

JOB DESCRIPTION

JOB TITLE	Employment Support Worker
DEPARTMENT / PROGRAM AREA	Social Services
REPORTING TO	Supervisor of Employment and Client Outcomes
LOCATION	North Bay
WEEKLY HOURS OF WORK	35
SALARY GRADE	Grade 5
DATE	May 2015

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

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

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

<p>Individual Job Readiness and Client Preparation</p> <ul style="list-style-type: none"> • 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. 	50%
<p>Group Job Readiness and Client Preparation Delivers a continuum of programming to meet DNSSAB client job readiness and program information requirements as directed:</p> <ul style="list-style-type: none"> • 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. 	25%
<p>Employment Assistance Opportunities Maintains a database of jobs and other Employment Assistance opportunities by:</p> <ul style="list-style-type: none"> • 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. 	15%
<p>Reporting and Administrative Tasks Carries out specified administrative functions by:</p> <ul style="list-style-type: none"> • 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. 	5%
<p>Other duties</p> <ul style="list-style-type: none"> • 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. 	5%
<p>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.</p>	

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.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Undergraduate level (College) - Two years or equivalent.

EXPERIENCE

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over one year, up to and including two years.

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires adapting established methods or procedures. Work involves a choice of methods or procedures or sequence.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of intermediate duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Medium activity of intermediate duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate coordination of coarse movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in significant loss of time or resources, or cause some embarrassment within the department or organization.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Considerable degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibility is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Tact and discretion required to deal with or settle requests, complaints or clarification of information.

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of frequent exposure.