

### **Employment Specialist / Job Developer West Employment Services and Training (WEST) Program**

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community.

The West Employment Services and Training program (WEST) at 1033 King Street West is seeking an Employment Specialist *experienced* in providing support for clients who face multiple barriers to full-time employment.

**West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.**

**West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially**

#### **Responsibilities:**

- Manage a caseload of diverse job seekers from the local community;
- Work one-to-one with job-seekers to determine eligibility and conduct needs assessments;
- Develop and facilitate employment-related workshops for individuals and employers;
- Assessing an employer's staffing needs and ability to train participants, matching participants to suitable employers;
- Overseeing and negotiating employer job training allowances and contracts;
- Develop employment action plans through consultation with clients and work with participants to help them implement their action plan by providing effective individual and group support
- Develop and facilitate employment-related workshops for individuals and employers;
- Support participants by providing referrals to support clients to address personal and societal barriers that affect their job-search success;
- Process Second Career applications;
- Work in partnership with the Job Developer to market job seekers to employers, ensuring adequate supports or resources in order to facilitate hiring and retention.
- Maintain accurate and timely case notes and documentation;
- Input client data into the EOIS-CaMS database in a timely manner, ensuring data integrity and adhering to privacy policies;

### Qualifications:

- Post-secondary education and/or equivalent experience in employment counselling; specialised training/education in career counselling and Common Assessment;
- Current knowledge of Toronto's regional and local labour markets;
- Experience using a variety of marketing strategies to successfully connect job seekers with employers;
- Strong employment counselling skills; demonstrated ability to assist individuals in problem solving to address their employment barriers and develop a realistic plan of action to reach their desired goals;
- Excellent labour market research and referral skills;
- Proven ability to work effectively with a diverse population, including people with barriers to employment (e.g. early school leavers, limited work experience, newcomers, street-involvement, mental health issues, addictions, low income earners);
- Ability to process Second Career applications is essential;
- Excellent English written and verbal communication and presentation skills
- Excellent computer skills including: Microsoft 365
- Experience with EOIS-CaMS is a definite asset.
- Well-developed virtual and in-person group facilitation skills and ability to develop employment and skill-based training materials;
- Life Skills Coach training is an asset;
- Proven ability to de-escalate volatile situations with participants by using effective conflict resolution and crisis intervention techniques;
- Well developed and professional presentation and facilitation skills in working with clients, employers and external partners;
- Understanding knowledge of the OW Act, Ontario Disability Supports Program, Employment Standards Act, Workplace Safety and Insurance Board;
- Experience working within anti-oppression framework;
- Ability to speak a second language relevant to the catchment area would be an asset;

<b>Status:</b>	Permanent Full Time (Bargaining Unit Position)
<b>Start Date:</b>	ASAP
<b>Hours:</b>	35 per week
<b>Rate:</b>	\$25.19 (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
<b>Unit:</b>	Community Economic Strategies
<b>Immediate Supervisor:</b>	Coordinator, Career Pathways and Adult Learning
<b>Posting Date:</b>	September 17, 2021
<b>Closing Date:</b>	October 1 <sup>st</sup> , 2021
<b>Note:</b>	West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.



## External Job Posting

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**Please send resumes by 5:00 pm on the closing date to:**

Hiring Committee  
1033 King St. W.  
Toronto, Ontario  
M6K 3N3  
[jobs@westnh.org](mailto:jobs@westnh.org)