



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: Project Coordinator, Employment Services

Location: 500 Victoria Ave, Windsor ON

Start Date: April 1, 2024

Salary: \$30.40 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 daily supervision of direct project staff and support all other employment staff
- Develop and integrate strategic direction to achieve project targets including mitigating strategies
- Directly support service deliver, including recruiting clients, providing case management, job developing and workshop facilitation
- Assist in providing client screening for service eligibility and conducting intake processes including delivering group eligibility screening and information sessions for jobseekers and the public



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- Assist with research and the development of workshops and programs that address identified client needs
- Compile and extrapolate project data that reflects the status of services
- Provide and maintain up-to-date records and follow reporting procedures, including financial 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 and institutions
- Represent the agency on appropriate community networks focused on employment
- Assist clients in setting realistic goals, priorities and the development of action items through the creation of a solution focused Employment Action Plan
- Maintain and expand client base through outreach, which includes community visits, developing outreach 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
- Act as a liaison between the project, the YMCA and any external members including funders
- Attend to customer complaints, including developing and implementing solutions
- Assist in the recruitment, on-boarding and training of new team members
- Provide leadership and direction in assigned projects that benefit our clients and the YMCA i.e. Strong Kids, Peace Week, etc.
- 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:

- Fluent in English, oral and written is essential; other languages considered an asset.
- Bachelor of Social Work, Education, Not Profit Management, Business Management or post-secondary equivalent in a related field
- Project Management Professional (PMP) certificate is an asset
- Demonstrated 2-4 years program supervision experience
- Experience managing budgets and financial documents
- Experience supervising staff team of up to 3-10 people
- Extensive knowledge of the Employment Ontario Employment Services and relevant stakeholders
- 2-4 years of expertise in employment, immigration/settlement, or education
- Strong leadership, decision-making, and networking skills
- Ability to develop and maintain partnerships with a variety of stakeholders.
- Conduct monthly case management audits to measure staff performance, overall target achievements and maintain compliance parameters as directed by General Manager and Regional Manager
- Excellent organizational and time management capabilities



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- Ability to work with clients and staff with diverse needs, backgrounds, and skills
- Proficiency in using online digital platforms such as Microsoft Teams, Zoom or Google Meet; required to provide virtual / remote service
- Demonstrated understanding and sensitivity towards the challenges facing job seekers including, youth, newcomers, individuals with disabilities, and other vulnerable populations
- Proven ability to understand and interpret complex documentation, applications, etc.
- Highly developed research skills
- Comfortable and effective communicating in group situations and delivering effective and engaging workshops, information sessions, and other public speaking events
- 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 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.