

JOB DESCRIPTION

RESOURCE AND INFORMATION CONSULTANT

Head Office:
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RESOURCE AND INFORMATION CONSULTANT

Reporting to Employment Services Supervisor

The Resource & Information Consultant contributes to the delivery of Employment Ontario Integrated Employment Services (IES) by supporting initial client engagement, service navigation, and access to tools and resources that enhance job search readiness and labour market attachment. The role includes assisting diverse clients often facing complex barriers to employment with job search activities, referrals to appropriate internal and external services, and ensuring a welcoming, inclusive, and resource-rich environment. Working within program guidelines established by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD), the position also includes responsibility for financial tracking, documentation, and record keeping related to client services and program supports. The role requires strong organizational skills, attention to detail, and a commitment to maintaining accurate, timely records to support compliance with contractual requirements and performance targets.

Key Responsibilities

Client Service Delivery

- Provide front-line, culturally responsive employment support to clients, including Employment Ontario (EO)-compliant initial needs assessment and service navigation
- Assist clients in accessing labour market information, job search tools, and online employment platforms to enhance job readiness
- Support résumé development, basic interview preparation, and general job search strategies
- Guide clients in accessing pre-employment and life stabilization supports through referrals to internal programs and external community services
- Maintain an organized, welcoming, and resource-rich environment that promotes independent job search and self-directed service use
- Maintain and update employment resources, job boards, community information, and labour market materials to ensure accuracy and relevance
- Assist clients with use of computers, job search software, and online systems
- Provide information on training opportunities, community supports, and employment-related programs

Documentation, Administration & Compliance

- Accurately document client interactions, services provided, and referrals in EO-mandated systems and internal databases
- Support data entry, file maintenance, and tracking of service usage and outcomes
- Ensure all documentation meets program requirements, audit standards, and confidentiality/privacy legislation
- Support financial tracking processes related to client supports in accordance with program guidelines

Community & Team Engagement

- Build and maintain positive relationships with community partners and service providers to support effective referrals
- Participate in outreach activities, information sessions, and program promotion as required
- Collaborate with Employment Consultants and Job Developers to support coordinated client service

- Provide reception/front desk support, including assisting walk-in clients and responding to general inquiries
- Contribute to a respectful, inclusive, and team-oriented work environment
- Complete other duties as assigned to support program operations and service delivery

Skills and Qualifications

- Post-secondary education in Social Services, Career Development, Business Admin or a related field, or an equivalent combination of education and experience
- Experience delivering Employment Ontario (EO) or similar employment services is considered an asset
- Demonstrated ability to support individuals from diverse and vulnerable populations facing barriers to employment
- Strong customer service skills, with the ability to engage clients in a welcoming, inclusive, and professional manner
- Ability to provide accurate information, support independent job search, and guide clients in accessing employment and community resources
- Strong administrative and organizational skills, with attention to detail in documentation and record keeping
- High level of comfort with data entry, database systems, digital tools, and online job search platforms
- Knowledge of local labour market trends, community resources, and employment services
- Excellent communication and interpersonal skills, with sound judgment and professionalism
- Understanding of privacy legislation, confidentiality, and ethical practice standards
- Ability to work in a fast-paced, front-line environment while balancing client support and administrative responsibilities
- Valid driver's license and reliable transportation; travel throughout Leeds Grenville may be required
- Clear criminal record and vulnerable sector check