

EMPLOYMENT CONSULTANT

Reporting to Employment Service Supervisor

Employment Consultants assist and support clients in attaining their employment or training goals. Community involvement and a strong knowledge of community services, training, labour market, employers and government programs are essential. Customer service excellence is paramount in delivering quality service to all clients and customers.

Responsibilities & Duties

- Work with clients to determine their employment and/or training needs. Possess knowledge and experience to perform ALL of the following:
 - Client Service Planning and Coordinating: interview clients and conduct needs assessment, provide supported referral and access to other services and or training, develop and implement a mutually agreed upon plan, maintain accurate, concise records, review and amend employment plan as needed.
 - Job Search: assist in career clarification and goal setting, skills and interest assessment, interview and employment preparation. Support clients in planning and conducting job search based on a realistic and accurate assessment of their qualifications compared to job requirements.
 - Job Matching and Placement: assist clients in matching their skills and interests with work opportunities. Outreach to employers to identify opportunities. Provide monitoring and support for both clients and employers to facilitate success.
 - Job Retention: coaching and mentoring to maintain employment or to make that important next step on their career path. Facilitate interventions as required.
- Remain current with services available in the community, government programs and applicable guidelines
- Assist employers and clients to access government programs
- Promote and facilitate itinerant employment services to communities where the need is identified
- Establish and maintain relationships with employers/community organizations to promote employment services and identify opportunities for clients
- Liaise with Job Developer and other team members to refer clients to other supports
- Through research and development remain current with related topics i.e., labour market and trends, job search strategies, occupational skills requirements, training and educational institutes etc.
- Organize and facilitate employment, life skills and training related workshops, as required
- Attend community and program related meetings when requested
- Work cooperatively and attend team meetings
- Promote all CSE Consulting services to clients and customers in our communities
- Respect and follow CSE Consulting Policies and Procedures
- Other duties as assigned by management

Requirements:

- Post-secondary diploma/degree in a related field, or combination of related education and work experience, minimum of 2 years
- Experience providing support to individuals facing employment challenges
- Adhere to the Canadian Standards Guidelines for Career Development Practitioners
- Strong case management, data entry and report writing skills, including use of Microsoft Office applications
- Demonstrate continual personal development through occupational related studies such as *Career Management Professional Program (CMPP)*
- Knowledge of the local labour market, various careers and occupations and their job requirements
- Skilled with job search/self-marketing strategies such as resume writing, interview techniques, etc.
- Current knowledge of community and government resources available to clients & employers
- Ability to adhere to guidelines set out in government funded programs and achieve targets

- Knowledge of Employment Ontario Programming & EOIS CaMS
- Possession of a valid driver's licence and reliable transportation
- Clean police and vulnerable sector record check

Skills:

- Advanced computer skills including Microsoft Office applications
- Demonstrate outstanding customer service skills and a professional manner
- English grammar skills; both written and verbal
- Presentation skills
- Excellent interpersonal and communication skills
- The ability to mentor and motivate others
- Resourceful in finding information, critical thinking, and problem solving
- Ability to work with people in an empathetic yet focused manner
- High degree of confidentiality and respect towards others
- Self-directed and results-oriented