



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

# Retention and Recruitment Specialist

## EMP-U23-10

### THE OPPORTUNITY

- Job Class ♦ Union
- Department ♦ Employment Services, Youth Job Connection
- Location ♦ 3195 Sheppard Avenue East, Scarborough
- Status ♦ Part Time, Contract (April 1st, 2023 – March 31st, 2024)
- Pay Rate ♦ \$22.72 per hour
- Vacancy Number ♦ EMP-U23-10
  
- Available ♦ April 1, 2023
- Hours/Shifts ♦ 30 hours per week  
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 vulnerable, correctional or special needs clients as well as business owners, managers, employers and community partners to support the Youth Job Connection Summer 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

- Job Placements/Expenditure Relations including through job matching and job carving, negotiating financial incentive contracts (subsidized) and non-subsidized contracts. Implementation of realistic training goals with reasonable time lines, Monitor Daily activities and payments to clients / Employers, and processing financial claims in a timely manner.
- Case Management/Coordination –Assess client strengths and areas of development, advocacy, referrals and coordinating supports.
- Administrative Duties/Client Records Maintenance – Organize work environment, including, case management, maintaining case notes and a filing system of all client information, documents and interactions.
- Community Partner Liaison/Employer Outreach - Network, advocate and educate community partners on program / Client/Employer needs.
- Workshop Facilitation - facilitate various life skills/employability sessions, in a class room setting, for vulnerable youth who face barriers to employment.
- Conflict Management – Manage challenging behaviors in a classroom setting, including offering support and suggestions on local resources to help clients in need including use of applicable policies, procedures and protocols consistently in managing challenging client behaviors and providing appropriate and suitable community referrals.

## WHO YOU ARE

- Post-secondary education in the Marketing, HR and/or Human Services field. University Degree Strongly Preferred.
- Valid First Aid and Safe Management Certifications – Preferred.
- Two (2) years of experience in: sales, employer outreach, marketing and employment placement of multi-barriered clientele, employment counselling, needs assessment, designing, facilitating and evaluating workshops in employability skills.
- Demonstrated strong research and analytical skills, including a firm grasp of statistics and accurate compilation of financial and statistical reports.
- Understanding of Employer Stipend programs including: the ability to negotiate on the job training opportunities/experience effectively while managing subsidy dollars.
- Demonstrated knowledge and practical application of current labour laws, workplace health and safety legislation, market perceptions, employer motivation, work habits and employability skills.
- Demonstrated ability to match and place clients in employment or educational/vocational skills training through subsidized placements.
- Demonstrated 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.
- Demonstrated ability to: 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; and understand the program processes; thinks through when to make process changes and come up with ideas that improve service delivery
- **Preferences:**
  - Experience working with vulnerable youth
  - Valid Driver's License and access to a vehicle
  - 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 March 6, 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](mailto: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.*