

Coordinator, Programs and Services - East Region
North York & Scarborough

ACCES Employment is a leading non-profit organization that assists jobseekers from diverse backgrounds. We deliver a range of programs at locations across the GTA and we offer online services to job seekers across Canada and pre-arrival. Serving more than 32,000 jobseekers each year, ACCES delivers customized programs that focus on connecting our clients with leading employers or starting a business in Canada. With over 30 years of experience in the employment services sector, you will be joining a successful organization with an innovative and seasoned staff team.

We are looking for people who thrive in a flexible and fast-paced environment. ACCES offers an excellent benefits package, a RRSP matching program, and an Employee & Family Assistance Program.

This position will work closely with the **Manager, Data and Analytics and the Senior Director, Services & Program Administration**, and responsibility includes ensuring the administrative, financial and data management are developed and consistently maintained for all ACCES programs and services.

Duties and Responsibilities:

- Develop, oversee and maintain financial, data and administrative systems pertaining to all ACCES programs and services
- In consultation with Sr. Director, Services & Program Administration provide direction and support to Employment Services and bridging program teams in the areas of job development, case-management, and documentation standards and compliance – includes training on plan development, contracts, placement approvals, processing invoices and problem solving
- Report program activities and make recommendations to Site Managers regarding strategies and activities that improve program administration efficiency and effectiveness; support implementation of recommended strategies to help ensure program targets are met and/or exceeded
- Provide support and supervision to the project staff as directed by the Project Manager (may include providing back-up in absence of manager)
- Assists with HR activities to support Project Manager including interviewing and hiring of staff, conducting orientation and training, scheduling staff vacations, assisting with performance reviews etc.
- Coordinate and support all regularly scheduled, and ad hoc, file and program audits
- Provide coordination and support on all agency Quality Assurance activities and reference groups
- Assist with the compiling of agency program results reports
- Provide support to the overall activities of the Job Development teams, providing coordination of services between agency sites and programs to ensure all clients and employer contracts and placements are executed to meet program and agency standards
- Assist the Job Developers to implement the agency's marketing and outreach strategy to employers
- Coordinate work functions among Employment Service team members, and ensure blended services to clients is achieved in coordination with the Employment Consultant team

- Support the job developers in developing and implementing employer events, roundtables, and other strategies to build relationships between ACCES and employers for the hiring of highly skilled workers to create employment opportunities/placements for ACCES participants
- Contribute to compiling current labor market information and resources for ACCES' management, counseling and job development staff, to stay current on labour market issues
- Provide input to the ACCES' marketing efforts to employers on all of ACCES services, including fee-for-service
- In consultation with ACCES management, is responsible to conduct orientation and training of new staff within the Employment Services programs
- Other duties as assigned including support of site activities and staff supervision as required and evening supervisor shift rotation

Qualifications:

An organized self-starter with experience and/or education in the following areas:

- Post-secondary education
- Over 3 years' related work experience
- Demonstrated experience in case and file management
- Thorough knowledge of all facets of job search and career development including an understanding of labour market trends and resources
- Demonstrated experience as a professional who is results oriented, customer focused, team player, adaptable, innovative, takes initiative, is an open and effective communicator and values diversity
- Excellent English verbal and written communication skills
- Excellent interpersonal skills to maintain good working relationships necessary to work effectively with all levels in the organization and with clients, employers, community partners and service providers
- Ability to prioritize, strong time management skills and flexible to respond to time sensitive issues and frequently changing priorities while meeting competing deadlines
- Strong attention to detail and accuracy
- Ability to handle the privacy of personal information and use sound judgment in protecting its confidential and sensitive nature
- Exceptional planning, organization and problem solving skills; must be pro-active, and have a sense of urgency
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- Experience and highly proficient working in an MS Office environment; experience with SQL and Salesforce; and proficient in computer applications to manage schedules, statistics, and client tracking etc.
- Previous experience working in the not for profit sector and working with a diverse community is an asset
- Ability to travel between ACCES locations as needed

Interested persons should send their resume with a covering letter

By **April 13, 2018** to:

ACCES Employment Hiring Committee

By email: hr@acesemployment.ca

(Please note, we will be reviewing resumes as they are submitted)

*Candidates may be requested to complete a screening video interview using Spark Hire
ACCES Employment is an equal opportunity employer. We thank all applicants for their interest;
however only those selected for an interview will be contacted.*

*ACCES is strongly committed to fostering diversity within our community. We welcome those who
would contribute to the further diversification of our staff including, but not limited to, women, visible
minorities, aboriginal people, persons with disabilities and persons of any sexual orientation or gender
identity.*

*ACCES Employment is also committed to developing inclusive, barrier-free selection processes and
work environments. If contacted in relation to an employment opportunity, please advise our HR
representative or hiring manager of the accommodation measures if required which would enable you to
be interviewed in a fair and equitable manner. Information received relating to accommodation
measures will be addressed confidentially.*