



JOB DESCRIPTION
EMPLOYMENT SPECIALIST - Peel

Working remotely and in person in the transformed MyEO Peel system, the Employment Specialist will be responsible for providing short to long-term case management services to assist adult clients (25 yrs +) with mental health and/or addiction challenges, focusing on and promoting community employment and emphasizing each individual's goals.

Reports to: Manager

MAJOR RESPONSIBILITIES

Case Management Services

- Work collaboratively with the Pre-Employment Specialists, Employment Peer Mentors and Job Developers to contribute to the client's employment action plan focusing on each person's strengths, identified needs, hopes, desires and personal recovery goals with a clear emphasis on successfully achieving their employment goals
- Ensure client confidentiality
- Provide services within the community or office, providing support in the least intrusive manner possible
- Complete a comprehensive individualized needs assessment with each client (e.g. New EO client assessment tool: CAT)
- Consult, advocate, and liaise with community resources and/or other supports (when appropriate) while providing an appropriate level of support to enable each client to successfully achieve their short-term and long-term goals
- Manage a large caseload of job seekers and have the ability to prioritize and manage time effectively in a fast paced environment
- Facilitate and support client readiness for employment and job search skills

Client Employment Services

- Develop with each client an employment action plan based on work skills, employment goals, experience and identified training needs
- Ability to co-create an individualized targeted cover letter and resume, based on the client's identified employment goal
- Keep up to date with current career development and job search trends (ex. LinkedIn)
- Support successful employment opportunities for each client
- Ability to help clients prepare successfully for job interviews
- Support each client in the initial job interview if appropriate
- Provide job coaching, offering guidance, support, training and education to both the client and employer at each stage of the training process
- When necessary and appropriate, negotiate hiring of clients with employers

- Refer clients to appropriate crisis management resources as required
- Discharge planning and follow-up as required
- Provide support to clients and/or employers regarding successful return to work planning
- Provide follow-up and long-term support as required

Employer Services

- Locate employment opportunities that match client interests and abilities with the needs of employers
- Maintain contact with employers as needed and agreed upon by the client
- Provide follow-up contact with employers to monitor the level of satisfaction with the client to determine the level of support required
- Negotiate with employers regarding training subsidy, client needs, training requirements, coaching requirements, accommodation, supervision, etc.

Promoting Stride Service

- Market the MyEO Peel Program to potential employers in order to place and maintain clients in competitive employment in the community
- Involvement in public education, community relations and program promotion on an ongoing basis and network with community agencies and service providers
- Generate community awareness and conduct presentations to promote agency programs and services

Administrative

- Keep up-to-date on employment and labour market trends
- Contribute to Stride social media content as needed
- Participate in staff training and personal skill development opportunities related to aspects of program development and program service delivery
- Comply with all responsibilities in the occupational Health and Safety Act, all Stride policies and procedures and agree to treat health and safety with a high priority while employed at Stride
- Use a client database (CaseFLO) to enter necessary data and maintain up-to-date files for clients assigned to caseload
- Enter all required information on client progress in the EO Case Management System (CaMS)
- Promote and demonstrate the values of the agency within the workplace and in the community
- Record-keeping of supplies, petty cash, and inventory
- Supervise and assist students and volunteers as required
- Participate in WSIB Assessments as required

KNOWLEDGE AND RESPONSIBILITIES - KEY COMPETENCIES

- Ability to effectively work with individuals with mental health and/or addiction challenges to conduct appropriate assessments and interventions related to each person's changing identified needs and/or vocational needs
- Awareness of Ministry of Health and Long Term Care current mental health policies, practices and initiatives

- Working experience and knowledge of Peel Region clinical and community-based agencies serving the needs of individuals living with mental health and/or addictions challenges.
- Knowledge on job development strategies including but not limited to: prospecting, needs analysis and job carving
- Knowledge of a variety of regulations and acts as they pertain to employment (i.e. Employment Standards Act, Occupational Health & Safety Act, Human Rights Code, WSIB etc.)
- Working knowledge of Case Management, Psycho Social Rehabilitation and Recovery Focused Service Delivery
- Working knowledge of the Ontario Disability Support Program (ODSP), Ontario Works (OW) and the Canada Pension Plan – Disability (CPP-D)
- Familiarity with Ontario's Employment Services transformation
- Strong public speaking and presentation skills
- Familiarity with WSIB Assessments - Employment
- Ability to conceptualize and implement individualized training strategies and techniques for clients
- Demonstrate communication, organizational, time management and instructional skill and an ability to adopt to various work environments
- Excellent written, verbal communication and computer skills (Microsoft Office)
- Excellent interpersonal skills and competency as an effective team player

QUALIFICATIONS

- Bachelor's Degree or community college diploma in a mental health and/or addictions discipline, social work or social service work
- Minimum two years of case management experience in the community working with adults with mental health and/or addiction challenges or experience working in the employment field
- Experience in an EO setting is an asset
- Equivalent experience will be considered
- Knowledge of community resources available in the Region of Peel and surrounding areas

REQUIREMENTS

- Ability to travel throughout Peel Region, must have valid driver's license, relevant insurance and use of own reliable vehicle
- Must have, or be willing to complete, a current Vulnerable Sector Criminal Record Check
- Proven ability to operate independently while demonstrating a high level of integrity and professionalism
- Strong organizational and time management skills; able to meet deadlines in a fast-paced environment
- Excellent interpersonal, communication, and teamwork skills
- Availability to work flexible hours including evenings and/or weekends as required to meet the client and program needs
- Ability to work remotely during the course of the pandemic
- Have or be willing to obtain:
 - a) First Aid and CPR training (within three months)

- b) Applied Suicide Intervention Skills Training (ASIST)
- c) Mental Health First Aid
- d) Non-Violent Crisis Intervention
- e) Employment Outcomes Professional (EOP) training

NOTE:

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties and responsibilities required by the incumbent. Due to the changing nature of the work and the work to be done the incumbent may be asked to perform other duties as required and the job specifications may be changed or altered as required.