

SOUTH ESSEX COMMUNITY COUNCIL
POSITION DESCRIPTION
INTERNAL/EXTERNAL POSTING
Job Posting # 2022-16

POSITION TITLE: Job Coach – Career Hub- Permanent Full-Time

POSITION SUMMARY: The Job Coach’s role within SECC’s Career Hub is to provide structured intervention techniques to help clients learn to perform job tasks to the Employer’s specifications and to learn additional transferable skills, life skills and interpersonal skills to assist in the maintenance of employment. Under the general supervision of the Employment Services Department Coordinator and the Career Hub Program Leader, the Job Coach assumes the following duties and responsibilities:

- Provide one-on-one and small group support to clients with disabilities and/or significant barriers to employment
- Provide interactive coaching while clients conduct their job duties.
- Ensure safe work practices and procedures for clients receiving the job coaching intervention.
- Identify natural supports in the workplace that the client can use for job support, transportation and social connections.
- Facilitate appropriate pre-employment training and workshops (individual and small group) such as Health & Safety Training, Job Maintenance and Customer Service.
- Work as part of a “practitioner team”, coordinating on-the-job training with the client, his/her Employment Consultant and/or the Job Developer.
- Complete Stipend Assessments for Subsidized Placements together with other Career Hub staff
- Assist in organizing other supports (i.e. transportation, child care, training supports) if needed, for clients approved for subsidized/supported employment placements.
- Complete follow-up calls focusing on retention
- Provide referrals for clients to other community supports as needed.
- Develop comprehensive and individualized On-the-Job Training Plans together with the Employer and Employment Consultant.
- Assist in conducting job placement monitors to ensure client’s long-term employment success.
- Assist client by mediating any difference with co-workers or employer if necessary.
- Maintain monitoring schedule for placements.
- Conduct practice interviews with clients.
- Maintain accurate statistical information for monthly reporting purposes.
- Keep up to date with Case Managers about client status.
- Understand and research the requirements of local industries and employers (Labour Market Information).
- Ensure proper Case Management according to the Ministry of Labour, Training and Skills Development (MLTSD) guidelines.
- Attend community and staff meetings, and other SECC functions as required.
- Other duties as assigned.

QUALIFICATIONS:

University Degree in the field of Social/Human Sciences and/or related fields

OR

Community College Diploma in a related program

AND

Two (2) years’ experience working with at risk unemployed individuals and/or persons with disabilities

- Experience counselling employment challenged individuals
- Ability to develop partnerships with community agencies.

- Ability to develop presentations and facilitate groups.
- Strong computer, written and verbal communication skills.
- Must have valid driver's license and access to a reliable vehicle, and ability to work in Leamington, Kingsville and Windsor

ADDITIONAL SKILLS

- Strong computer skills including Microsoft Word, Access, PowerPoint and Excel
- Excellent verbal and written communication skills

EXPECTATIONS

- Provide courteous, supportive and professional service at all times to clients, employers, coworkers and community partners
- Be attentive to detail and able to meet deadlines
- Work as part of a team and contribute to the smooth operations of the program
- Keep accurate and up-to-date program statistics
- Able to work in a busy and changing environment; capable of multi-tasking and of dealing with constant interruptions
- Communicate effectively and in a timely manner with clients and front-line staff
- Adhere to Ethical Counselling Standards and respect the privacy of clients
- Possess a familiarity with and general understanding of the Employment Ontario Employment Service guidelines, and other guidelines Employment Services guidelines and programs
- Understand the mandate of the program and effectively communicate that mandate to clients, employers and community partners
- Demonstrate a commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias

SALARY & HOURS OF WORK:

- 35 hours per week. Flexibility may be required in order to meet the needs of the client.
- \$25.63 per hour, as per the CUPE Local 4523 Collective Agreement

INTERNAL/EXTERNAL POSTING WITHOUT PREDJUDICE

**Please submit resumes by 4:30 p.m. on
Tuesday, May 10, 2022
Jennifer Moore,
Manager, Human Resources**

PLEASE NOTE:

Please be sure to list all qualifications you possess as they relate to the qualifications in the posting.

- All of the qualifications in the posting are deemed necessary to perform the work required of the position
- Interviews and practical assessments will be conducted to clarify qualifications
- SECC is committed to employment equity, welcomes diversity in the workplace, and encourages applications from all qualified individuals including women, members of racialized communities, indigenous persons, persons with disabilities, and persons of any sexual orientation or gender identity.
- Should you require an accommodation at any part of the application or interview process, please advise the Manager of Human Resources