



Position Description

Position Title:	Employment Support Worker		
Program Name:	Peer Initiatives and Vocational Services	Position Classification:	6
Reports To:	Program Manager		
Effective Date:	July 2016	Review Date:	November 2018

Position Summary:

The Employment Support Worker in the Making It Work program provides individualized, intensive vocational supports and services to help clients with mental health concerns find and maintain competitive employment. Staff must demonstrate the professional ability to build working relationships with employers and other relevant community partners to develop an employment network, decrease mental health stigma and provide education regarding psychological health and safety in the workplace. Services are delivered using the Individual Placement and Support Model, an evidence based best practice, client centred, strength based approach. The Employment Support Worker must also provide: job development within the community, employment determination, career planning, mental health supports, employment preparation, service coordination as required, arrange unpaid placements, job crisis support, accommodation planning and implementation, education and supports to both employees and employers within the community, job retention and on site coaching. The Employment Support Worker must possess the ability to efficiently and accurately collect and enter statistical and financial reporting to program funders.

Key Responsibilities

1. Vocational Support to Clients and Employers

- Provide support to clients using the eight principles of the Individual Placement and Support model
- Assist individuals with mental health concerns to identify viable work options
- Assess employment readiness



- Plan courses of action as a result of assessments – functional capacity evaluations, consideration of clients’ physical tolerances, impact of mental health on employability and activities of daily living etc.
- Recommend, develop and implement employment plans
- Service coordination as required
- Assist individuals to prepare for and find meaningful and competitive employment
- Job development, including job carving
- Provide job coaching (on site support to job train clients and/or assist them to maintain quality, accuracy and quality of work)
- Provide intensive job retention support
- Market the Making it Work program to prospective employers
- Advocate and negotiate on behalf of clients, when necessary
- Facilitate referrals to identified community resources
- Develop accommodation plans
- Provide job crisis support
- Provide pre-employment services i.e. resume development, interview coaching
- Negotiate job trials and subsidies with employers and other Employment Services agencies
- Understand and provide Labour Market Information to job seekers to direct their employment search

2. Documentation

- Document and maintain electronic and paper client records (intake and assessment forms, progress notes, correspondences, database files, etc.)
- Complete administrative tasks including: timesheets, expense reports, vacation requests
- Complete other required documents in program and agency policies and procedures and standards
- Report and maintain program-related statistical data
- Enter employment details (including job type, job title, hours, wage, etc.) and monthly income earnings into the E.S.M.S. database on a regular basis



3. Other Activities

- Liaise with Community Employment Resource Partnerships, E.S. service provider meeting group, Employment Networking Group, the local Ontario Disability Support Program, and Ontario Works offices and various other community partners
- Participate in community outreach activities through the development of collaborative partnerships, on inter-agency committees and through presentations, education and visits to community agencies and services as appropriate

4. Performance Management and Professional Development

- Participate cooperatively in the agency performance management process/system
- Stay current on relevant legislation and best practices, current research, policies and procedures
- Participate in ongoing professional development and mandatory training
- Actively engage and participate in supervisory process

5. Health and Safety – Worker Responsibilities

- Work in compliance with the Occupational Health And Safety Act, applicable regulations and all organizational health and safety requirements and procedures to ensure the health and safety of clients, staff/colleagues, volunteers and students
- Actively participate in workplace, departmental and job-specific health and safety orientation, education and training
- Use or wear any equipment, protective devices or clothing required by the employer
- Operate any equipment and work in a way that does not endanger self or any other worker
- Comply with established policies, procedure and work practices regarding health and safety
- Identify and report workplace and job hazards, defects and contraventions of the Act to the supervisor or employer



- Report health and safety problems to the supervisor or employer
- Notify the supervisor if clarification of a policy, procedure or safe work practice is needed
- Use initiative to reduce risk and apply discretion to solve problems, within scope of authority
- Work co-operatively with co-workers, supervisor, Joint Health and Safety Committee members and others

6. Client Safety

Adhere to C.M.H.A. H.K.P.R. client safety programs including program policies as well as infection control and prevention procedures. In partnership with clients, family members, and fellow staff, maintain open lines of communication to assist the organization in identifying and achieving quality outcomes for client safety. Report client safety incidents and suggested improvements to manager or delegate.

7. Other duties as assigned

- Attend, participate in team/staff meetings, and all-staff meetings as required
- Participate in agency quality improvement activities, e.g. accreditation projects, committee work, special events, etc.
- Participate in Ministry of Community and Social Services, Ontario Disability Support Program, E.S. and Ministry of Advanced Education and Skills Development audits
- Participate in quality improvement activities at the team/program level
- Participate in external committees as required
- Duties may change from time to time

Requirements of the Position:

A: Education and Training

Successful completion of a post-secondary diploma or degree in social services, human resources, employment counselling or a related field, is required.

We recognize that mandatory training before hire is an asset, however, successful completion of the training applicable to this role shall be requirements for



continued employment in this position: (only select those relevant to your position)

- Health and Safety Training (including but not limited to the following):
 - Globally Harmonized System (previously W.H.M.I.S.)
 - Infection, Prevention & Control
 - Workplace Violence
 - Accessibility for Ontarians with Disabilities Act
- Applied Suicide Intervention Skills Training
- Non Violent Crisis Intervention
- O.C.A.N.
- C.R.M.S.
- First Aid/C.P.R.

Assets with regard to this position:

- Formal Training or Education in: Labour Market Information, Job Development, Employment Counselling, CBT informed, DBT informed, Solution focused Therapy informed, Trauma Informed, Motivational Interviewing, Concurrent Disorders

B: Related and Relevant Experience

Mandatory experience

- Minimum of one year related experience in the mental health and/or employment field
- Demonstrated experience or understanding of the impact of employment rehabilitation in mental health recovery
- Excellent organizational skills; demonstrated ability to self-manage time and multiple tasks
- Solid clinical and therapeutic assessment and intervention skills
- Excellent skills in communication, advocacy on behalf of clients, collaboration with inter-professional teams, consultation with professional colleagues and employers and the community
- Excellent interpersonal skills, flexible, and works effectively at an individual, program and system level
- Knowledge of psychosocial rehabilitation principles
- Strong oral and written communication skills



- Demonstrated knowledge of computer applications (Microsoft Outlook, Word, databases)

Preferred experience

- Group facilitation skills
- Knowledge of regional community resources
- Intermediate to advanced minus proficiency in French language

C: Competencies

Refer to C.M.H.A. H.K.P.R Competency Matrix

D: Other (here are examples)

- Valid driver’s license
- Automobile in good repair and insurance coverage as required by agency policy
- Satisfactory police records search and vulnerable sector screening
- Satisfactory references

Working Conditions:

- Work in an office setting and in the community including other employment sites
- Work directly with individuals living with mental health concerns and/or dual diagnosis and/or addictions, individuals who are experiencing emotional and/or mental health issues and are working towards recovery
- Transport clients in personal vehicle
- There are multiple competing demands which require time management skills, the ability to be flexible and to prioritize
- Some evenings may be required, weekend shifts and public and statutory holidays

Approval/Revised Approval Dates:

Program Manager _____ Date _____

I have read and understood the above position description.

Employee Signature

Date