

Position Description – Employment Consultant – Retention Specialist (EO)

Position Description

Position title	Employment Consultant – Retention Specialist (EO)
Location	Peel Region (Brampton or Mississauga)
Reports to	Regional Manager – Employment Ontario
Travel requirements	As required

Position purpose

The Employment Consultant - Retention Specialist will provide a solution focused approach to assisting clients find and maintain employment. This role ensures successful outcomes for clients while working to achieve contract deliverables. This role will work with an assigned caseload of clients and provide a range of supports to clients and their employers for the purpose of ensuring clients maintain their employment. They will develop a positive relationship with the client, encouraging, motivating, and supporting the client to achieve sustainable employment, and increase independence and self-sufficiency as appropriate. The Employment Consultant - Retention Specialist will work with a variety of client groups facing multiple barriers to employment.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> • Display a high level of personal integrity and professionalism when representing WCG. • Contacting program participants on a daily basis • Enthusiastic and motivated • Provide services in a manner that is welcoming, safe, professional and ensures that client privacy is protected • Deliver services in line with WCG contract, guidelines, policies, procedures, and performance requirements
Program Outcomes	<ul style="list-style-type: none"> • Ensure clients are supported during employment through 1, 3, 6 and 12-month checkpoint calls • Securing 5 second job starts per month with unemployed clients • Contacting unknown clients for their working status and supporting back into work • Target driven • Successfully meet all targets/KPI's for the role

Core Responsibilities:

Case Management	<ul style="list-style-type: none"> • Positively contribute to monthly individual and team Key Performance Indicators (KPIs) while managing a challenging workload through prioritization and effective time management • Develop and maintain relationships with collaborators as part of generating and managing client referrals
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	<ul style="list-style-type: none"> • Conduct Assessments to understand and document the client's employment-related strengths, needs, abilities, skills, and other relevant employment-related factors • Support the development of an individualized Employment Action Plan to support the client's journey to securing long-term employment • Maintain regular face-to-face contact providing pre-employment assistance through vocational advice, job search training, skill development, work preparation and other activities outlined in the Employment Action Plan, supporting a client's return to employment • Support clients with awareness and navigation, including accessing community resources to improve their job readiness, including facilitating and following up on referrals as appropriate • Continually review the local job market to identify and pursue suitable employment opportunities directly with employers on behalf of our clients, including weekly cold calling and targeted marketing to potential employers • Provide individualized job retention support to clients and employers by maintaining regular contact, identifying when the client requires on-the-job support and guidance to successfully maintain their employment for 12 months
<p>Retention Support</p>	<ul style="list-style-type: none"> • Conduct initial employer on-site visits to ensure the best working conditions for our clients • Assist the client and/or employer to resolve issues that may impact the client's ability to maintain employment • Identify and arrange for any accommodations and supports necessary for the client to continue employment • Coordinate and facilitate required training that will support job retention, including on-the-job training • Provide any other supports the client requires • Monitor the client's employment monthly at a minimum, or more frequently when required • Ensure a transition to natural supports, specific to each client and employer
<p>Additional Duties</p>	<ul style="list-style-type: none"> • Attend presentations at local job fairs and other employer related networking opportunities • Participate in the hosting of community and employer events • Deliver services in line with WCG contract, guidelines, policies, procedures, and performance requirements • Use WCG's Case Management System to ensure all documentation is accurate, up to date and submitted within set timeframes
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Capabilities and experience

- Demonstrated experience in conducting and interpreting client assessments; coaching and mentoring clients; working with individuals with complex barriers and a broad range of cultural backgrounds
- Knowledge of the local labour market, community resources, government programs, job search techniques, career development and issues relating to unemployment
- Excellent documentation and report writing skills, as well as in interviews/assessments, professional resume writing, vocational counselling, and individualized goal setting and planning

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- Solid understanding of confidentiality and other professional codes of conduct
- Ability to work outside business hours, including in shifts and evenings, when required
- Strong digital literacy, including MS Office suite
- Employment conditional on obtaining a criminal record check

Preferred Criteria

- 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 in effectively and creatively connecting clients to employers based on mutual needs/benefits
- Experience in Employment Ontario would be ideal, but not essential

WCG Leadership Behaviours

As an WCG leader it is expected that the role has ability to consistently display the following leadership capabilities.



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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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