



# Employment Coach

<b>Location</b>	YMCA Employment Services offices – St. Catharines, Niagara Falls or Thorold
<b>Pay</b>	\$45,000 - \$49,943
<b>Employment Type</b>	Permanent Full Time - 40 hrs/week
<b>Placement Date</b>	Immediately

## Why Work for the YMCA?

As a charitable organization, the YMCA of Niagara aspires to be a great workplace, committed to diversity, equity, and inclusion, where different backgrounds, experiences, and identities are appreciated and celebrated. Guided by our shared values – caring, health, honesty, inclusiveness, respect, and responsibility - the YMCA provides our employees with meaningful jobs and the opportunity to make a difference in the lives of individuals and the health of our communities. We recognize the contributions of our staff through growth opportunities and great benefits, and the knowledge that their day-to-day actions have a positive impact on the health and wellbeing of the people of Niagara.

## NATURE & SCOPE

The Employment Coach is part of the Employment and Immigrant Services team and has a number of incumbents who support a variety of programs and may work at one of our 3 Employment Sites: St. Catharines, Thorold and/or Niagara Falls.

## RESPONSIBILITIES:

- Conducts Ministry standardized Common Assessment Tool for purpose of funding level identification and program level placement
- Connects with outside agencies and other community groups to ensure target number of clients in each financial stream is being referred and served
- Measures client and employer satisfaction rates through completion of surveys
- Attends various internal and external meetings, representing the YMCA for the purpose of client case conferencing, professional development, community engagement and program improvement
- Provides guidance and support to clients and employers looking to utilize placement incentives and training supports
- Screens and validates employer eligibility for accessing government funded financial assistance; this includes verification of provincial guideline adherence to OSHA, ESA, Privacy legislation and confirming existing training plans, orientation, and performance

management systems

- Supports employers with recruitment and retention, establishing best practices for both and creating systems/processes where not evident to support them and future employees
- Required to analyze funding matrix to determine maximum funding dollars for assisted services in consultation with Coordinator or Employment Engagement and their Employment Coordinator
- Responsible for meeting expenditure targets regarding placements and other flow through dollars using decision matrix model and government/SSM (Service System Manager)
- Assist with the development and delivery of various employment-based workshops monthly and job fairs; these include MLTSD designated session as well as the mandated 5 Day Readiness Pre-employment session as outlined and measured by the SSM
- Attain all Operational target measures to ensure long term sustainability of the employment program they are working within; # of Stream A, Stream B, Stream C targets attained, # of clients that leave in each stream to employment that is greater than 20 hours per week; skills assessment, career assessment, labour market evaluations, job search skills and resourcing tools including resume development, interviews, and specific skills training
- Attain all Pay for Performance outcome measures including employment retention and workforce re-engagement that secures additional operating dollars to ensure long term sustainability and full cost recovery of services rendered; 100% of clients exited to employment will be provided with these supports and outcome targets for sustainable employment must be met at 1, 3, 6, 9 and 12 months to ensure no negative financial impact to the association Completion of various components in the government management system (EOIS - CAMS) and in the SSM Case Management System (FedCap CARES). This system is monitored weekly for accuracy and goal completion by the SSM. Weekly reports are produced, and each staff member measured based on performance
- Assist with the supervision and participation in the delivery of job fairs and employer sessions with the Employer Engagement Coordinator
- Other duties as required

## QUALIFICATIONS

- University degree, college diploma or equivalent in Social Sciences, Adult Education, or another related field
- Minimum 3 years' experience counselling and facilitating
- Experience working with a diverse group of individuals
- Experience with and knowledge of community resources throughout the Niagara Region
- Excellent verbal and written communication skills
- The ability to handle a large workload, project deadlines and to cope with stress
- G license and vehicle (to be able to travel to the different Employment Services offices as needed)
- Ability to utilize current technology including Zoom, Microsoft Outlook, Google Docs, Excel
- Familiar with accessing based databases, Government database etc.
- A clear and satisfactory criminal reference check inclusive of the vulnerable sector search (CRC VSS) issued for the YMCA of Niagara
- Successful applicants will be required to adhere to the YMCA of Niagara COVID-19 Vaccination Policy.

## **COMPETENCIES:**

### **Conflict Resolution**

Assesses the conflict situation and exercises good judgement in recommending solutions

### **Communication**

Communicates in a thorough, clear timely manner and supports information sharing and goal achievement within the Employment Ontario program and the Employment and Immigrant Services Department

### **Problem Solving**

Identifies an issue and works towards a solution

### **Quality Focus**

Ensures that Employment programs and services and superior

### **Planning and Organizing**

Establishes a clearly defined and effective course of action for self and others to accomplish short- and long-term goals

### **Relationship Building and Collaboration**

Builds positive interactions both internally and externally to achieve work related goals

### **Coaching and Development**

Commits to assisting participants, volunteers and self in continuous learning and development

## **APPLICATION PROCESS**

Interested applicants are invited to submit a cover letter and resume by noon on Friday February 18, 2022 to [yjobs@niagara.ymca.ca](mailto:yjobs@niagara.ymca.ca). Please indicate position applying for in the subject line of your email.

***NOTE: This process may also establish a pool of candidates used to fill similar vacancies (temporary, contract and permanent) within YMCA Employment Services over the next 6 months.***

*Internal applicates are encouraged to notify their supervisor before applying.*

*All applicants are thanked for their interest. Only those applicants being considered for an interview will be contacted by email. Please note that interviews may take place virtually due to COVID-19. In-person interviews will adhere to physical distancing guidelines.*

*Accessibility accommodations and materials in alternate formats for individuals with disabilities can be arranged upon request.*

For more information on other opportunities at the YMCA of Niagara please visit: [ymcaofniagara.org](http://ymcaofniagara.org)