

Job Description



Job title	<i>Employment Support Specialist – Causeway Employment Team</i>
Salary	<i>\$32,000 annually</i>
Resume & Cover Letter to	<i>Sharon Lewis: slewis@causewayworkcentre.org</i>

Position Summary

The Employment Support Specialist position is responsible for developing, building and maintaining employment opportunities for clients accessing Causeway's employment programs through various channels such as cold calling, direct mail, job carving, networking events and job fairs. The Employment Support Specialist will also be responsible for actively building positive relationships and partnerships with employers in the Ottawa community. This position works in partnership with the Employment Team as a whole as well as other departments in Causeway Work Centre and the community at large to provide a best practices, client-centered approach to employment supports and assisting clients in achieving their employment goals.

In accordance with funding guidelines, the Employment Support Specialist will be responsible for achieving the target minimum by the program funder, while providing client-centered services to both clients and potential employers in the community.

Duties and responsibilities

- Ensure that the policies and procedures of the agency are understood and followed
- To achieve funding-related targets in job placement and job retention
- To assist in identifying client barriers/strengths related to employment
- Develop and implement strategies & procedures to assist clients in achieving employment around identified barriers and strengths
- Complete a functional client-centered employment plan with each client
- Work with clients developing resumes, cover letters, job searching and interviewing techniques
- To actively provide job development and employment support based on the client's needs/goals
- To be flexible and supportive to the needs and abilities of the clients served
- To seek out, establish and maintain relationships with community businesses and prospective employers
- To complete workplace assessments and analysis when required
- To act as a liaison between clients and employers when necessary, to support job placement and maintenance
- To provide job carving and on-the-job coaching as required
- To provide client follow-up/retention strategies to ensure job maintenance
- To ensure all paperwork, statistical data & reports are completed accurately and reported in a timely manner
- To accurately maintain all client files including, but not limited to, all official paperwork and incidental contacts such as employer contacts, community referrals, incident reports and any other relevant records
- To be aware of the resources in the community that may be required by Causeway clients.
- To keep accurate and timely statistics including but not limited to number of placements, number of calls to employers, number of site visits, and types of placements secured
- To gather and record labour market information for a variety of industries
- Any other duties & responsibilities which may be required

Qualifications

- Post-secondary education from an accredited educational institution
- Experience in career services, recruitment, job development or similar role considered an asset
- Sales and cold-calling experience with the ability to build a positive rapport with the business community
- Knowledge of barriers to employment, including those experienced by persons with mental illness and

persons who are homeless/at risk of homelessness

- Excellent knowledge of the various industries and labour market trends
- Exceptional communication, interpersonal and leadership skills with strong ability and desire for public speaking, networking and presentations
- Ability to work independently with minimal supervision and multi-task in a fast-paced environment
- Proficient in Microsoft Office applications including Outlook, Excel & Word
- Excellent resume and cover-letter writing skills
- Experience in supported employment for persons with disabilities considered an asset
- Bilingualism is considered an asset

Agency Profile

Causeway is a not-for-profit agency that empowers and supports people with mental illness and other challenges to help them find rewarding work and live more independently. www.causewayworkcentre.org