

❖ Job Profile

JOB TITLE:	Job Coach
DEPARTMENT:	Northern Community Development Services
JOB REPORTS TO:	Executive Director
DATE PREPARED:	March 2025
SALARY:	\$24.44 - 27.15 Hourly

OVERVIEW

Reporting to the Executive Director, the Job Coach provides Integrated Employment Services to clients, including, but not limited to: intake and assessment, job search and maintenance support including pre and post placement support as well as referrals. This position requires that the individual work as a member of a team to achieve success.

MAJOR RESPONSIBILITIES

Job Coach - INTEGRATED EMPLOYMENT SERVICES

- Build rapport and an emotionally supportive context for each client to feel trusting, engage readily in the job search process, and believe in their own success to obtain employment. Help clients build their motivation and confidence.
- Ensure clients understand the Integrated Employment Services approach and the value of services provided, particularly retention support.
- Create equity in all aspects of service delivery, striving for inclusion and equitable outcomes for all jobseekers.
- Manage a caseload of jobseekers, in various stages of job readiness. Using excellent time management and efficiency, effective appointment planning, client assignments, and group activities, move clients toward employment with pace and urgency.
- Achieve monthly individual intake and employed targets.
- Readily participate in training and coaching to support achievement of targets. Use supervisor monitors and feedback as a constructive learning experience.
- Compassionately and effectively administer the Province of Ontario's Common Assessment Tool and intake clients into the Integrated Employment Services program.
- Through a series of primarily in-person individualized client appointments and group activities, help move the client to employment by following the Integrated Employment Services Guidelines as prepared by EmployNext.
- Demonstrate excellent customer service and skills in the delivery of client activities, particularly: developing an employment action plan, needs assessment, goal setting, resume and cover letter development, applying for positions, interview prep, online job search, working on personal presentation including positive body language.
- As needed, sit with and support clients as they use onsite computers for labour market research, resume development, job searching, interview practice, etc. including providing basic digital literacy training, helping to set up email accounts, accessing online training resources, submitting online job applications, accessing life stabilization resources (e.g. banking, Ontario Works, housing help etc.).
- In an efficient and prompt manner, complete all documentation and data entry (e.g. client notes, data entry, referrals, updating forms).
- Work collaboratively as a team with Job Developers and Retention Specialists to ensure effective case management and achieve positive outcomes for each jobseeker.

- As needed to support site operations, provide customer service support at the front desk, engage in outreach activities and perform other duties.
- Perform other duties as assigned

PROFESSIONAL DEVELOPMENT

- Engage in continuous learning and training opportunities
- Attend an assortment of conferences, seminars and summits out of town and/or locally, as required

COMMUNITY INVOLVEMENT/PARTNERSHIPS

- Attend inter-agency meetings with local partnering agencies, educational institutions and other community stakeholders
- Partake in various community events and uphold a positive image, representing NCDS

FINANCE

- Recommend clients' expenditures as stated in EmployNext guidelines, compile and analyse financial data/client information, maintain accurate financial records and administer expense funds as directed by management, including forecasting and monitoring expenditures
- Organize and record personal expenditures, including mileage, meals and travel expenses
- Handles workshop/program payments and recording/issuing receipts

OTHER

- Comply with the organization's vision, fundamentals, policies and procedures
- Perform other tasks as assigned by management

SKILLS

- Post-secondary completion in social work or related field and a minimum of five years' related experience or equivalent combination of education and experience
- Knowledge of the labour market, private and public trainers and colleges/universities throughout the province
- Knowledge of MS Office (Word, Excel, Publisher, PowerPoint and Outlook), Internet, EOIS CaMs database and ESCases
- Knowledge of Employment Standards, Employment Insurance and government regulations
- Great coaching, counselling, negotiating, facilitating, teaching, conflict resolution, customer service and organizational skills
- Valid driver's licence and access to a vehicle
- Excellent communication skills to deal effectively with all levels of staff within the organization, as well as with customers, clients, suppliers and government contacts to provide advice, guidance and support to clients within the Integrated Employment Services programs
- Versatility to adapt to a wide variety of situations within the job
- Ability to operate a computer, related software and a telephone, as well as a fax machine, photocopier, printer, calculator and shredder

EFFORT

- Concentration, attentiveness and creativity required daily using sight, hearing, smell and touch to create reports/documents, operate a computer, respond to customers/clients, facilitate/mediate with employers/clients, provide explanations to clients, counsel people on personal hygiene/appearance, attend meetings, read/edit/proofread, maintain accurate records, input data, listen to staff, etc.
- Sits at a desk and walks, stands and lifts to perform the duties of the job

WORKING CONDITIONS

- Works in a pleasant closed-office environment, joins in NCDS/community events and travels on occasion
- Exposure to abusive or irate clients, deadlines, cold/hot environments, inclement weather conditions, multiple demands, humidity/moisture, isolation, out-of-town travel, distractions/interruptions, physical danger from some clients and work schedule affecting lifestyle

Review by (Employee):

Date:

Approved by (Management):

Date:

This job profile outlines the general nature of the job and the level of Skill, Effort, Responsibility and Working Conditions required in order to perform this job at NCDS.