



Job Opportunity



YMCA Newcomer Services

Join the Employment Services Team!

Be the Spark! Join our passionate team and be the spark that ignites the potential in others. YMCA of Southwestern Ontario is one of the largest not-for-profit providers of licensed childcare in Canada, offers settlement services to newcomers to Canada, operates 2 overnight camps and 16 Health & Fitness branches across Southwestern Ontario, and we have been making a positive difference in the communities we serve for over 50 years!

Position: Employment Caseworker, Employment Services

Location: 500 Victoria Ave, Windsor ON

Start Date: April 1, 2024

Salary: \$26.50 hourly for 40 hours a week (Monday to Friday, Evenings and Weekends as needed)

As part of your total compensation:

- Receive a complimentary YMCA membership to our Health & Fitness facilities, and discounts on YMCA childcare and camp programs
- Vacation entitlement in accordance with the employment standards regulations
- May be entitled to up to 12 paid personal days – applicable with position and contract length.
- Benefits package - applicable with position and contract length
- Be part of a caring and supportive network of people to help each other succeed
- Complimentary access to wellness and counselling services

In this role, you will:

- Provide client screening for service eligibility and conducting intake processes including delivering group eligibility screening and information sessions for jobseekers and the public
- Provide in-depth and consistent one-on-one case management for job seeker clients to address their barriers to employment, including conducting required follow ups
- Provide employment related supports to clients, including purchasing items that will assist in overcoming barriers to employment
- Host and conduct group-based information sessions to prospective clients



Job Opportunity

- Assist with research and the development of workshops and programs that address identified client needs
- Facilitate group-based workshops on employment related topics to clients and job seekers
- Assist clients in setting realistic goals, priorities and the development of action items through the creation of a solution focused Employment Action Plan
- Provide and maintain up-to-date records and follow reporting procedures, including some financial and procurement activities
- Provide information and referrals to job seekers in order to meet their employment goals
- Advocate on clients' behalf, when appropriate, with agencies, organizations, employers and institutions that aligns with their employment related goals
- Develop strong relationships with employers, business owners, and organizations to find suitable work opportunities for clients
- Assist job seekers to engage meaningfully into the labour market by finding appropriate job matches
- Promote employers hiring needs to qualified job seekers and clients
- Conduct outreach activities to recruit employers to access employment services through the YMCA
- Maintain relationships with employers by conducting required follow ups and promote the YMCA employment services to prospective employers
- Maintain and expand client base through outreach and promotion, which includes community visits, assisting in the development of marketing materials and promoting community networks
- Handle administrative and clerical duties, including back-up reception, as required
- Provide client support in developing solutions to complaints and concerns
- Follow YMCA of Southwestern Ontario policy and procedure
- Act as a YMCA ambassador, demonstrating YMCA core values in your daily work
- Be committed to diversity, equity, inclusion and building a sense of belonging
- Embrace and exemplify the Y's core values

Education and Skills Qualifications:

- Degree or Diploma in Employment Counseling, Social Service Worker, Social Work or related program preferred or a combination of education and relevant work experience
- Fluent in English, oral and written, French is an asset
- Experience in employment counselling & job development/matching
- Experience with case management and data entry
- Extensive knowledge of the Employment Ontario Employment Services and relevant stakeholders
- Demonstrated understanding and sensitivity towards the challenges facing job seekers including, youth, newcomers, individuals with disabilities, and other vulnerable populations
- Intermediate computer skills; use of databases, MS suite
- Proficiency in using online digital platforms such as Microsoft Teams, Zoom or Google Meet; required to provide virtual/remote service



Job Opportunity

- High level of interpersonal oral and written communication skills with adults, newcomers, persons with disabilities and youth and other clients from various cultures, social and economic backgrounds
- Superior problem-solving and creative skills
- Ability to work with and understand employment barriers and client assets
- Ability to work with community partners and build and maintain relationships
- Ability to work with clients with diverse backgrounds and skill levels; particularly newcomers and Ontario Works/Ontario Disability Support Program recipients
- Strong facilitation skills with proven experience in developing curriculum in life, employability and computer skills within an employment program setting
- Awareness of local resources and willingness to develop community supports
- Ability to be flexible, adaptable and multi-task in high demand environment
- Proven responsibility to coordinate tasks and work as part of a team.
- Certification in Crisis Intervention, First Aid, Occupational Health and Safety, and workplace accommodation an asset with knowledge of community supports.
- Current and acceptable Criminal Record Check with Vulnerable Sector Screening is a condition of employment for all staff and volunteers
- Legally entitled to work in Canada
- The YMCA of Southwestern Ontario has a mandatory COVID-19 vaccination policy. It has been suspended effective June 30, 2022. The policy may need to be re-instated in the future should our public health situation become such that it would be a recommended requirement

Why The Y?

The YMCA of Southwestern Ontario is committed to the development of healthy communities and welcomes people of all backgrounds, beliefs, and abilities. We are committed to helping our employees reach their full potential and are recognized by Forbes as one of Canada's Top Employers. We offer meaningful employment and the opportunity to make a difference in the lives of individuals and families.

To Apply:

- Submit your cover letter, resume, and supporting documents via email to Ray Kurniawan, General Manager, Employment Services at ray.kurniawan@swo.ymca.ca. The job posting deadline closes on April 1st, 2024 at 4PM.
- Include in your submission your specialized experience, and why you are the best candidate for this role. Please include the name of the position and location in your application.
- We thank all applicants for their interest; however only those selected for an interview will be contacted.

NOTE: The YMCA of Southwestern Ontario is committed to providing a barrier-free environment for all stakeholders including our members/participants, employees, job applicants, suppliers, and any visitors who



Job Opportunity

may enter our premises, access our information, or use our services. As an organization, we respect and uphold the requirements set forth under the Accessibility for Ontarians with Disabilities Act (2005), and its associated standards and regulations.