

Job Developer

Focused on Youth Employment

About The Career Foundation: The Career Foundation is a dynamic non-profit organization that offers a wide range of employment, training, and HR services to job seekers and employers. Since its inception in 1988, The Career Foundation has steadily expanded its services. Operating out of seven locations, we now help thousands of people each year successfully accomplish their employment goals. Our team of dedicated professionals have described The Career Foundation as caring, compassionate, innovative, and team oriented. For more information about us and our services, please visit our website at CareerFoundation.com.

Some of the benefits and features available to our employees include:

- Competitive compensation
- A comprehensive Health Benefits plan that includes massage therapy, naturopath services, travel coverage, and much more
- A comprehensive Dental Insurance plan
- An Employee & Family Assistance program
- An RRSP Matching plan
- A Wellness program

Program and Role Description: The Career Foundation's Completing the Circle (CTC) program is a youth employment and skills development project funded by Canada's Youth Employment and Skills Strategy (YESS). CTC fosters the development of and provides individualized support to, youth with barriers to employment. Through the program, youth participants are empowered to find employment, and are equipped with tools, supports, new skills, and confidence to start and maintain work.

The Job Developer is an integral part of the team, responsible for placing youth into employment opportunities, developing key relationships with employers, and other important functions to ensure program success.

Position type: Full-time (37.5 hours per week)

Location: Base office located in Hamilton, Ontario. This is a hybrid-remote position comprised of on-site work at The Career Foundation's CTC Hamilton office, frequent local travel throughout the Hamilton Region with some travelling to other locations in the Greater Toronto Hamilton Area to perform essential job development functions, as well as some work-from-home days. Schedule is based upon operational

needs in the program and set out by the Program Coordinator. The successful candidate must have a valid Ontario G driver's license and access to a reliable vehicle for essential work-related travel, as well as appropriate work-from-home space with high-speed internet connection. Company cell phone and laptop provided.

Number of positions: 1

Experience: 2+ years

Reporting to: Program Coordinator

Start date: Immediately

Please note: Full-time employees in their first year with The Career Foundation are normally provided with a term employment agreement until they have reached one year of service, at which time if all is going mutually well they are offered indefinite employment.

COVID-19 Vaccination Requirement: The Career Foundation is committed to the health and safety of its workforce. As of December 16, 2021, successful candidates for our internal employment opportunities must be fully vaccinated against COVID-19 and submit proof of same prior to receiving an official employment offer. Accommodations will be made where possible for qualifying medical or religious exemptions.

Responsibilities include, but are not limited, to:

JOB DEVELOPMENT AND JOB COACHING (85%):

- Places youth participants of the program into full-time employment on a weekly and monthly basis in line with milestone targets.
- Ensures that the program's employer database offers a range of diverse employment opportunities for youth participants.
- Develops 2-3 new employer contacts each week and 8-12 new employer contacts each month.
- Prepares and submits weekly job development and participant coaching activity report.
- Analyzes, evaluates, and interprets collected information to assist youth in targeting the most suitable employment based on experience, education, and existing labour market factors.
- Plans, conducts, and delivers all cold calling and job search related workshops for program participants.
- Provides coaching to youth participants, including on-the-job support, monitoring placements and entering case notes.
- Takes participants shopping for work and interview clothing.
- Coaches and motivates youth during job search and after placement to ensure job retention goals are met.
- Prepares youth for position-specific interviews and conducts mock interviews as needed.
- Ensures quality of placements by matching skills the participants have with job requirements.
- Reviews participant job search material prior to sending to employers.
- Visits employers to initiate and maintain relationships.
- Collects and processes claims and opens and closes employer files in a timely manner.
- Works effectively as part of the team, including demonstrating a willingness to be cross-trained.
- Ensures the same high standards of service to participants regardless of working face-to-face or online.
- Accurately reports on participant case load and established action plans to ensure the success of participants during daily morning meetings and weekly case conferences.

- Case manages and maintains documentation of allocated participant files/database, records of service, and participant progress reports on internal database.
- Regularly monitors personal performance against program targets to ensure the achievement of the expected results for the project.
- Communicates with the Program Coordinator regarding participant performance in relation to contract requirements and the needs of the program.
- Other duties as assigned.

OUTREACH & RECRUITMENT (15%):

- Participates in the recruitment of new youth participants through community outreach, job fairs, and other activities to recruit new, potential youth participants into the program.
- Presents the CTC program to community partners and potential youth applicants ensuring they understand the program objectives and the time requirements.
- Conducts accurate assessments of participants based on program eligibility requirements and ensures all mandatory intake forms are completed.
- Other duties as assigned.

Qualifications/ Skills Required:

- College diploma or university degree in marketing or business is preferred, or an equivalent combination of education and experience is required.
- A minimum of 2 years of direct service experience in job development, recruitment, and/or job coaching, or work experience that is directly transferrable to the Job Developer position, is required. Candidates who possess the above qualifications and vocational counselling/placement experience with multi-barriered individuals will be prioritized.
- Previous experience working with youth employment programming, government-funded programs, and experience in maintaining a client case load considered strong assets.
- Must be results-driven in nature and possess a track record of meeting or exceeding targets.
- Understanding of and ability to effectively apply the principles of the sales process to generate job leads and secure positions for clients.
- Excellent verbal and written English communication skills with ability to clearly communicate information verbally and in writing to engage employers and youth remotely and on-site, in the development of meaningful training plans with defined steps and outcomes.
- Exceptional relationship-building skills in order to establish connections with employers and community partners.
- A professional and courteous approach to client service with a high level of respect for the diversity of the people served, including clients who face barriers to employment.
- Ability to maintain sensitive information, exhibit tact, diplomacy and good judgment, with high standards of professionalism, ethics and confidentiality.
- Knowledge of current labour market trends, the impact of COVID-19 on the labour market, job search techniques, and employment research methods.
- Proficiency in Microsoft Office Suite (Word, PowerPoint, Excel), as well as Zoom, and Outlook 365 applications, including Teams, SharePoint, Forms, and Bookings. Must also possess aptitude and willingness to learn and work with new online systems and technologies.
- Exceptional customer service skills and ability to uphold the organization's service standards, policies, and core values.

- Outstanding organizational skills, time management, and ability to multi-task in order to meet deadlines and achieve program targets and objectives.
- Willingness to take initiative to lend assistance where needed to ensure that the team is successful in meeting project goals.
- Punctual, self-motivated and self-directed.
- Flexible approach to work to ensure that all requirements and goals of the program are met, including willingness to occasionally work outside of normal business hours during peak periods, when required.
- Must be willing to work from base office location in Hamilton, Ontario, possess a valid Ontario G driver's license and access to a reliable vehicle to perform essential job functions in the community, as well as appropriate work-from-home space with high-speed internet to conduct remote job functions.
- Must be fully vaccinated (two doses) against COVID-19. The successful candidate will be required to submit official documentation to confirm vaccination status prior to job offer.

How to Apply:

Please visit the 'Join Our Team' page on our website at <https://careerfoundation.com/join-our-team> and select the position for which you would like to submit your application. You may complete the application form directly through our website. Qualified candidates will be contacted for an interview. No phone calls please. Thank you for your interest in The Career Foundation.

The Career Foundation's Commitment:

The Career Foundation is committed to diversity and inclusion and aims to create a healthy and rewarding environment for all. We welcome applications from qualified individuals who represent the diversity of the people we proudly serve, including, but not limited to, visible minorities, women, persons with disabilities, Indigenous peoples, and individuals of all genders and sexual orientation. The Career Foundation, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), is also committed to accommodating applicants with disabilities throughout the recruitment process. We will work with candidates requesting accommodation at any stage of the hiring process.