



INTERNAL AND EXTERNAL JOB POSTING: EMPLOYMENT CONSULTANT

POSTING DATE: Friday, November 23, 2018,
CLOSING DATE: Friday, December 14, 2018
STATUS: Permanent Full-Time (37.5 hours per week):
Bargaining unit position, Category 1
Hiring Range: \$48,373 - \$49,535
Comprehensive Benefits Package and Pension Plan

JOB DESCRIPTION

This role works in the Employment ACTION program and provides services aimed at increasing accessibility to the labour market for people living with HIV or AIDS. Overall responsibilities include effective caseload management, supportive and ethical career coaching, recruitment and retention of work experience partners and paid work placement for program participants (service users). The role requires a unique ability to provide person-directed employment supports while also ensuring a strong focus is on building partnerships with employers and community stakeholders. A commitment to successful placement outcomes and accountability for meeting program standards and deliverables is required. At all times, the incumbent will demonstrate excellent interpersonal and communication skills with a diverse range of marginalized populations and stakeholders. Ethical principles of best practice, professional boundaries and commitment to fostering a collaborative team environment are required. Specific duties and responsibilities include, but are not limited to the following:

Pre-Employment Coaching

- Guide and assess service users to identify their skills, strengths, personal characteristics, values, interests, readiness, barriers to success and priorities as they relate to obtaining and retaining employment. Evaluate and clarify employment, training or career goals by exploring local labour market information, career resources, education and training opportunities/resources.
- Integrate different career development theories, models and supports together with service user assessment(s) to enable development of an informed employment and support action plan.
- Co-create individualized employment action plans that support each service user to become fully engaged and active in the counselling and job search process. Ensure

best practises, program directives and effective monitoring /evaluation of progress are also incorporated.

- Support service users to be job ready by building relevant employability and life skills, development of coping skills to navigate change and transition, ensuring marketing tools are competitive and targeted, providing interview coaching, building job search skills and resilience.
- Ensure program participants seeking employment understand the impact of earnings on benefits, continuation of medical/dental/drug benefits, income and program reporting requirements.
- Assess the need for and make referrals for additional internal/external support needs such as vocational training and financial aid. Build referral networks with training facilities and financial aid offices.
- Develop, implement and sustain a range of client outreach strategies and referral networks which provide awareness of programming and generate consistent and ongoing service user referrals.

Job Placement and Employer Relations

- Cultivate employers and build partnerships that create opportunities for service users to be placed directly into positions such as: paid employment, job trials, job shadowing or mentorships to gain experience.
- Effectively utilize a range of employer outreach techniques including; prospecting (cold calling), networking, social media, in-person appointments, as well as promotional initiatives such as attending job fairs, presentations and workshops.
- Build and sustain relationships by ensuring the employer's needs are analysed, agreed upon, and considered when matching individuals to jobs. Provide employer follow-up to manage expectations and outcomes.
- Collaborate with other community-based agencies and employment supports providers in order to access an increased range of employment opportunities and employer connections.
- Provide mentoring and coaching to service users to build self-confidence, self-efficacy and ownership of their job search, marketing initiatives and employment outcomes.
- Remain current and responsive to labour market trends, job search strategies and other internal/external influences impacting employment outcomes and program deliverables.
- Commit to and be individually accountable for a minimum of 12 funded placement targets annually. Demonstrate a collaborative approach in supporting and assisting peers to achieve theirs and program targets.

Volunteer Management

- Supervise, train and support up to 3 volunteers that provide a variety of services including: tailoring resumes, cover letter writing, interview coaching, computer training, conducting market research and facilitating workshops.
- Ensure volunteer management principles and protocols are adhered to.

Administration and Other Duties

- Ensure that service user and employer information is documented, accurate and updated according to program directives, professional industry standards and funder service standards.
- Participate on teams and external committees to plan, coordinate and deliver new and existing services, communicate information, resolve problems and achieve the goals of the organization.
- In addition to compliance with all organizational policies and procedures, the incumbent is also expected to behave ethically, demonstrate competence in effective communication and team building, demonstrate effectiveness in working in a collaborative environment, and demonstrate confidence in decision-making and in building relationships.

Qualifications

Education/Certifications/Credentials

- Post-secondary diploma or degree in career counselling, social sciences, business or a related field. Career Development Practitioner Certification an asset.
- Certified to administer and interpret career assessment tools. (i.e. Level 'B' certification, Narrative)

Experience

- Minimum 2 years of experience in career coaching and job development working directly with individuals facing multiple barriers to employment; Proven track record of achieving employment targets and program outcomes.
- Experience and expertise in the most current effective job search strategies including cold calling, networking and social media.
- Experienced in assessment and identification of employer needs and expectations, negotiation of opportunities and delivering results that meet the needs of employers and service users.
- Demonstrated ability to work under pressure, to work independently and within a team, to take initiative, to anticipate potential problems/conflicts and take appropriate actions
- Life skills, motivational interviewing and conflict resolution training an asset.
- Valid driver's license and access to a vehicle an asset.

Knowledge and Skills

- Knowledge of and ability to integrate major career development theories/models, counselling/coaching skills and career exploration /assessments required.
- Ability to negotiate the challenges of linking person-directed career planning to the realities of labour market influences and employer needs. Sales and marketing skills a must. A strategic mindset helpful.
- Understanding of HIV or AIDS as a disability and other co-existing disabilities, including barriers, accommodations and workplace-related issues is strongly preferred.
- Ability to support service users to develop relevant coping strategies for navigating change and transition.
- Strong ability to build and foster professional and cooperative relationships within a diverse work environment and with internal/external stakeholders.
- Knowledge of outcomes-based employment funding models an asset. (i.e. ODSP, EI, CPP, LTD)
- Able to organize and manage a workload requiring initiative and resourcefulness, while also contributing to team/peer learning and development.
- High degree of professionalism, ethics, tact, diplomacy and respect for boundaries. Self-awareness of personal bias and assumptions. Confidentiality and adherence to professional codes of conduct a must.
- Solid written and verbal communication skills in English. French Language skills also an asset.
- Skilled in Microsoft Office 2016: Word, Excel, PowerPoint, Outlook.

APPLICATION PROCESS

Please forward a current resume, with covering letter detailing how your qualifications match this opportunity, to the address noted below:

Careers
AIDS Committee of Toronto
543 Yonge Street, 4th Floor, Toronto, ON M4Y 1Y5
Email: careers@actoronto.org
Fax: 416.340.8224

Please visit our website for more information: www.actoronto.org.

We thank all candidates for their interest in the work of ACT; but only candidates selected for an interview are contacted. No telephone or walk-in inquiries please. All applications are considered confidential.

ACT is committed to and adheres to the principles of the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), Employment

Standards, the Pay Equity Act, the Occupational Health and Safety Act and all other applicable legislation. We are committed to integration and to removing barriers to accessibility in the workplace. We strongly encourage applicants to apply who are living with HIV and who self-identify on the basis of any of the protected grounds under the Human Rights Code including but not limited to age, gender identity, race, ethnicity, ability/disability, or sexual orientation. ACT recognizes that equitable access to employment is an agent in social change.