



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 services.

INTERNAL/EXTERNAL POSTING

Position Title: Resource & Information Specialist
Department: Employment Services
Location: North Office (Sheppard and Warden)
Status: 1 Full-time
Pay: \$47,261.50 per annum
Vacancy Number: EMP-U20-44

Available: Immediately
Hours/Shifts: Monday to Friday, 9 am - 5 pm
Schedules are subject to change to meet departmental needs

Position Summary:

The primary responsibility is to provide clients with information, direction, and support when accessing the tools and resources that will assist in their job search. The Resource Information Specialist provides clients with a clear understanding of Employment Ontario suite of programs as well as other employment training programs. The Resource Information Specialist assists clients with the effective use of its resources including on-site access to a variety of life and skill development supports that will enhance the client's ability to sustain employment and encourage self-sufficiency. The Resource Information Specialist will assist with troubleshooting on the computer; provide assistance on software technical support, and basic configurations. In addition, the Resource & Information Specialist must be able to refer participants to other services, manage the administrative tasks necessary to keep the Resource centre functioning, maintain up to date information on resources and labour market trends, facilitate life and skill development workshops, ongoing promotional events, market the Resource centre and develop partnerships with other programs and community partners.

Key Responsibilities:

- Greeting and Orientation of clients to the Resource centre and its services.
- Providing instruction and assistance to clients using the centre's resources, pointing out location and demonstrating how resources are used.
- Responding to client inquiries and provision of assistance as requested.
- Ensuring that clients comply with the centre policies, procedures and housekeeping rules.
- Troubleshooting on equipment such as computers, printers, fax machines, photocopiers, scanners, TV.
- Provision of on-site software technical support, basic configurations, and trouble-shooting on the computers.
- Design, implementation, and facilitation of information and skill development workshops and tutorials.
- Critiquing of resumes and referral to relevant.
- Research and solicitation of information to create new tools and resources.
- Maintenance of current and relevant information by being a liaison with community partners and organizations.
- Providing information about programs and services in the community.
- Good knowledge of community resources, and local, provincial, and federal agencies.
- Maintenance of stock level of resources, pamphlets, community flyers, and print paper. □ Maintain a job-posting board.
- Prepare monthly statistical reports.
- Refer participants to appropriate agencies and to on-site programs.
- Attendance and participation in team meetings.
- Liaise and maintain positive relationship with the community, Funder and referral sources.
- Provide documentation in accordance with agency and Funder standards. Participate in the compilation of internal and external reports, statistical data and financial reports.
- Maintain agency communication standards.
- Follow security procedures according to agency and Funder guidelines
- Handling of confidential data in accordance with agency, Funder and legal standards.
- Quality assurance with respect to assigned tasks to assure compliance with agency and Funder's standards.
- Advocate on client's behalf when making a referral of conducting outreach.



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- Receive, distribute and originate internal and external correspondence.
- Maintain an organized and safe workplace.
- Maintain professional behaviour and report behaviour that is in conflict with agency and office rules.
- Other related duties as assigned, including opportunity for growth

Required Qualifications:

- Post-secondary education in social service field
- 2 years related work experience in: Employment counselling of at risk youth and adults, facilitating and evaluating workshops in employability skills, career exploration and life skills, administration of aptitude and abilities tests
- Demonstrated skills in: intake, needs and risk assessment, appropriate referrals
- Proficient in computer software: MS Suite, Outlook, Word, PowerPoint, Excel, Zoom, GoToWebinar. etc.
- Life Skills Certification, Smart Serve, and Personality Dimensions
- Create an environment that promotes successful "unassisted" career planning, informed training and education decisions, and job search.
- Use practical techniques for ordering, cataloguing and tracking resources.
- Keep up-to-date with the latest career and employment information and resources.
- Promote and market the information service via ongoing events
- Excellent interpersonal skills to communicate effectively for client service as well as with community agencies, Funders and the public in a team environment. Participate in the process of conflict resolution.
- Excellent written communication skills in English to communicate ideas, instruction and information in a clear, concise manner. Ability to adjust to the receivers needs for various levels of communication.
- Excellent verbal skills in English to communicate ideas, instructions and information in a clear concise manner. Ability to adjust to the receivers needs for various levels of communication.
- Organizational skills to prioritize multifaceted program and operational responsibilities to ensure timely completion of tasks.
- Teaching skills with the ability to instruct and delegate others clearly with appropriate follow up.
- Analytical skills to monitor operations and ensure appropriate services are provided.
- Assessment skills for both the delivery of service to clients and daily operational/programming issues, including determination of client suitability and risk.
- Excellent listening to ensure accurate interpretation.
- Leadership skills to provide direction and motivation to clients.
- Program planning skills to implement, evaluate and modify employment program as needed.
- Excellent problem solving and decision making skills in order to prioritize and deal with issues as they arise or refer to a higher authority if necessary
- Time management skills to ensure that files and reports are completed accurately, on time and often on deadlines; to clarify priorities and modify schedules on demand; to maintain records; to schedule appointments and meetings.
- Effective crisis intervention skills to diffuse confrontative situations. Ability to work well under pressure to ensure minimal interruption in service delivery.
- Knowledge of community resources both internal and external.
- Mathematical skills required in order to complete statistics and meet daily operational needs.
- Ability to work with a diverse client group and to advocate on their behalf when necessary.
- Clerical/administrative skills for reception, compiling data, filing and other office practices.
- Working knowledge and ability to work a computer.
- Ability to work independently and take initiative as required.
- Ability to work in a team environment.
- Motor skills required for computer work, security checks and office equipment.
- Valid first aid and CPR certificates as per program requirements.
- Personal suitability.
- Creating and delivering presentations for marketing the centre and developing partnerships.
- Knowledge of relevant labour market trends.
- Strong computer skills (Windows, MS Office and Internet applications)



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- Ability to quickly understand new software.
- Bilingual (French and English) is an asset.

Preferred Qualifications:

- Ability to travel
- Experience in outreach and marketing and working with at risk youth and adults
- Comprehensive knowledge of issues faced by multi-barriered youth and adults
- 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 skills requirements and other occupational information
- First Aid/CPI certification
- Ability to communicate in French, verbally and in written form

Posting Date: August 7, 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 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: August 14th, 2020 at 4:00 pm. Please provide a Resume and a duly completed Application for Internal Transfer form.

Deadline for External applicants: August 14th, 2020 at 4:00 pm.

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.