

Job Posting-Employment Counsellor

Position Type: Full Time, Permanent

Location: Successful candidate may be located in Metro Toronto Area, Hamilton, Peterborough, or National Capital Region (Ottawa/Gatineau)

Job Opening: June 2, 2021

Job Closing: June 16, 2021

Learn more about YWCA Canada:

YWCA Canada is the country's oldest and largest women's multi-service organization. Our 31 local YWCA Member Associations across the country serve women and girls in nine provinces and two territories. YWCA Canada is the nation's single largest provider of shelter to women and children fleeing violence. For more information visit www.ywccanada.ca, find us on Twitter @YWCA_Canada or at www.facebook.com/ywccanada.

Role Summary:

This position reports to the Director, Settlement and Labour Market Access and works collaboratively with other staff on the team, within our member associations, with external employment partners, and cohort participants within our programs. The Employment Counsellor is responsible for supporting the National Office and Member Associations in the successful delivery of reskilling programs and building and maintaining strong relationships with employers.

Key Duties and Responsibilities:

- Conduct intake meetings to gather client/participant information to assess current skill/ability/education and employment readiness. Assess current strategies and tools (resumes/cover letters/portfolios and related materials) connected to their job search.
- Develop a job search strategy with clear steps, actions, and goals for each client/participant, provide advise and coaching through each stage and throughout the reskilling program.
- Assist clients/participants in identifying and overcoming barriers to employment. Focus on expanding their options as it relates to industry, position, and career opportunity.
- Liaise with member associations and resource programs to support clients/participants as they access and secure plans for childcare, transportation, housing, technical resources, etc...
- Design and deliver facilitation of pre-employment workshops (topics include but are not limited to: resume and cover letter development, networking, interview preparation, social media utilization, labour market information, etc...).

- Assist clients/participants as they strengthen and evolve job search materials.
- Develop and maintain strong partnerships with employers and community resources.
- Conduct outreach with employers to create and or identify developmental or employment opportunities and placements.
- Maintain job bank for opportunities and placements and maintain client/participant records including skills/experience inventory, contact information, observations, follow-up notes, progress reports.
- Refer clients/participants to relevant employment or development opportunities, training courses, intern/coop placements, coaches, mentors etc...
- Work with the team to document and evaluate qualitative and quantitative data, findings, and outcomes. Participate in writing reports to document program outcomes, and support funding and grant requirements.
- Develop evaluation and measurement tools and practices to monitor program effectiveness and impact and identify process improvement opportunity.
- Perform follow up with clients/participants to monitor the success of the program.
- Create opportunities to deepen ties between staff, communities, and our partners to advance our mission of economic and gender equality within the workplace.

Qualifications:

- A minimum of 2 years experience in a similar role, providing employment counselling support and utilizing job search techniques to identify employment opportunities.
- Post-secondary degree or diploma in the areas of Human Services, Social Work, Business, or Career Counselling or a related field.
- A minimum of 2 years experience coaching, and mentoring others in a program environment. A strong ability to build rapport quickly, motivate and facilitate in the development of others.
- Advanced ability to build and maintain strong relationships with internal and external stakeholders. Strong level of emotional intelligence and ability to listen to others.
- Strong networking skills & extended network and knowledge of employers in a range of sectors.
- Experience facilitating workshops, focus groups, action labs etc...
- Demonstrated experience in coaching, building partnerships, coordinating mutually beneficial opportunities with stakeholders and participants.
- Extensive knowledge of the Canadian labour market and its trends, Canadian workplace practices, job search strategies & techniques.
- Experience working with employers to create and identify employment and developmental opportunities.
- Familiarity with community social services programs and resources.
- Experience developing facilitation materials, tools, resources, and presentations.

- Experience working with equity-seeking groups in Canada.
- Strong, thoughtful communication skills (oral, written, and facilitation).
- Experience analyzing quantitative and qualitative data for reporting. Experience in quantitative methods and/or participatory research is an asset.
- Strong time management and organizational skills.
- Exceptional interpersonal, collaborative, and cultural inclusiveness skills. Experience working with diverse populations; understanding of immigrants, women & under/unemployed individuals; familiarity with gender equity issues & anti-racism strategies.
- Experience applying a gender-based lens and trauma informed practices within programming.
- Demonstrated professionalism and ability to handle confidential and sensitive material with tact and diplomacy, exercise discretion and judgement at all times. Knowledge of privacy legislation.
- Strong computer skills (MS Office, internet, database management) & familiarity with social media.
- Demonstrated records management, evaluation, and report writing skills.
- Ability to demonstrate a sense of stability, flexibility, and openness when working with others during times of change.
- Ability to work and make decisions independently, must demonstrate a high level of initiative.
- Fully bilingual (written and orally) in French would be an asset.

The successful candidate will be committed to working from an anti-oppression, feminist perspective. We encourage women from racialized and/or newcomer, gender diverse, non-binary and/or gender fluid, 2SLGBTQIA+ First Nation, Métis and Inuit, immigrant, refugee, BIPOC, and people living with disabilities to apply.

Please submit your resume and cover letter quoting posting # YWCA-105-21 to careers@ywcacanada.ca by June 16, 2021. We thank all candidates for applying, only those applicant's moving forward in the recruitment process will be contacted.

Should you require accommodation during the recruitment process please contact shanks@ywcacanada.ca.

Please visit www.ywcacanada.ca for more information.