

Job Title: Intake Worker
File Number: SAO_2021-01
Position Type: 35 hours per week, 2-year contract
Closing Date: April 2nd, 2021

The Carrefour Communautaire Francophone de London is a multi-service agency offering a SkillsAdvance Ontario (SAO) Pilot program funded by the Ministry of Labour, Training and Skills Development. This program supports workforce development in the field of early years and childcare by offering training and support to job seekers ready to take their first step on the pathway into an early years and childcare career. Learning support is also available for those already working in the early years and childcare field who want to grow their skills.

Main responsibilities include:

- Responds to requests for information from employers, potential clients and community partners about the project
- Conducts telephone, virtual or in-person intake interviews with potential participants to determine eligibility and suitability to the program.
- Registers eligible and suitable participants into the program and supports them with form completion.
- Develops individualised and agreed upon participation agreement with accepted participants in the program.
- Provides accepted participants with an orientation to the program.
- Contacts referral sources for additional information, when required.
- Accurately inputs data in the Ministry Case Management Systems and/or internal tracking systems.
- Refers participants to program partners for services delivery and follows-up with both participants and partners.
- Completes electronic records of all participant contacts, activities, and progress.
- Administers requests for training incentive supports following established procedures.
- Ensures that all records are kept confidential and secure.
- Facilitates information sessions with employers, partners, and potential participants and prepares information kits.
- Maintains up-to-date knowledge of the Early Childhood education field, best practices, and applicable legislation.
- Maintains electronic and hard copy information and resources to share with participants to assist them in achieving their goals.
- Works with other team members collaboratively to ensure participant success; collaborating/working with the other partners on this project and communicating with the training team about participant progress when needed.

Requirements:

- A post-secondary diploma in a relevant discipline: Social Services, Office Administration or related field. (or a combination of education and experience).
- Ability to communicate clearly and effectively orally and in writing. Bilingualism is an important asset.
- Excellent social, interpersonal and time management skills.
- Knowledge of the Early Childhood Education field would be an asset.
- Ability to work with a diverse population & with clients experiencing barriers to employment.
- Experience providing exceptional customer service.
- Capacity to operate online communication platforms such as Zoom or MS Teams.
- Ability to utilize computers and various software packages such as Microsoft Office.
- Knowledge of CAMs would be an asset.
- People-oriented, friendly with a professional attitude and a team player.
- Experience providing information sessions to the public and/or strong facilitation skills.
- Demonstrated ability to collect detailed information and to capture information in thorough and accurate manner.

Please note: As a condition of employment, candidates will be required to provide a satisfactory Vulnerable Sector Screening / Police Reference Check.

Application Instructions:

Interested applicants, please submit resume and cover letter via email to: Manon.Guillemette@ccflondon.ca. We thank all applicants; however, only those selected for an interview will be contacted.

Equity, Diversity and inclusion