
EMPLOYMENT CONSULTANT

Reporting to Employment Services Supervisor

The Employment Consultant is responsible for the delivery of Employment Ontario Integrated Employment Services (IES) to job seekers. This role balances direct client service delivery with comprehensive case management, documentation, and data entry to ensure compliance with contractual obligations, funding requirements, and performance targets established by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD). The position requires the ability to work with diverse and vulnerable populations, manage a high-volume caseload, and maintain precise, timely, and accurate records throughout the full client service cycle.

Key Responsibilities

Client Service Delivery

- Deliver culturally responsive employment services, including EO-compliant intake, assessment, and suitability determination
- Provide one-to-one and group-based employment counselling, workshops, and job readiness supports
- Support pre-employment and life stabilization activities through vocational guidance, skills development, and referrals to internal and external services
- Develop, implement, and regularly update individual Employment Action Plans (EAPs) in accordance with EO IES guidelines
- Provide job search support, including résumé development, interview preparation, job matching, and employer referrals
- Deliver post-employment and retention support to clients and employers as required by contract standards

Case Management, Documentation & Compliance

- Maintain an active caseload with full responsibility for accurate, complete, and timely case file documentation
- Enter and manage all client activity, outcomes, and service milestones within EO-mandated data systems and internal tracking tools
- Ensure documentation meets audit, monitoring, and quality assurance standards at all times
- Monitor client progress, service timelines, and performance indicators, adjusting interventions as required
- Understand and adhere to EO policies, procedures, privacy legislation, and confidentiality requirements

Community & Team Engagement

- Develop and maintain professional relationships with employers, community partners, and service providers
- Participate in community outreach, itinerant service delivery, and program promotion in identified communities
- Attend team, program, and community-related meetings and events as required (occasional evenings/weekends)
- Support walk-in clients and provide reception/front desk coverage during lunch hours as needed
- Contribute positively and professionally as an accountable, collaborative, and respectful team member
- Complete other duties as assigned to support program delivery and organizational objectives

Skills and Qualifications

- Post-secondary education in Social Services, Career Development, or a related field, or an equivalent combination of education and experience
- Demonstrated experience delivering Employment Ontario or similar funded employment services
- Proven ability to support individuals facing multiple and complex barriers to employment
- Strong case management skills, with the ability to manage detailed documentation and meet strict reporting requirements
- High level of comfort with data entry, database systems, digital tools, and outcome tracking
- Excellent organizational skills and the ability to balance service quality with administrative accountability
- Strong knowledge of labour market trends, job search strategies, and local community resources
- Excellent communication, interpersonal, and professional judgment skills
- Solid understanding of privacy legislation, confidentiality, and ethical practice standards
- Ability to meet performance targets in a structured, outcome-driven environment
- Valid driver's license and reliable transportation; travel throughout Leeds Grenville may be required
- Clear criminal record and vulnerable sector check