

Employment Success Coach
1 – Permanent Position
Business Development and Community Services
CUPE Local 4400 Funded Unit C – Grade K (12 Month)
\$32.47 - \$38.22 per hour

The Toronto District School Board adheres to equitable hiring, employment and promotion practices.

Reporting to the Community Services Supervisor, the Employment Success Coach is responsible for assisting new and returning clients develop the skills to find and maintain employment.

The Employment Success Coach will:

- *Use a client centered approach to mutually develop clients' Employment Action Plan to provide employment supports, advice, coaching, and job search services to clients;*
- *Monitor clients' job search progress and instruct clients in the use of effective job search strategies; and*
- *Assist clients in locating appropriate positions by matching clients to recruited employers in accordance with the contractual agreement between the funder and Community Services of TDSB.*

Summary of Duties:

- Provide integrated employment and retention services to a number of clients as per funder guidelines;
- Conduct new client intake and assessment (in person, online and off-site) to identify clients' strengths, relevant employment history, job readiness, career objectives and barriers to employment to a targeted number of clients;
- Monitor clients' job search progress and instruct clients in the use of effective job search strategies;
- Review interview skills, conduct mock interview sessions and assist clients with the preparation of resumes and other employment-related correspondence;
- Liaise and collaborate with all stakeholders to facilitate the resolution of any issues that may impact client success, including support in areas of employment, skills training, social assistance and equitable access to services;
- Develop and establish effective relationships with employer partners;
- Place job seeking clients by matching them with advertised and non-advertised job opportunities;
- Negotiate and administer terms of incentive placement agreements with employers (e.g., length of placement, wage subsidy amounts, numbers of hours per week);
- Provide employment supports, advice, coaching and assess client's eligibility for skills training against funder guidelines;
- Provide information on additional program supports/services to clients that may be facing issues affecting employment;
- Participate in Case Conferences with project staff, as necessary;
- Assess the need for employment-related financial supports and seek Supervisor approval;
- Schedule client contact and follow up appointments, maintain detailed client files, case notes and activate and close client files on assigned case management system(s);

- Assess and assist clients in completing necessary documentation for skills development training and/or any other applications/documentation;
- Support job retention goals by monitoring clients' employment and progress and providing post-employment advice;
- Troubleshoot to resolve client or employer concerns;
- Monitor job placement to ensure compliance with contract;
- Plan, organize and host job fairs, community and hiring events on behalf of employer partners;
- Implement marketing strategies through cold calls, visits, etc. to source employers with vacancies and job placement opportunities; and
- Other related duties as assigned.

Qualifications:

- Two year college diploma in a related field (e.g. Community Work, Social Services, Human Resources, Business-Sales and Marketing) with one year experience in providing a range of related employment services or an equivalent combination of education and experience;
- Experience developing Employment Action Plans, fostering and securing employer relationships, and job matching clients;
- Experience working in government funded projects;
- Experience coaching and mentoring a diverse client base;
- Strong organizational skills and communications skills with the ability to communicate effectively with a customer service focus;
- Strong interpersonal, listening, marketing and influencing skills;
- Knowledge of current labour market conditions, job search strategies and outreach tools;
- Familiarity with the needs of the unemployed and understanding of all aspects of employability;
- Ability to take initiative, work independently, problem solve and maintain confidential information;
- Proficient computer skills which include the use of e-mail, Internet, databases, Google Documents, SharePoint and word processing.

Special Requirements:

- Requires regular travel across the GTA.

Location: 1000 Gerrard Street E (Wheelchair Accessible) (Hybrid Work Eligible)

Hours: 35 Hours per week to be scheduled based on operational requirements.

Work Year: 12 Months

Note: This is an externally funded program, dependent on renewal of funding each year, subject to cancellation by funder with two weeks' notice. Program presently has funding to March 31, 2025 with the possibility of an extension.

Paid Holiday & Vacation: Employee entitlement is in accordance with the provisions for Externally Funded Programs as outlined in the *CUPE 4400 C Collective Agreement* (Article T and Article U)

Please note:

Applications **must** be submitted:

1. In résumé form with a covering letter as one single document to Application.Submission@tdsb.on.ca
2. With competition # **CUPE C-24-0118UFE** in the subject line
3. Apply no later than 4:30 p.m. on **July 3, 2024**

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance, during the application process.

The TDSB follows a hybrid work structure where some employees may be able to work remotely at times, based on operational requirements. Please refer to [Policy P103, Flexible Working Arrangements](#) for more information.