

Position Description – Community Integration Specialist (Employment Ontario)

Position Description

Position title	Community Integration Specialist
Location	Peel/York
Reports to	Community Integration and Employer Engagement Manager
Direct reports	N/A
Travel requirements	Hybrid – Peel/York Region

Position purpose:

The Community Integration Specialist is responsible for building and nurturing relationships with key community organizations in their designated quadrant. The Community Integration Specialist is responsible for engaging local services to support clients to address barriers to employment and identify appropriate routes towards employment. As the lead for integration in their quadrant, the CIS will develop knowledge to be the expert on the range of services and support available in their location.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> A comprehensive range of complementary services are available to support client progression Strong and effective working relationships with various partners and collaborators Ability to identify emerging needs and gaps in services that could affect the client's path to employment; promptly secure additional/alternate resources as needed Oversee external agencies and partners to ensure top-notch service for participants, aligned with quality and performance metrics as well as service level agreements (SLAs)
People & Team Satisfaction	<ul style="list-style-type: none"> Ambassador for SSM and WCG with external bodies and networks Maintain steadfast positive belief in Employment Services Transformation
Operational Performance	<ul style="list-style-type: none"> Provide accurate and current information to help operational teams identify and access appropriate support for their caseload Ensure Specialist Partners consistently provide impactful high-quality feedback post-support; suggest improvements, and maximize community interventions' utilization by operational teams Ability to read and understand data relating to program performance, demographics and LMI to support our integration work, identifying gaps, trends and opportunities
Program Outcomes	<ul style="list-style-type: none"> Measurable improvements in community integration outcomes, including increased participation rates and engagement levels Identify gaps in provision and/or the accessibility of current services and source additional or alternative local solutions to meet these needs. The role will also be responsible for managing and quality assuring external provision,

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	<p>ensuring that it is accessible and supports clients in their progression towards employment</p> <ul style="list-style-type: none"> • Ensure any services or projects acquired complement existing IES delivery without duplicating it • Support relationships with referral partners (OW/ODSP) to contribute the volumes metrics of IESD
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Core Responsibilities:

Collaborator and Community Engagement	<ul style="list-style-type: none"> • Communicates regularly with community partners to provide updates on project progress, successes, and challenges • Collaborates with managers and local operational teams to assess client base’s needs • Identifies opportunities for engagement with local tables, working groups and forums to promote the EO and WCG offer • Participates in and actively contributes to relevant forums, committees, and meetings, promoting transparency of our services and fostering a collaborative multi-agency support team approach to service integration • Contributes to and delivers the objectives of our Integration Strategy • Acts as an ambassador for WCG’s services, leading by example, and representing the business with external partners
Program and Project Management	<ul style="list-style-type: none"> • Develops and implements programs, activities, and initiatives to promote community integration and engagement • Manages and participates in projects designed to increase community integration • Measure and analyze metrics around recommendations
Resource Development and Management	<ul style="list-style-type: none"> • Identifies and secures resources to support community integration • Manages budgets, resources, and timelines effectively, ensuring efficient use of resources and alignment with project goals and objectives • Identifies and develops opportunities for Social Value projects, ensuring our programming gives back to communities we serve
Team Leadership and Management	<ul style="list-style-type: none"> • Fosters a collaborative and inclusive team environment, promoting teamwork, accountability, and excellence in service delivery
Communication and Reporting	<ul style="list-style-type: none"> • Communicates regularly with collaborators and community partners to provide updates on project progress, successes, and challenges • Prepares and presents reports, summaries, and analyses to stakeholders and senior leadership, documenting project outcomes and impact • Acts as the key contact for community providers, ensuring queries on referrals or on any aspect of partnership working are resolved within 48 hours (24 hours where possible)
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Capabilities and experience

Essential Requirements:

- Experience and knowledge of the landscape of local services that offer specialist support or those of different inclusion groups
- Understanding of local public sector services and commissioned services
- Experience working in an outcomes / target-based environment
- Able to work autonomously and self-starter

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- Strong interpersonal skills; ability to build effective working relationships with internal and external partners
- Ability to work with a wide variety of people (CEOs, senior managers, front line staff)
- Ability to build strong partnerships and identify opportunities for collaboration
- Ability to be flexible and adapt to working with organizations with different working cultures.
- Resilient and persistent/ sales orientated with ability to pitch in a personable and engaging manner
- High standard of advocacy, communication, presentational and interpersonal skills.
- Exceptional written/verbal communication skills, ability to engage/influence diverse audiences

Preferred Criteria

- Proficient in data analysis/reporting with focus on measuring initiative effectiveness
- Bilingual (English and French) preferred



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

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