



Pathways Skill Development and Placement Centre assists individuals to overcome multiple challenges to meaningful employment by providing employability assessments, job search strategies, training and employment placement services. Pathways Skill Development and Placement Centre has an available position for an **Employment Service Team Leader**. The Employment Services Team Leader will provide oversight to the Employment Placement And Employment Services teams, serve as Liaison between Pathways and Funders, build new opportunities and revenue streams, and serve as part of Pathways Leadership Team

Accountabilities:

- Lead the Employment Placement and Employment Services teams, providing coaching and oversight
- Lead any necessary recruitment efforts for staffing changes in those areas
- Track and monitor all Pathways and Ontario Works targets and outcomes and proactively ensure that all outcome measures are attained
- Serve as Pathways' representative at POS, ESC and other external committees as required
- Interact with Funders on behalf of Pathways along with the Director of Client Services
- Create, drive, implement and monitor strategies to increase Referrals, Client initial show rates, and completion rates to ensure sustainability.
- Research and engage opportunities for service provision and revenue generation outside present contracts
- Develop relationships and networks that open opportunities for new ventures
- Ensure client data and tracking is accurate and liaise with database designer and company on any changes, upgrades or issues
- Deal with escalated client issues, whether client complaints or funder questions and issues with respect to client service and escalate to Director of Client Services as appropriate
- Assist with data gathering and report compilation for all necessary reporting requirements
- Assist with grant and RFP writing as necessary
- Provide backup frontline support for intake appointments, facilitation and job development as needed.

Knowledge, Skills and Abilities Required:

- Bachelor's Degree in Social Work, Human Services, Business Administration or related field
- 6-8 years sector experience
- Leadership skills and experience required, coaching training an asset
- Strong ability to network and create new relationships and opportunities in the sector and community
- Strong awareness of employment sector in London
- Experience in career development and/or job development required
- Must have valid D/L and access to vehicle

- High level of organization and initiative
- Strong skills in Microsoft Excel and Access required
- Strong interpersonal and communication skills

Interested applicants should send Resume and Cover letter, including salary expectations, in Microsoft Word format or .pdf format to HR@pathways.on.ca. The deadline for applications is Tuesday, July 31st, 2018 at Noon. Pathways Skill Development is an equal opportunity employer and we encourage applications from qualified individuals regardless of gender, race, religion, sexual identity or disability . We thank all applicants for their interest; however, only those candidates selected for interviews will be contacted.