

**The Neighborhood Group – St. Stephen’s Community House**

**INTERNAL JOB POSTING**

**Job#: TNG2021-28**

*Urban Health and Homelessness Services promotes the health and well-being of individuals living with substance use and mental health issues, by challenging stigma, advocating for change and providing responsive community programming.*

<b>POSITION TITLE:</b> Employment Service – Pre-Employment Coach	<b>STATUS:</b> Full Time
<b>DEPARTMENT:</b> Employment & Training Centre	<b># HOURS / WEEK:</b> 35
<b>REPORTS TO:</b> ES Coordinator, Employment & Training Centre	<b>SALARY GRADE:</b> BAND 8
<b>POSTING DATE:</b> Mar 2, 2021	<b>CLOSING DATE:</b> Mar 9, 2021

**POSITION SUMMARY:**

As part of our ES Coach Team/Enhanced Services, this position will work collaboratively with the job coaches by providing intensive employment support and wrap-around individual case management and group workshops to identified youth and adults facing significant challenges in achieving their employment goals. These challenges may include individuals who are long-term Ontario Works recipients or Ontario Disability Support Plan recipients, individuals who have disabilities, are long-term unemployed, have a history with the criminal justice system, and are newcomers. The position establishes and maintains a strong relationship with the participant throughout the established action plan that may include career exploration, referrals to community programs, financial assistance, mental health, addictions support, finding a volunteer placement, referral to training or education and/or referral to a job coach for employment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Participant Service / Case Management Skills**

1. Provide comprehensive case management support to assisted participants identified and referred by our Employment Advisor team or referred directly by a partner agency.
2. Assist participants to develop and attain their vocational goals in their Action Plan by identifying and assessing their needs, goals and barriers to their goals. Through regular contact, encourage participants to overcome their challenges and achieve their goals using a variety of methods.
3. Build trust and establish rapport with diverse participants and colleagues by listening, understanding their needs and following through on commitments and believing in their potential and job readiness.
4. Plan and deliver pre-employment workshops that combine a Life Skills and Job Finding Club approach to both finding and retaining employment.

**Community Resources and Advocacy Expertise**

1. Identify, update and maintain contact with community programs for participant support in achieving action plans
2. Advocate and champion for participants' rights, experiences and abilities with community agencies, OW / ODSP caseworkers and other government contacts.

### **Target Management / Documentation**

1. Manage a caseload of participants ensuring that written documentation and statistics for each file is up-to-date, recorded in the CaMS database, adheres to audit guidelines and is properly stored while maintaining participant tracking and filing systems.
2. Meet or exceed program targets as stipulated by St. Stephen's and Employment Ontario.
3. Provide documentation of a clear rationale to support the participants accessing job placements, special support allowance and job retention services in accordance with TNG - St. Stephen's decision model and the EO guidelines.
4. Conduct follow-up with all participants as stipulated by program and agency guidelines and standards communicating with all relevant agencies/professionals ensuring an appropriate level of support according to participant needs.
5. Submit accurate and up-to-date statistics on all participants as required by the funders and agency.

### **ORGANIZATIONAL RESPONSIBILITIES:**

1. Actively participate in and prepare for regular team and individual supervision meetings with the Manager (s) including the establishment and evaluation of an annual goal plan.
2. Participate in service planning for the agency in relation to other departments, community and individual needs.
3. Adhere to all TNG-SSCH, ETC policies and procedures, including COVID protocols, and ensure that confidentiality is maintained.
4. Ensure a team approach in all aspects of program development.
5. Assist with coordination of volunteers in program operation.
6. Participate in TNG-SSCH house-wide program activities/meetings as appropriate and/or as assigned.
7. Cooperate with AODA, and health and safety procedures and policies.

### **QUALIFICATIONS:**

- B.S.W. or B.A. in Social Work, Disability Studies, Employment/Career Counselling, Adult Education plus two years' recent experience providing intensive case management, or combined equivalent education and experience to persons with disabilities
- Two years of demonstrated experience and strength in employment/career counselling, job coaching/mentoring, case management, and workshop facilitation with individuals facing complex barriers to employment including physical disabilities
- Previous experience supporting participants with visible and invisible disabilities
- Knowledge of employment and training resources and programs, community services and labour market information.
- Demonstrated ability to support and develop plans to deliver against defined program goals and targets including planning ahead for contingencies and identifying solutions to problems to ensure best results
- Recent delivery of group employment related workshops. Strong facilitations skills.
- Strong verbal and written communications skills in English with skill in being persuasive
- Proficient with computerized career and job search applications, MS Office, including Teams and CaMS
- Superior customer service, time and case management skills
- Respectful of and responsive to people who have different perspectives, backgrounds and abilities.
- A current police reference check is required, which may include a vulnerable sector check.

**WORKING LOCATION:**

1415 Bathurst Street

**To apply, submit your resume and cover letter with “TNG2021-28” in the subject line of your email to**

E-mail: [kann@sschto.ca](mailto:kann@sschto.ca)

Hiring Committee  
St. Stephen’s Community House  
1415 Bathurst Street, Suite 100 Toronto ON M5R 3H8

*TNG - St. Stephen’s Community House is committed to diversity, equity and accessibility in accommodating applicants with disabilities throughout the hiring process, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources Administrator (hradministrator@sschto.ca) will make every reasonable effort to accommodate the needs of applicants requesting accommodation at any stage of hiring process.*