



# 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: Administrative Assistant, 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:

- Be a point of contact for clients and prospective job seekers, providing general information of services
- Provide administrative support to the employment services team by setting up appointments and conducting initial screening for eligible services
- Host and conduct group-based information sessions to perspective clients
- Liaise and support clients and jobseekers in accessing the resource centre
- Provide and maintain up-to-date records and follow reporting procedures, including some financial and procurement activities



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- Advocate on clients' behalf, when appropriate, with agencies, organizations, employers and institutions that aligns with their employment related goals
- Maintain relationships with employers by conducting required follow ups, documentation tracking and organization
- Promote the YMCA employment services to perspective employers, providing information on how to support their business needs
- 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 data collection and entry
- Maintain concise and accurate filing, activity records and tracking systems
- Assist in preparing statistical information, required reporting and appropriate documentation as needed
- Support in conducting check-ins by providing outbound telephone services to clients and employers
- Provide excellent customer service to all
- Provide client support in developing solutions to complaints and concerns
- Follow YMCA of Southwestern Ontario policies 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:

- Fluent in English, written and oral. Other languages are an asset
- Diploma in Administrative Assistant
- Social Services Worker, Education or post-secondary degree or diploma in a related educational field will be considered
- Experience in administration, information and referral services, needs assessment and employment services
- Related experience might include Administration, Data Entry, Teaching and Training Adults Certification
- Customer service experience
- Experience with diverse individuals and employers in an employment context
- Advanced computer skills; use of databases, MS suite
- Advanced organization skills with the ability to work in collaboration with multiple team members at one time
- Ability to manage time and meet tight deadlines
- Ability to be flexible, adaptable and multi-task in high demand environment
- High degree of independence and initiative within a team environment
- Proven responsibility to coordinate tasks and work as part of a team
- Proficiency in using online digital platforms such as Microsoft Teams, Zoom or Google Meet; required to provide virtual / remote service



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- 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
- 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](mailto:ray.kurniawan@swo.ymca.ca). The job posting deadline closes on April 1<sup>st</sup>, 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 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.