



Job Specification

Position Title: ADJUSTMENT ADVISOR
Job Code: OPSEU - Executive Officer 2 (B/U), 3523
Job ID: 11833

Purpose of Position:

Working in a region, to provide rapid response, in both English and French languages, to impacted parties in large scale lay-off and/or plant closure situations about available Employment Ontario programs/ services. To negotiate cost sharing agreements and contracts related to the establishment of an adjustment plan and creation/ operation of action centres to assist displaced employees in their efforts to find employment. To provide leadership and technical consultation/ support to multi-party teams and/or Adjustment Committees to ensure that Ministries program related to work adjustment are tailored to each specific situation and deliver the required programs/ services, including problem identification/ assessment, data research, implementation of solutions and follow up of results. To manage issues related to the development and implementation of the Ministries program related to worker adjustments.

Duties/Responsibilities:

1. Providing rapid response, in both English and French languages, to workers, employers, unions and municipalities affected by large scale lay-offs and plant closures by effectively communicating/ advising about the programs and services available under Employment Ontario. Developing / establishing working relationships and partnerships with the key stakeholders (e.g. employers, workers, unions, employment and training service providers, community leaders (e.g. politicians, local mayors, municipal economic development officers, representatives from other levels of government/ ministries) to identify and facilitate the development of appropriate responses for the community, including workforce restructuring and displaced employees needs for re-integration into the workforce.
2. Discussing and negotiating cost sharing agreements/ contracts, in both English and French languages, with employers and other third parties related to the establishment of an adjustment plan to assist displaced employees in their efforts to find employment, including provisions related to funding, timelines, deliverables and planned outcomes. Managing the contracts, including monitoring the achievement of deliverables, identifying problems that arise in meeting deliverables/ timelines/ funding and recommending remedial actions and/or planning to resolve the identified problems.
3. Establishing and providing leadership to multi-party high performance teams comprised of Ministry staff, other OPS ministry staff, staff of other levels of government (municipal and federal), employment and training service providers, stakeholders, employers, employees and union representatives to develop, implement, monitor and adjust strategies, programs and services to meet the adjustment objectives of the program. Facilitating participation by employers, workers, unions and sectors in the training and adjustment process, making recommendations and providing advice/ best practices to each situation and acting as a catalyst to enable parties to respond quickly and effectively to economic and social change.
4. Supporting the development of community or company specific mechanisms used to identify and support adjustment related work, such as Adjustment Committees and Action Centres, to ensure that programs/ services are available and tailored to each specific situation; ensuring that Adjustment Committees meet the fiscal requirements and policy objectives of the Ministries Adjustment Advisory Program and of the Rapid Re-employment Training Services initiative.
5. Negotiating, implementing, monitoring and assessing results related to the creation and operation of volunteer staffed action centres to assist displaced workers in their efforts to find and maintain employment, including the effectiveness of provisions related to the services required by displaced workers and the financial accountabilities of the program (i.e. reporting and documentation).
6. Identifying, investigating and analyzing complex problems encountered by workplace parties, community or sector groups, resolving and/or recommending solutions to impacted parties and/or Adjustment Committee(s) and following up to ensure resolution. Preparing briefing materials, ministerial correspondence and/or communication tools on complex/ contentious issues in support of senior management, in response to public enquiries and to address concerns raised by the public, MPPs and/or

media. Consulting with and preparing reports for management on community or company specific Ministry program related to worker adjustment problems/ issues and providing input in support of the development of new strategies related to the delivery of these regional programs.

7. Conducting research to identify technological and labour market trends, changes in organizational structures, industrial sectors and related industries; identifying current issues such as unemployed and job threatened workers, impact of labour market changes on communities, employers and employees facing restructuring; and synthesizing the knowledge to identify potential cases where employment industrial adjustment services would be applicable.

8. Promoting provincial employment and training programs/ services to employer associations through personal visits, correspondence and participation in committees, exhibits, industrial seminars, conferences and other similar activities.

9. Monitoring, reviewing and evaluating program effectiveness by establishing, managing and reporting on results indicators (e.g. number of jobs saved, sector employment/ unemployment statistics); recommending new programs/ modifications.

10. Performing other duties as assigned.

Knowledge:

Knowledge of the Ministries available employment and training programs/ services, service delivery networks and agencies to provide initial/ rapid information on available programs/ services to impacted parties facing large scale lay-off and/or plant closure situations, to facilitate discussion and act as a catalyst for the development / implementation of Ministry program related to worker adjustment to meet specific training needs/ situations. Knowledge of provincial and federal legislation and regulations related to employment and training programs/ services (e.g. targeted wage subsidies, referral to assessment centres, training income support programs, EI, etc.) to provide technical advice/ guidance to assist impacted stakeholders and/or community Adjustment Committees to develop and/or adjust strategies, programs and services to meet the adjustment objectives of the program. Knowledge of the ministry/ division mandate, objectives, policies, procedures and programs/ services to effectively negotiate cost-sharing agreements and contracts that deliver the required services and are aligned, consistent and support Ministry/ regional goals. Knowledge of the principles of community and economic development with current awareness of labour market, social and industry trends, emerging technological developments and key issues driving communities to identify impacts on employers, their organizational structures and workers based on these trends and to identify potential cases where employment industrial adjustment services would be applicable. Knowledge of financial record-keeping systems, accounting principles and practices to monitor the expenditures of cost-sharing agreements and ensure that parties comply with contractual agreements. In depth knowledge of the provincial labour market, including industrial sectors and their key players, industry associations, unions, sectoral organizations and employers to establish working relationships/ credibility and work closely with them in the development of programs related to worker adjustment/ action plans, to promote and market employment and training programs/ services, and to discuss problems/ issues and their resolution. Knowledge of program analysis and evaluation techniques to monitor the adjustment plans for effectiveness and for meeting needs of displaced employees, to identify gaps/ issues and recommend strategies to address them. Knowledge of computer operation and software application (e.g. word processing, spreadsheets, graphics) to prepare reports, draft agreements, briefing materials, ministerial correspondence and communication tools.

Proficiency in oral/ written French language skills at the advanced level to respond to bilingual inquiries and compose correspondence.

Skills:

Analytical and research skills to undertake needs analysis, to investigate and assess industrial problems related to staff , and to identify appropriate human resources planning, training and placement responses to assist displaced employees in their efforts to find/ maintain employment. Evaluating and interpretative skills to conduct research and identify both labour market trends, adjustment needs and propose appropriate program responses. Evaluating skills to establish, report and manage appropriate financial and results indicators to monitor, review and evaluate effectiveness of adjustment plans in assisting private organizations/ industries in addressing the specific needs of their displaced or job threatened employees and to identify program gaps/ issues based on analysis of labour market/ industry and technological trends.

Problem-solving skills to identify, investigate and address complex problems encountered with industry groups and private organizations in developing/ implementing adjustment and action plans.

Excellent facilitation and interpersonal skills to facilitate/ lead discussions, seek/ achieve consensus in response to issues and support the development / modifications of strategies/ adjustment plans with multi-party high performance teams and/or Adjustment Committees to assist job threatened workers to find/ maintain employment. Excellent negotiating and dispute resolution skills to negotiate and draft cost -sharing agreements and contracts for the establishment of an adjustment plan and creation/ operation of volunteer staffed action centres, encouraging the different parties to share costs / responsibility for implementing action plans to meet the training and adjustment needs of their workforce.

Excellent interpersonal, communication and relationship management skills to initiate and cultivate relationships and partnerships with key stakeholders and to liaise with company specific and/or Adjustment Committee members related to adjustment needs/ appropriate responses. Written communication skills to prepare reports, agreements, briefing materials, ministerial correspondence and communication tools. Planning and coordination skills to plan and manage workload and establish priorities. Political acuity to deal with community leaders, politicians and officials to understand their needs and/or conflicting positions/ issues driving the communities and respond in an appropriate manner to facilitate a cooperative approach to resolving sensitive problems/ issues of job threatened workers.

Freedom of Action:

Job reports to the Regional Program Manager and requires working independently within the framework of government and ministry legislation, and Employment Ontario program policies, guidelines, directives, practices and procedures. Job requires exercise of judgment and latitude in providing rapid response, in both English and French languages, to key stakeholders facing large scale lay-off and/or plant closure situations on available Employment Ontario programs/ services; in establishing and providing leadership to multi-party high performance teams and/or Adjustment Committees in establishing an adjustment plan/ regional program to meet their specific training needs, including the negotiation of cost sharing agreements/ contracts to implement the adjustment plan and for the creation/ operation of volunteer staffed action centres. Job exercises freedom of action in providing technical consultation to representatives of other levels of government, other ministries, private organizations, industry associations and unions in the conduct of needs analysis, the identification of potential employee displacement issues, the development of responses, strategies and adjustment plans to address labour issues and resolution of complex adjustment issues/ problems. Job requires providing group leadership to multi-party teams, in preparing reports/ briefing materials and in monitoring/ reviewing effectiveness of programs related to work adjustment, identifying gaps and recommending strategies in how to address them. Job requires judgement in establishing credibility with senior executives in industry organizations/ private corporations and influencing multi-parties to work together effectively in developing and implementing adjustment plans to assist displaced workers. Job requires setting own priorities and working with minimal supervision, providing reports to the Regional Program Manager on progress, and identifying trends/issues. Work is reviewed for success in meeting intended objectives and for application of criteria. Job requires keeping the Regional Program Manager informed of potential large/ sensitive lay off issues, labour market trends with anticipated major impact on existing employment and training programs and refers contentious policy issues to the Regional Manager.