labour laws
- * Demonstrated skills in: case management, intake, needs and risk assessment, appropriate referrals
- * Proficient in computer software, e.g. MS Suite; Outlook; Word, PowerPoint, Excel, etc
- * Demonstrated ability to communicate ideas, instructions and information in a clear and concise manner; exercise discretion and handle confidential information appropriately as per funder and legal standards priorities, plan, organize and prioritize work in a fast paced and multi-faced environment in order to meet tight deadlines and deliver results according to program guidelines with minimal supervision and interruption in service delivery
- * Demonstrated effective crisis intervention skills in diffusing confrontational situations and ability to deal with people tactfully and courteously
- * Demonstrated use of core competencies in:



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Holding People Accountable - stop people from heading off in the wrong direction. Sometimes involve a direct "No" and other times it involves arranging situations to limit other options.

- **Service Delivery Judgment** - understand the program processes; thinks through when to make process changes and come up with ideas that improve service delivery.

Preferred Qualifications:

- * Experience in outreach and marketing and working with at risk/high risk youth
- * Comprehensive knowledge of issues faced by multi-barriered youth
- * Knowledge of Employment Ontario suite of programs as well as other employment training programs
- * Clear understanding of market perceptions, employer motivation, work habits and employability skills
- * Ability to communicate in French, verbally and in written form
- * Ability to provide group facilitation and collect and disseminate labour market information to clients regarding job openings, entry and skill requirements and other occupational information
- * First Aid/CPI certification
- * Ability to communicate in French, verbally and in written form

Posting Date: February 25, 2019

To Apply:

To be considered for employment at Springboard, applicants must be willing to undergo a police clearance/VSS, occupational medical assessment and provide both references and documentation of their credentials. **Please apply on line through careers@springboardservices.ca.** To be considered you must include the vacancy number in the subject line of your email while applying.

Deadline for Internal applicants: March 4, 2019 at 4:00 pm. **Please provide a Cover Letter and Resume along with a duly completed Application for Internal Transfer form (as applicable).**

Resumes received after the above-stated deadline/s will be considered at the discretion of the hiring supervisor. No phone calls please. Only persons selected for an interview will be contacted. Thank you for applying.

Springboard is committed to employment equity and fair and accessible employment practices. Applications are encouraged from those who reflect the diversity of our community. Accommodations will be provided for job applicant with disabilities, where needed and on request, to support their participation in all aspects of the recruitment process providing the applicant has met the bona-fide requirements for the vacant position.