



## JOB DESCRIPTION

<b>JOB TITLE</b>	Employment Support Worker
<b>DEPARTMENT / PROGRAM AREA</b>	Social Services
<b>REPORTING TO</b>	Supervisor of Employment and Client Outcomes
<b>EFFECTIVE DATE</b>	May 2015
<b>SALARY</b>	Band 5

### JOB SUMMARY

Under the direction of the Supervisor of Employment and Client Outcomes and as a member of the Employment Services Team, the role of the Employment Support Worker is to assist designated staff in implementing and monitoring client employment service plans by accomplishing specific duties; maintains opportunities database for job seekers and Ontario Works clients; provides employment services supports in the Nipissing Career Hub; carries out specified administrative functions as required by the Supervisor of Employment and Client Outcomes; delivers a continuum of designated workshops and one to one employment service plans.

### JOB DUTIES AND RESPONSIBILITIES

#### Individual Job Readiness and Client Preparation:

- Assist designated staff by meeting with clients to jointly develop identified employment needs and/or barrier and monitor accordingly;
- Obtain information from or giving information to clients as directed;
- Complete monitoring and tracking of community placement hours and disseminate to designated staff;
- Maintains client records and submits reports as required;
- Assist in liaising with community agencies and employers;
- Process required payments to community partners delivering services to clients;
- Process employment support benefits for ongoing ODSP/OW participants;
- Monitor employment related activities.

#### Group Job Readiness and Client Preparation:

- Delivers a continuum of programming to meet DNSSAB client readiness and program information requirements as directed:
  - Developing and delivering job readiness workshops using standard reference materials;

- Initiating and facilitating employment support services in the Nipissing Career Hub by assisting job seekers with resume writing, job search goals, interview skills, and accessing online training;
- Initiating and facilitating client information sessions.

#### **Employment Assistance Opportunities:**

- Maintains a database of jobs and other Employment Assistance opportunities by:
  - Assist the DNSSAB designate with employer contact, gathers information on job vacancies, maintains an up-to-date district-wide listing of job opportunities, and promotes DNSSAB Social Services;
  - Providing liaison with local organizations and agencies to maintain a database of employment assistance opportunities and resources;
  - Assist in developing marketing materials;
  - Contributing to the development of other employment opportunities for clients as required.

#### **Reporting and Administrative Tasks:**

- Carries out specified administrative functions by:
  - Monitoring with data collection and preparing reports about program operations as required by the Supervisor of Employment and Client Outcomes;
  - Enters data into the SAMS and maintains a database of jobs and other opportunities.

#### **Other Duties:**

- Participate in team meetings and training events as required for the development of employment planning;
- Performs other duties and special projects as assigned;
- Works within established guidelines and procedures with designated staff.

**As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.**

## **QUALIFICATIONS**

- Post-secondary Diploma in Human Services, Human Resources or Marketing or an acceptable combination of education and experience;
- One (1) year experience working in a career counselling capacity;
- Applied knowledge of adult education theory, principles and practices;
- Knowledge of the local labour market and employment trends;
- Knowledge of current resources available for job seekers in Nipissing District;
- Demonstrated ability to work in a team environment;
- Demonstrated understanding of the principles and practice of confidentiality in a professional office environment;
- General knowledge of special needs/requirements of client populations accessing programs and services delivered by DNSSAB;
- Detail oriented with keen observation skills;
- High-level proficiency in desktop applications including Microsoft Office Suite;
- Ability to communicate effectively and tactfully both oral and written;
- A valid Ontario Driver's License and a vehicle available for use on the job.