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/EXTERNAL POSTING**

**Position Title:** Recruitment and Retention Specialist  
**Department:** EMPLOYMENT SERVICES  
**Location:** 3195 Sheppard Avenue East, Scarborough  
**Status:** Full-time Permanent  
**Pay:** $47,261.50 per annum  
**Vacancy Number:** EMP-U20-04

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**Available:** Immediately  
**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 Recruitment and Retention Specialist works in a community-based setting with at risk, correctional or special needs clients as well as business owners, managers, employers and community partners to support the Employment Services program in accordance with Funder guidelines. In addition, assistance with workshop facilitation is also required. The position encompasses the primary functions of employer engagement, marketing, managing stipend contracts, job matching, coaching and retention to provide clients with employment and community service experience through subsidized placements. The position also involves liaising and maintaining positive relationships with employers, community based agencies and business associations. This role may be required to work flexible hours and in more than one location while assisting clients with employment/ service placement maintenance.

*This role will be required to travel throughout GTA.*

**Key Responsibilities:**

- Ability to identify and develop prospective job leads appropriate for ES clients and market candidates to employers or community agencies for placement  
- Assist in the design and delivery of a marketing plan to attract employers  
- Evaluate work sites to ensure safety standards and appropriate working conditions  
- Work in direct partnerships with Program Supervisor and Employment Specialists to identify client interest and profile, and focus placements accordingly  
- Assist employers with the potential hiring of clients including but not limited to: clarifying job requirements, developing and submitting accurate and complete agreements, communicating program guidelines, subsidy reimbursement processes and deadlines  
- Be familiar with all relevant employment legislation and local labour market opportunities.  
- Conduct regular assessments, follow-up and monitoring of clients in placements  
- On-going research of community resources and programs and outreach to employers  
- Collect, verify and compile employer/community agency claims and assist with distribution of employer cheques  
- Participate in the compilation of internal and external reports, statistical data and financial reports  
- Provide documentation in accordance with agency and funder standards  
- Assist in the facilitation of workshops as required

**Required Qualifications:**

- Post-secondary education in the Marketing, HR and/or Human Services field and/or a combination of education and experience in employer outreach, marketing and placement of multi-barrired clientele. University Degree Strongly Preferred  
- Must have Sales and Marketing experience  
- Must demonstrate strong research and analysis skills, including a firm grasp of statistics  
- Understanding of Employer Stipend programs including: the ability to negotiate on the job training opportunities/experience effectively while managing subsidy dollars  
- Knowledge of current labour laws and workplace health and safety legislation  
- Clear understanding of market perceptions, employer motivation, work habits and employability skills  
- Ability to match and place clients in employment or educational/vocational skills training through subsidized placements  
- Collection and dissemination of labour market information to clients regarding job openings, entry and skill requirements and other occupational information  
- Ability to - provide group facilitation as required; communicate ideas, instructions and information in a clear and concise manner; exercise discretion and handle confidential information appropriately as per funder and legal
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Standards:
- Prioritize, plan and organize work in a fast-paced environment in order to meet tight deadlines and deliver results according to program guidelines; meet and deal with staff, clients, employers and the public tactfully and courteously.
- Effective crisis intervention skills to diffuse confrontational situations.
- Accurate financial and statistical compilation.
- Required to travel to other Springboard locations; car an asset.
- Demonstrated use of core competencies in:
  - Attention to Quality – pay attention to their quality of work on which they depend on and plan activities carefully and notice gaps and correct them without having to be told.
  - 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:
- Personal access to a vehicle an asset.
- Ability to communicate in French, verbally and in written form.

Posting Date: January 28, 2020 to February 4, 2020

To Apply:
To be considered for employment at Springboard, applicants must be willing to undergo a police clearance/VSS and provide both references and documentation of their credentials. Please apply online through Careers@springboardservices.ca.

Deadline for applications: February 4th at 4:00 p.m. Resumes received after this deadline may not be considered. Please provide a Resume and a duly completed Application for Internal Transfer form.

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 applicants 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.