

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT (ONTARIO WORKS– EMPLOYMENT SERVICES - LOCATION –VARIOUS)

EMPLOYMENT DEVELOPMENT COUNSELLOR – CUPE 5167

The Healthy and Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction. The goal of the Ontario Works Program is to support those in need so they may achieve self sufficiency and maximize their quality of life.

SUMMARY OF DUTIES

Reports to Supervisor, Employment Counselling. Manages and maintains a caseload of individuals requiring employment counselling and related services, develops individual employment plans; contacts public and private sector employers to obtain employment opportunities for Social Assistance recipients; assists individuals to become economically independent of Social Assistance by referring them to training and employment; provides information and counselling in the areas of adult education and self-marketing.

GENERAL DUTIES

Receives, investigates, assesses and reviews cases of marginally employable clients to assist in their return to the workforce. Writes reports, compiles records, statistics and composes correspondence.

Opens and closes confidential client files and manages a caseload of barriered and job ready individuals; maintains other case information. Reviews client history by consulting with other agencies and former employers.

Markets and provides services to the public and private employers such as pre screening interviews, wage and training subsidies and when applicable, employer visits.

Collects and maintains an employment information portfolio, which includes, company hiring practices, skill requirements, labour demands, future job

Markets the benefits of Employment Services to employers, community interest groups and employment agencies.

Liaises with educational and retraining centres to develop program objectives for clients.

Interviews clients to assess their needs, and goals; develops and implements employment case plans.

Familiar with adult education principles when facilitating both large and small employment groups and sessions. Determines eligibility; approves, authorizes and monitors the issuance and replacement of employment-related expenses.

Receives and answers inquiries from public, clients, elected officials and community agencies.

Conducts vocational and personal counseling, individually and in groups, and provides individual pre-employment training such as job search techniques, resume preparation and interview skills.

Disseminates information on employment services to departmental staff and provides direction to support staff.

Refers clients to pre-employment and rehabilitative services, training and employment; follows up after referrals and placement.

Visits with employers on-site to discuss possible job placement.

Advocates on behalf of clients to obtain jobs in the community and dispels biases against disadvantaged individuals.

Develops and recommends changes to agency policies and procedures.

Develops and distributes educational and resource material to client and community groups.

Develops, and implements job readiness programs. Recruits appropriate clients for participation in Municipal, Provincial and Federal training and employment programs.

Acts as the employer of the placement employer in the matters pertaining to the Workplace Safety Insurance Board.

Testifies in court in cases of fraud.

Responds to emergency evacuations such as chemical spills and major fires by staffing shelters, obtaining food supplies and assisting in transportation of disabled persons.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Demonstrated previous interview experience, flexibility in adapting to change, interpersonal skills and previous experience in case management all normally acquired by attaining a University Degree in Health and/or Social Sciences or a College Diploma in Health or Social Welfare with previous work experience in income maintenance or an equivalent combination of education and relevant work experience.
2. Demonstrated ability to work independently with little supervision.
3. Excellent verbal and written communication skills.
4. Demonstrated ability to communicate effectively with clients, employers, agencies and staff from Federal and Provincial employment training programs.
5. Demonstrated planning and organizational skills with demonstrated ability to be a problem solver.
6. Demonstrated ability and experience in analyzing, planning, monitoring and evaluating client needs.
7. Ability to plan programs for diverse groups.
8. Good facilitation skills with the ability to deliver workshops to diverse clients and community organizations.
9. Working knowledge of computer software applications (Windows Office XP & Microsoft Outlook).

10. Must possess a valid Class "G" Driver's Licence.
11. Provision of a car by the individual for use on the job.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
