

Job Description

TYPE OF POSITION:	Full-time
LENGTH OF TERM:	6 months
REPORTS TO:	Program Manager
CLOSING DATE:	October 15, 2021



Position Summary:

Start Me Up Niagara's Work Action Centre is home to a dedicated team who strive to provide encouragement, support, and assist with the needs of person's facing barriers to employment and with significant life challenges. Participants visit the Work Action Centre to connect with Case Managers, seek training and skills building towards obtaining employment as well as gaining life stability.

As an Employment Team Lead you will foster and model the mission, vision and values of Start Me Up Niagara as they apply to the wraparound supports provided in our Work Action Centre by managing overall team members' duties, performance and needs to meet best practices and services offered by SMUN - WAC

This position has a variety of responsibilities. The job description outlined below is intended to be a guideline for the many tasks that this position entails and may be reasonably modified as program needs change.

Responsibilities:

- Supervise and work with a team of skilled Case Managers
- Program curriculum development and delivery
- Exercise the Agency's program protocols, policies and funder requirements (FedCap and the Ministry of Training, Labour and Skills Development)
- Supervise and maintain process(es) of participant journey in tandem with Agency contracts and internal guidelines
- Create, update and maintain all internal documentation and processes for the efficiency of delivery of service(s)
- Liaise and manage team to find best practices in reaching goals, outcomes and best performance methods
- Create and maintain accurate data collection for all required statistics or as required by Program Manager
- Represent the Work Action Centre in creating new and enhancing existing partnerships with community service providers within the Niagara catchment area
- Liaise directly with social assistance agencies on reaching Agency's goals and program outcomes
- Maintain performance levels and appraisals
- Conduct periodic team meetings and have a clear understanding of performance needs
- Cultivate a culture of positivity, teamwork and collaboration
- Staff, schedule and supervise all assigned team members in day to day operations
- Monitor and evaluate staff performance, recommending salary increments
- Encourage the development of Case Managers' in building in-house and community resources
- Coordinate with other departments within the agency to build on a 'wrap around' service

- Oversee and track case load distribution amongst staff and maintain an ongoing evaluation process, including establishing outcome-based measurements and continuous quality improvement initiatives
- Monitor and participate, where necessary, in relevant in-service training, conferences, courses, seminars, conventions and workshops
- Abide by the Code of Conduct and ensure team is informed periodically of the Code of Conduct including updates or changes when necessary
- Observe all fire, safety, and health regulations, and be on the alert for the safety of staff and participants
- Ensure up to date regulations/laws from all related third parties are shared with the team
- Maintain a healthy and safe working environment
- Other duties as deemed appropriate and in consultation with the Program Manager and the Executive Director.

Qualifications:

- Completion of Secondary Education and/or comparable work experience.
- Possess an understanding of the needs and challenges of people living with barriers.
- Have a positive, non-judgmental attitude toward others.
- Have strong written, interpersonal, and oral communication skills.
- Must be able to remain calm in stressful situations.

Requirements:

- At least 2 - 3 year of experience working in front-line capacity in a community setting
- Experience working with individuals facing various barriers to employment and life stabilisation
- Excellent literacy in Microsoft Office Suite (Word, Excel, Outlook)
- Strong written, interpersonal, and oral communication skills in English
- Demonstrated skills in problem solving and decision making under pressure
- Ability to work as a team and on your own with little supervision
- A satisfactory Vulnerable Sector Criminal Records Check is required if hired
- Satisfactory clearance under the Vulnerable Sector Police Check Program
- Must be qualified to legally work in Canada.

Accommodation

Accommodation provided during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

How to Apply:

Applicants are invited to email a cover letter and resume to tbenjamin@startmeupniagara.ca with the subject line "Employment Team Lead".

SMUN is an equal opportunity Employer. In compliance with AODA, this job posting is available in alternate format upon request. To request disability accommodation, please contact tbenjamin@startmeupniagara.ca