

SOUTH ESSEX COMMUNITY COUNCIL
POSITION DESCRIPTION
Job Posting Number – 2023-15
INTERNAL/EXTERNAL POSTING-EXTENSION

POSITION TITLE: Temporary Full Time Intake Worker Career Hub

Position Summary: The Intake Worker is a front-line position in the Career Hub Department. Under the general supervision of the Department Coordinator, the Intake Worker assumes the following duties and responsibilities:

- Determine appropriate service path and eligibility through basic intake process for telephone inquiries and walk-ins; assist clients with completion of forms when necessary
- Schedule appointments for employment consultants and manage departmental appointment calendar
- Provide information and referral services to the public, social service agencies, employers and educational institutions
- Perform word processing, filing, photocopying and faxing functions as required.
- Prepare resumes and cover letters for clients and maintain client resume database.
- Prepare documents, forms, letter and reports.
- Maintain accurate statistical information for MLITSD's and SECC's monthly reporting purposes.
- Provide clerical support to other departmental staff as needed.
- Maintain a client & employer filing system that is efficient and easily accessible in accordance with the Ministry of Training, Colleges and Universities' (MLITSD) file guidelines.
- Assist with data entry using various database software
- Maintain Resource area including monitoring materials and public use of computers.
- Monitor department's office supplies and order supplies as approved by Department Coordinator.
- Attend, promote and provide assistance to agency functions for the purpose of promoting and/or raising funds for SECC.
- Attend staff meetings and other SECC functions as required.
- Other duties as assigned.

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 department
- 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
- Provide a 48-hour turn-around on completion of client resumes
- Communicate effectively and in a timely manner with clients and coworkers.
- Adhere to Ethical Counselling Standards and respect the privacy of clients
- Understand the mandate of the program and effectively to potential and current employers

QUALIFICATIONS:

Applicable Social/Human Services Diploma/Degree;

OR

A post-secondary diploma in Office Administration or related program

AND/OR

Minimum two (2) years' experience working in an office setting

- Experience working with challenged youth, youth at risk, persons' with disabilities or unemployed adults is an asset.
- Ability to develop partnerships with community agencies.

- Strong computer, written and verbal communication skills.
- Ability to work in an environment that is prone to interruptions.
- Experience working with the public.

SALARY AND HOURS OF WORK:

- 35 hours per week with additional evenings as required attending meetings, workshops, focus groups etc.
- \$22.31/hour, rate of pay in accordance with the SECC CUPE Collective Agreement
- **Note: this is a temporary position with a tentative end date of September 2023 (may be extended)**

**INTERNAL/EXTERNAL POSTING
WITHOUT PREDJUDICE
Please submit resumes by 4:30pm
Monday, May 29, 2023
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.