**Youth Female Client** Retention Support

Times Change Women’s Employment Service is a non-profit community agency, which has been providing employment and educational counselling and resources for women since 1974. We’re seeking a **Youth Female Client** Retention Support to help us engage and retain our core client base. In this role, you will deal directly with clients to find out what issues they face, get updates on their progress, provide resources, identify ways to improve our services, and maintain client engagement. You would also regularly follow up with clients who have left the service because they found work or training and/or for other reasons. You will work collaboratively with employment counsellors, helping them to help their clients, to ease their caseloads, and to manage administrative duties such as regular data entry. This position will be part of the Employment Service program, an excellent opportunity for someone interested in a career in employment and/or women’s services, and studying in a related field. Times Change is a relatively small organization, committed to both clients and staff. We are passionate about what we do and work in a supportive and friendly environment.

**Eligibility Criteria:**

To be eligible for this position, you must be:

* Female, between 15 and 30 years of age at the start of employment;
* A Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*[\*](https://www.canada.ca/en/employment-social-development/services/funding/canada-summer-jobs/agreement.html#ref1); and
* Legally entitled to work according to the relevant provincial / territorial legislation and regulations.

# Tasks and Responsibilities

* Perform day-to-day follow-up activities, using all forms of communication to connect, engage and support clients;
* Identify and maintain a detailed list of all clients who are actively working with us or who have obtained jobs and/or education and need additional support to meet their goals;
* Identify effective follow-up tools by experimenting with emails, text messages, surveys and phone calls
* Gather and analyze client behaviours and develop a successful follow-up strategy based on client feedback and program requirements. Creatively foster trust, rapport and cooperation with clients, helping to empower them, promoting our services, and obtaining answers to questions asked by our funders.
* Work closely with employment counsellors to assist current and former clients to keep the jobs they have found and/or to succeed in their training and education
* Provide administrative and other support to employment counsellors as needed
* Help to identify clients' employment needs, booking them into appropriate programs
* Refer clients to external community services as needed
* Maintain accurate and up-to-date case notes, collect relevant documentation, and enter information into a database
* Assist with facilitating employment-related presentations and workshops on-site, digitally, or in the community. May include set-up and tear-down of equipment, distributing and collecting program evaluations, admitting participants to a Zoom webinar and/or monitoring the chat
* Depending on interest and abilities, additional responsibilities may be assigned

**EDUCATION & SKILLS**

* Post-secondary education and/or experience in employment/community services
* Professional, persuasive, confident, and warm customer service approach
* Clear written and verbal English communication, including clarifying expectations and responding in a timely fashion to emails, phone calls, etc.
* Listen attentively to clients while helping them to stay focused on the topic at hand; maintain boundaries and time limits on calls
* Detail-oriented, especially when listening to clients, writing case notes and data entry
* Strong computer skills, including MS Word, Excel, and email; Outlook email; OneDrive and Zoom an asset too
* Able to organize and prioritize competing demands, following through on tasks independently, asking questions when needed
* Both a team player and a self-directed learner, open and responsive to constructive feedback, as well to observing, asking questions and offering suggestions
* Sensitivite to the needs of women from diverse ethnic, educational and vocational backgrounds; cultural awareness/experience
* Committed to promoting a diverse and inclusive environment

**HOURS**: This is a **30-hour per week position, during business hours**, for 9 weeks at $17 per hour plus benefits. Funding is made possible by Service Canada Summer Jobs.

**START DATE**: ASAP

We are an organization providing a women-specific service. The position is part of our frontline service for women. This gender preference complies with the Ontario Human Rights Code (reference: Special Employment #24.1). The hiring process is governed by the Times Change Workplace Discrimination and Harassment Prevention Policy. **All interested women (aged 15-30) are encouraged to apply.**

Please e-mail your resume and a cover letter ASAP to [hiring@timeschange.org](mailto:hiring@timeschange.org) and put YOUTH Client Retention Support in the subject line. Interviews are given as resumes are received.

Times Change thanks all applicants, however only those selected for an

interview will be contacted. No phone calls or e-mail inquiries, please.