

Job Class Profile: Job Opportunities Officer**Pay Level: CG-29 Point Band: 622-675**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 5 | 5 | 2 | 3 | 4 | 4 | 4 | 1 | 2 | |
| Points | 233 | 83 | 13 | 14 | 120 | 87 | 83 | 21 | 21 | 675 |

JOB SUMMARY

The Job Opportunities Officer performs responsible work in supporting persons with mental illness who reside in the community in seeking job opportunities. Work involves visiting employers to seek out prospective employment opportunities suitable for psychiatric and ex-psychiatric patients or those experiencing, or who have experienced, mental health issues; explaining to prospective employers the capabilities of the clientele, any employment assistance available through government programs, and maintaining close liaison with employers and employees during the initial stages of employment. Work may involve doing an initial assessment interview to ensure suitability of the individual for the program, administering standardized testing, developing a supportive counselling plan and delivering group or individual instruction/training in job search techniques and work readiness.

Key and Periodic Activities

- Visits employers on an ongoing basis to seek out employment opportunities for clients and investigates possible work contracts for work skills groups; acquaints employers with the issues confronting the clientele and the importance of securing employment.
- Arranges interviews for clients with prospective employers after discerning the types of employment that they are capable of performing and that are of interest to them.
- Maintains current information on Federal/Provincial training and incentive programs as well as other community employment programs.
- Assists in the placement of clients by accompanying clients to the placement, helping them become established as required and following up on clients placed with employers.
- Conducts intake interview and standardized academic and vocational testing for new referrals, discusses test results with clients, and refers clients to other employment services as appropriate.
- Provides classroom training in job search techniques and/or life skills.
- Provides supportive vocational counseling to clients prior to and during training/employment placements.
- Establishes linkages with and makes use of community based agencies.
- Maintains statistics and confidential records of client placements and attendance.

SKILL

| Knowledge |
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| <p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — Labour market trends. — Federal, Provincial and community-based employment programs and services. — Employment counselling. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: Undergraduate Degree in Education, Social Work, Health or related field. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 1 year experience in employment services and vocational guidance. <p>Competencies:</p> <ul style="list-style-type: none"> — Communication skills. — Computer skills. — Presentation skills. — Facilitation skills. — Counselling skills. — Research skills. — Problem-solving skills. — Ability to establish and maintain effective working relationships. |
| Interpersonal Skills |
| <ul style="list-style-type: none"> — A range of interpersonal skills are used perform activities such as listening to information from clients regarding employment related issues, asking questions to clients to gather information regarding employment history, interests and goals, providing routine and complex information and direction to clients regarding job search and interview techniques as well as work readiness, providing support and nurturing to clients, conducting intake interviews with clients, instructing/coaching clients regarding employment skills, gaining the cooperation of employers to hire clients, dealing with upset clients and providing supportive counselling. — Communication occurs with employees within the immediate work area and department, supervisors and managers, prospective employers and community employment agencies. — The most significant contacts are clients, co-workers and employers/business operators. |

EFFORT

| Physical Effort |
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| <ul style="list-style-type: none"> — Work demands do not typically result in fatigue requiring periods of rest. — Work requires limited physical handling, lifting and moving of presentation materials and related equipment. — Sitting is required to conduct intake interviews as well as standardized academic and vocational testing. Standing and walking are required to conduct presentations and driving is required to visit employers on an ongoing basis. — Fine finger or precision work is required to maintain statistics and records of client placements |

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| and attendance. |
| Concentration |
| <ul style="list-style-type: none"> — Visual concentration is required when administering standardized testing and delivering group and/or individual instruction/training in job search techniques and work readiness. — Auditory concentration is required when interacting with clients to provide employment and supportive counselling, conduct assessment interviews and to establish and maintain effective working relationships with employers and community agencies. — Higher than normal levels of attentiveness is required when accompanying clients to work placements during the initial stages of employment. — Uncertainty in the number of client referrals results in a lack of control over work pace. — Eye/ hand coordination is required to operate a computer. — Exact results and precision is required to maintain statistics and records of client placements and attendance. |
| Complexity |
| <ul style="list-style-type: none"> — Work typically involves a variety of different but related processes and methods to support clients in finding employment. — Problems generally require some interpretation to select the most appropriate course of action. — The most typical challenge or problem relates to the provision of employment related support services to assist persons with mental illness to seek and obtain employment and include client assessment interviews, employment counselling and identifying prospective employment opportunities. — References available to address typical challenges include supervisors/managers, on-line career and employment resources as well as Federal and Provincial employment programs guidelines/regulations. There is also The Code of Ethics of the Canadian Association of Rehabilitation Professionals for support and guidance when interacting with clients. |

RESPONSIBILITY

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| Accountability and Decision-Making |
| <ul style="list-style-type: none"> — Work is performed independently and is reviewed through discussion and observation of results achieved. — Independently performs daily work tasks and activities including seeking job placements by visiting local businesses to explain the program. — Supervisory approval is required to submit funding proposals (i.e. Human Resources Development Canada). — Discretion and judgment are exercised in determining if clients will be accepted into the program and/or referred to other community based organizations; what employers to approach for possible work placements; what counselling is needed; when clients are ready for work placements and whether to allocate funds related to job placements (i.e. bus fares or clothing). |
| Impact |
| <ul style="list-style-type: none"> — Work is performed independently and is reviewed through discussion and observation of results achieved. |

- Results of work tasks and activities are directly felt within the immediate work area, department and on outside employers and program clients.
- Results of work tasks and activities directly impact on human resources in terms of clients participating in work placements and the respective employers; career and employment related information as well as the health and well-being of clients.
- Consequences of mistakes or errors are typically felt by clients and prospective employers as work involves assisting persons with mental illness to enter or re-enter the workforce.

Development and Leadership of Others

- No responsibility for the direct, full-time supervision of staff.

WORKING CONDITIONS

Environmental Working Conditions

- No special precautions or safety equipment required.
- Limited to no likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, injury or occupational illness resulting in partial or total disability.
- Exposure to computer glare as well as distracting noise when providing classroom training in job search techniques and work readiness skills.
- Travel is required to visit employers to seek out employment opportunities.