



## Work Experience Coordinator / Job Developer

**Job Description:** The Work Experience Coordinator supports participants in job search and daily activities of the cohort and promotes participants to employers to generate job leads and secure work experiences for the participant. The Work Experience Coordinator will work with an outcomes-based model and will track and follow up on performance markers to ensure the success of the contract. This position guides participants through these services and activities using a holistic model with a focus on participants in the process of transitioning into the labour market.

### Primary Responsibilities:

#### Job Development / Work Placement Monitoring:

- Work closely with participants to assist in reaching successful project outcomes
- Coach participant through employability skills issues that might arise in work experience
- Source job postings and employment opportunities relative to “local jobs”
- Obtain information relevant to program, labour market information and relevant training
- Monitor work experience placements through site visits, feedback interviews, evaluations, and participant follow-up
- Maintain participants’ confidentiality and documentation in accordance with privacy laws
- Assist participants to find training options that meet their needs
- Schedule on and off-site training sessions
- Monitor participant’s progress through completion of training sessions and follow up as per action plan
- Maintain good working knowledge of community resources/services
- Compile and keep current contact list of training providers/ training services
- Maintain ethics and professionalism with all participants, staff and community
- Work collaboratively and proactively with staff to maximize programs effectiveness
- Provide constructive feedback to management about program content and systems
- Abide by the policies of MCSCS as they exist or are developed
- Remain flexible and adapt to change

#### Employer Liaison:

- Liaise with employers to source employment opportunities for participants and to secure information on recruitment and hiring practices
- Share labour market trends with team: business closures, business openings, major hires

#### Intake/Follow-up:

- Conduct intake assessment/referral interviews for all potential participants
- Refer non-accepted referrals back to case manager or other community resources
- Conduct follow up and track performance markers, attestation documents and schedule meetings with notary
- Complete notes for participant files and track participant’s progress and report
- Conduct one-on-one sessions to review participant’s progress



**Marketing:**

- Market and conduct information/orientation sessions and one-on-one interviews for all potential participants to meet program expectations
- Assist in marketing program to prospective participants, referral agencies and employers

**One-on-One Employment Counselling/Coaching/:**

- Provide action-oriented, solution-focused counselling to address participant barriers
- Assess needs and address appropriate next-steps plan with facilitator and participant
- Assist participants in employment related issues
- Draw correlation between participant's transferable skills and labour market opportunities
- Assist in development of greater awareness of employability skills for changing workplace
- Maintain in-house files and statistics/report outcomes

**Qualifications:**

- Experience in Work Placement and/or Coordination an asset
- Working knowledge of Labour Market Information
- High level of computer skills to include: MS Office Suite, internet research/troubleshooting
- Effective advising, motivational and positive reinforcement skills
- Exceptional interpersonal skills

**Submit Cover Letter and Resume to:**

Diana Dufour-Zand – Manager of Employment Programs and Human Resources

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