



## **External Job Posting**

<b>Title:</b>	Coordinator, Retention Services
<b>Reports To:</b>	Senior Director, Integrated Employment Services Systems & York Region Services
<b>Location:</b>	Peel Region
<b>Contract Type:</b>	Permanent, Full Time
<b>Pay Range:</b>	\$68,000 - \$71,000

### **Organization:**

ACCES Employment is a leader in connecting qualified jobseekers from diverse backgrounds with employers across the Greater Toronto Area (GTA), Ontario, and Canada. ACCES helps more than 56,000 job seekers each year at seven locations in the GTA. As a charitable not-for-profit organization, ACCES provides job search services that connect newcomers, jobseekers, youth, women, and refugees to jobs that reflect their skills and experience. We provide over 35 customized job search programs that meet the unique needs of our jobseekers. Our vision is to achieve a fully inclusive labour force that reflects the diversity, skills, and experience of Canada's population.

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

The **Coordinator, Retention Services**, will work closely with the Managers, Integrated Employment Services, across all ACCES IES sites to ensure the effective administration of Employment Ontario (EO) through financial and data management procedures, and to ensure these procedures are consistently implemented across all WCG EO programs within ACCES Employment.

This position reports to the Senior Director, IES Systems & York Region Services, and is a non-unionized position.

### **Duties and Responsibilities:**

- Develop, oversee, and maintain data and administrative procedures and systems pertaining to employment retention across ACCES' Employment Ontario (EO) programs and services.
- In collaboration with the Integrated Employment Services Managers across all ACCES IES offices, provide support to ACCES EO staff in the areas of post-employment case-management, documentation standards and program compliance (including post-employment Action Plan development and subsequent data entries into program client tracking software and systems)
- Report program activities and make recommendations to Managers, Integrated Employment Services regarding strategies and activities to improve program administration,

efficiency, and effectiveness; support implementation of recommended strategies to ensure program targets are met and/or exceeded.

- Coordinate and support all regularly scheduled, and ad hoc file and program audits to ensure program procedures are compliant with Service System Manager / WCG requirements.
- Provide coordination and support pertaining to Quality Assurance activities and reference groups.
- Assist with compiling reports re: Employment Ontario program results.
- In consultation with ACCES management, conduct orientation and training of new staff specific to the Employment Ontario program, particularly as it relates to data and documentation collection and submission.
- Other duties as assigned i.e., staff supervision as required including but not limited to supervising staff on evening shift rotation, support of site activities, and support of other managers/activities as required.

**Key Qualifications:**

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

- Post-secondary education
- Over 3 years' related work experience and understanding of employment support programming, services, and platforms.
- Comprehensive understanding of how to design and implement employment integration and job retention strategies.
- Demonstrated experience in case and file management.
- Knowledge of all facets of Employment Ontario including an understanding of labour market trends and resources
- Demonstrated experience as a professional who is results oriented and customer focused.
- Excellent English verbal and written communication skills
- A team player with seasoned interpersonal skills and ability to maintain good working relationships with staff at all levels, clients, employers, and community partners.
- Strong time management skills; able to meet competing deadlines; flexible and responsive to time sensitive issues and frequently changing priorities.
- Strong attention to detail and accuracy
- Demonstrated ability to manage confidential information in accordance with privacy policies and procedures.
- Strong organization and problem-solving skills. Must be proactive and have a sense of urgency.
- Experienced and highly proficient working in an MS Office environment; experience with SQL, **EOIS-CaMS, and client management systems**; and proficient in computer applications to manage schedules, statistics, and client tracking etc.
- Experience working in the not-for-profit employment services sector and working with a diverse community.
- Ability to travel between ACCES locations as needed



**We are currently on a hybrid work schedule, working in the office and from home. This hybrid work schedule is subject to change based on business requirements.**

### **Job Application Instructions**

Interested candidates are invited to submit their resume and a cover letter to the **ACCES Employment Hiring Committee** via email at [hr@acesemployment.ca](mailto:hr@acesemployment.ca). Please indicate the position of interest in the subject line of your email.

### **Please Note:**

**We thank all applicants for their interest; however, only those selected for an interview will be contacted.**

*Candidates who are contacted may be requested to complete a screening video interview using Spark Hire.*

*This position will be posted until it is filled. We will be reviewing resumes as they are submitted.*

**ACCES Employment** is committed to equity, diversity, and inclusion in our workplace and in our recruitment processes. We encourage applications from members of all racialized groups, gender identities and sexual orientations, Indigenous persons and, persons with disabilities.

**Equity, Diversity, and Inclusion** are central to our mission, values, and operations. We foster an inclusive workplace where every employee feels a sense of belonging. Our diverse team generates innovative solutions to complex challenges, supporting our vision for an inclusive labour market in Canada. We recognize the value of workplace diversity and leverage it to develop services that meet the broad needs of our clients. Through partnerships and effective service delivery, ACCES promotes equity for marginalized populations.

**Accessibility and Accommodation:** ACCES Employment is also committed to developing inclusive, barrier-free selection processes and work environments. Please advise our HR representative or hiring manager of any accommodation measures that are required. Information received relating to accommodation measures will be addressed confidentially.