

## **JOB DESCRIPTION**

### **Job Developer/Retention Specialist**

#### **Purpose of Position:**

The Job Developer/Retention Specialist (JD/RS) will assist and support priority populations including people with disabilities, newcomers, Indigenous, and young people with higher needs to succeed in securing and retaining employment. By taking a collaborative and client-centred approach, the JD/RS will work with the Caseworkers to provide the supports needed to help clients achieve their employment goals and will monitor their progress to achieve these goals. The JD/RS is responsible for recruiting new employers and maintaining relationships with them as they work together to develop employment opportunities suited to fit the needs of the client and the employer.

The JD/RS will actively monitor the client and employer relationship to ensure positive outcomes by conducting ongoing career development and support while on the job, assisting clients to meet their job expectations when necessary, and actively and immediately supporting those at risk of losing their job.

#### **Job Description:**

- Responsible for securing employment for priority populations.
- Responsible for meeting and exceeding employment outcomes outlined by the SSM.
- Participate in on-the-job training as required by Lead JD/RS and WREN
- Responsible for understanding and following all program guidelines.
- Under certain circumstances, may be required to assist in the completion of the Common Assessment Tool.
- Responsible for ensuring the services provided reflect clients' needs, abilities, strengths, and employment goals while fulfilling the expectations of the employer.
- Responsible for providing coaching, support, and mentorship for clients during their employment ensuring job retention for a minimum of one year.
- Develop relationships with new employer contacts in a variety of industries, for the purpose of generating job placement opportunities for targeted populations.
- Deliver enhanced employer services by securing job placements in accordance with program outcomes and targets (with and without subsidies).
- Develop accommodation plans with employers and utilize training supports to best serve clients.
- Responsible for staying current in the field by being knowledgeable about the labour market trends and labour demands of Windsor and Essex County.
- Responsible for engaging in training offered pertaining to the needs of priority populations and advising and sharing training opportunities with employers.
- Develop and maintain innovative programming that achieves the highest standards in employment practice.
- Responsible for understanding the needs of economically and socially disadvantaged clients identified as priority population by the WREN in the Windsor and Essex County area.

### **Duties and Responsibilities:**

- Coordinate daily JMPI activities with Lead JD/RS to ensure efficient and effective service to both clients and employers
- Complete all necessary file requirements for a JMPI placement including forms, acquiring signatures, evaluations at end of placement, etc.
- Coordinate and conduct marketing and outreach activities to community agencies, organizations, and employers.
- Develop relationships with employers in a variety of industries to ensure successful job development for clients.
- Locate job openings for clients based on their individual skills and abilities.
- Secure job placements for clients in priority populations.
- Conduct individual client interviews to assess and identify client needs/strengths, barriers and determine suitability for program/service access and eligibility.
- Participate in group intake functions and complete necessary forms
- Work with clients on an individual basis regarding their job search progress and activities.
- Maintain and update internal, external databases including CaMS and tracking systems to document client activity in real-time.
- Complete reports and documentation on all JMPI activities, including end of placement evaluations. Request employers to submit invoicing and other documentation according to set timelines
- Attending meetings as required.
- Review Service Plans to ensure all client activity is recorded in EOIS-CaMS and internal databases.
- Conduct and maintain follow-up procedures to update client status and activity within established guidelines.
- Document pertinent information and updates within client caseload in real-time
- Maintain communication with caseworkers.
- Problem-solve with employers and clients to foster strong working relationships and long-term employment goals for job retention.
- Maintain contact with clients for retention purposes in accordance with set schedule for updates and follow-up calls.
- Undertaking other tasks as assigned.

**Job Specifications:**

- Post-secondary education or two years related experience in individual career counselling and job development.
- Career Development Practitioner certification.
- Must demonstrate strong skills in job development and placement and a minimum of 2 years of experience in the field.
- Strong connection with local employers and businesses to facilitate job placements.
- Excellent verbal and written communication skills to interact effectively with clients and employers.
- Empathy and a client-centered approach to service.
- Proficiency in using computer software and online job search tools.
- Cultural sensitivity and the ability to work with diverse client populations.
- Patience, resilience, and problem-solving skills to navigate client challenges.
- Ability to work well with minimal supervision.
- Knowledge of Employment Insurance, Ontario Works Act, and other related community-based programs and services.
- Knowledge of labour force requirements and labour market information.
- Valid driver's license and vehicle.
- Vulnerable Sector Check

**Please note that this Job Description is subject to change according to new Guidelines**