



springboard

CONNECT. INSPIRE. ACHIEVE.

ABOUT US

Springboard's mission 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, developmental services, youth justice, Weed out The Risk and The Community Learning HUB.

WHO WE ARE

People are at the centre of everything we do. We foster opportunities for skills development, personal growth and social interaction. We also actively promote work/life balance and mental health supports. We foster communication across the agency, from our Town Halls to our quarterly Springboard orientations. We are a learning organization and our people have the opportunity to provide feedback into all areas of the organization.

We have an active Employee Engagement Committee that focuses on connecting staff through communication, a rewards and recognition program, career development initiatives and of course, social and team building opportunities. Springboard offers a comprehensive benefits package for full time, permanent staff and, for all permanent positions, a savings plan that helps support our people in all aspects of their lives.

Internal / External Job Post

Recruitment and Retention Specialist

ES-U23-01

THE OPPORTUNITY

Job Class	◆ Union
Department	◆ Employment Services
Location	◆ 3195 Sheppard Avenue East, Scarborough
Status	◆ Full Time, Permanent
Pay Rate	◆ \$48,693.57 per annum
Vacancy Number	◆ ES-U23-01
Available	◆ Immediately
Hours/Shifts	◆ Monday to Friday 9 am to 5 pm. Some evenings and weekends may be required. Schedules are subject to change to meet departmental needs

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.

WAYS YOU CAN CONTRIBUTE

- Develop and implement marketing and outreach strategy to employers

- Liaise with community professionals and employers to create competitive jobs, apprenticeship and employment opportunities
- Monitor all placements, oversee training plan development and conduct on-going follow-up to ensure successful employment outcomes for program participants
- Work with Program Supervisor and Employment Specialists to identify client interest and profile, and focus placements accordingly
- Assist in providing employment preparation and individual resource center support when required
- Arrange job fairs and networking events
- 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
- Other duties as assigned

WHO YOU ARE

- 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-barriered 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 standards priorities, 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.

Vaccination Policy

Currently, this position is not subject to mandatory vaccination nor vaccination disclosure and rapid antigen testing, but this may change in the future depending on direction from public health and/or Ministry guidance.

Springboard Services continues to follow Ministry and Public Health Guidance and all our employees are expected and required to continue to comply with applicable health and safety measures and compliance with established workplace access controls (e.g. screening), wearing a mask or face covering, using provided PPE, maintaining appropriate physical distancing and self-monitoring of potential COVID-19 symptoms.

APPLY

Thank you for your interest in working with Springboard.

Completion of satisfactory, professional references, background checks, and proof of education are requirements of employment.

The Deadline for Applications is January 17, 2023 at 4:00 pm. Please submit your cover letter and resume in a single document. You must also include the vacancy number in the subject line of your email when applying to careers@springboardservices.ca.

Resumes received after the application deadline will be considered at the discretion of the hiring supervisor. **No phone calls please. Only those selected for an interview will be contacted.**

We value the unique skills and experiences each individual brings to the organization and we are committed to creating and maintaining an inclusive and accessible environment for everyone. Applications are encouraged from those who reflect the diversity of our community and we will work with you to provide a positive recruitment experience. Please let us know if you require accommodation during the recruitment and selection process.