

## **Communitas - Staff Position Description**

### **SUPPORT STAFF**

**TITLE:** Employment Specialist – STEP (Support Toward Employment Program) - Employment

**REPORTS TO:** Employment Services Manager

#### **POSITION SUMMARY**

The Employment Specialist assists people with mental health challenges to discover and obtain a vocational position that matches their skills and abilities. The Employment Specialist will facilitate the discovery and assessment process, as well as engage with prospective employers to ascertain their needs in order to determine suitable matches. The Employment Specialist will foster relationships with employers to help employers realize the benefits of hiring well matched job seekers for their business needs.

#### **SPECIFIC DUTIES**

- Facilitate the discovery and assessment process for job seekers. Support job seekers in finding relevant work experience that will lead to eventual job placement.
- Create and facilitate training sessions for job seekers.
- Develop relationships with businesses and employers to secure meaningful employment for job seekers, while promoting awareness of the contributions that people with diverse abilities bring to the workplace.
- Develop and maintain current and potential employer database.
- Maintain up-to-date knowledge of local labor market trends.
- Observe, evaluate, identify and report any concerns or changes in behavior of job seekers to Employment Services Manager.
- Maintain current and accurate documentation regarding job seeker's progress/outcomes reporting.
- Establish and maintain positive working relationships with staff, job seekers and other community partners.
- Collaborate and liaise with other professionals and community service organizations as needed.
- Attend work related trainings and staff meetings as required.
- Attend business networking meetings and events as needed (i.e., Chamber of Commerce).
- Collaborate with employment staff regarding ongoing program development.
- Market the benefits of hiring someone with diverse abilities by networking with the community and employers.
- Other duties as assigned.

#### **REQUIREMENTS/SKILLS**

- Career Development Practitioner Certificate/Diploma, Social Services Certificate or equivalent preferred.
- Demonstrated success in facilitating supported, customized, and self-employment opportunities for people with mental health challenges.
- Previous experience supporting people with mental health challenges as an Employment Specialist.
- Demonstrated ability to liaise with the business community regarding labour market opportunities.
- Maintain current understanding of labour market trends and factors that influence it.
- A philosophy of service that is in line with Communitas' Vision, Mission and Values.
- Motivational and positive approach to coaching job seekers.
- Skilled in building rapport quickly and effectively with employers and job seekers.
- Creative in identifying employers needs and source employment opportunities through a variety of methods.
- Demonstrated skills in crisis management and conflict resolution.
- Creative problem solver, with sound judgment, sensitivity and strong commitment to confidentiality.
- Excellent teamwork skills maintaining honest, direct and respectful working relationships; as well as being able to work independently.
- Outgoing personality that can develop relationships and positively represent Communitas to the business community and potential employers.
- Ability to observe, record and evaluate change in job seeker behaviour.
- Excellent written and verbal communication, mediation, interpersonal and facilitation skills.
- Administrative and computer skills to support documentation, reporting, and communication.
- Proficiency with Office 365 tools, including Word, Excel, and PowerPoint.
- Demonstrated ability to develop program related reference & resource material.
- Ability to organize tasks, prioritize and manage time effectively in a busy and fast-paced environment.
- Ability to manage emergencies/crisis in a calm and effective manner taking all precautionary measures.
- Possession of an Emergency First Aid/CPR certificate, and Class 5 Drivers License.