

Position Description – Employment Ontario – Employment Resource Advisor

Position Description

Position title	Employment Ontario – Employment Resource Advisor
Location	Mississauga, ON
Reports to	Program Manager
Direct reports	N/A
External Stakeholders	Contract and Procurement Specialist with the ministry of Seniors, Community and Social Services
Travel requirements	As Required

Position purpose

The Employment Resource Advisor assists clients in the Self-Serve area of the centre, ensuring all clients accessing are provided with a consistent, professional and welcoming environment. This role provides clients with the information, tools and resources to enable them to undertake job search, career planning, self-assessment, labour market research or other employability-related activities as independently as possible. This role also provides basic job search instruction and technical support, as appropriate. This role liaises with Employment Consultants and other staff to ensure that all services offered in the Self-Serve area are current and appropriate to the community and for client needs.

Success measures

Customer/ Stakeholder Satisfaction	<ul style="list-style-type: none"> Following up with clients by the next business day to maintain service excellence standards
Program Outcomes	<ul style="list-style-type: none"> Outreach and generate 5-10 new eligible client referrals from the community each month

Key Responsibilities:

Administrative	<ul style="list-style-type: none"> Check the Employment Ontario Case Management System daily for new client referrals and assign them to Employment Consultants Provide clients with access to employment-related self-assessment tools such as interests, personality type and values, and career planning and employability assessments Coordinate with Employment Consultants and Retention Specialist to complete client outcome checkpoints in a timely manner Assist with completion of initial eligibility determination, identity verification, and client sign-in Phone clients to remind them of workshops
Client Service	<ul style="list-style-type: none"> Screen clients to determine readiness and ability to look for work independently by:

	<ul style="list-style-type: none"> ○ Supporting the determination of client eligibility for self-serve or case management services ○ Assessing if client needs crisis care services, and supporting the client in accessing these services • Support clients in the Self-Serve area to access resources including computer workstations with internet access, relevant software programs, Labour Market Information (LMI), telephones etc. • Assist clients to ensure they: <ul style="list-style-type: none"> ○ Can locate and access employment-related information, resources and supports ○ Are aware of, and support them in finding, other community resources and government programs or benefits needed ○ Are aware of their eligibility for Program Services • When required, assist clients with employment applications, interview preparation, interview follow-up, etc. • Act as a resource for job search information and techniques: <ul style="list-style-type: none"> ○ Keep up to date on trends in resumes and cover letters ○ Develop and keep updated a directory of local, up-to-date community-based services as well as information from community service organizations that may be useful to clients ○ Keep up to date on local employers & hiring practices • Support clients in registering for self-serve job search workshops • Provide relevant print materials and online links to Ontario LMI and other provincial and federal sources • Promote the WCG Employment Ontario service to clients, community and employers • Facilitate workshops as required • Provide backup coverage and support for the Employment Consultant team
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Required Competencies:

<ul style="list-style-type: none"> • Customer Service Focus • Creativity • Empathy • Motivating Others 	<ul style="list-style-type: none"> • Relationship Management • Results Focused • Time Management • Written Communication
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Capabilities and experience

- Demonstrated experience providing customer service, resolving issues both in person and in a virtual service delivery environment, and working with individuals with complex barriers and a broad range of cultural backgrounds
- Knowledge of the local labour market, community resources and government programs
- Knowledge of job search techniques, career development, and issues relating to unemployment
- Ability to work outside business hours, including in shifts and evenings, when required
- Solid understanding of confidentiality and other professional codes of conduct
- Strong digital literacy skills including Microsoft Office Suite

- Employment conditional on obtaining a criminal record check

Preferred Criteria:

- Advanced knowledge of employability skills & duties for most employment sectors
- Post-secondary certificate, degree, or diploma in a relevant field (e.g. career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education, or human resources management)
- Experience with provincial government and other online tools and online employment services
- Certified Career Development Practitioner (CCDP) certification
- Comfort and proficiency using Microsoft Office and Social Media tools
- Bilingual (English and another language)



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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.