



## Job Specification

**Position Title:** EMPLOYMENT AND TRAINING CONSULTANT  
**Job Code:** OPSEU - Community Development Off 3, 5513  
**Job ID:** 11380

### Purpose of Position:

Within a team environment, delivers an integrated system of Employment and Training programs and services for systematic and supported access to a range of training and skills development services across Ontario, to effect positive changes in the community in accordance with government strategic directions, business plans and promotional strategies as they relate to labour market initiatives. To provide client and stakeholders consultation/advice and assess viability of employment services/training applications/project proposals review, recommend and/or approve programs and services and financial support; and, monitor and evaluate outcomes. To contribute to the planning process, including the development of business plans, budgetary requirements, forecasting and review, assessment of results for ongoing activities, assessment of local market conditions for the delivery of Employment and Training programs and services that respond to emerging priorities and local labour market conditions or trends or gaps in services.

### Duties/Responsibilities:

1. Administering assigned Employment and Training programs/services including conducting assessments of proposed employment and planning projects, training proposals and/or certification requests from organizations and employers designed to support employment, training and skills development opportunities in Ontario. Makes program and funding recommendations based on analysis (e.g. eligibility for program, whether type of activity is appropriate to project, feasibility of success).
2. Conducting risk assessment on approved projects and programs to ensure that they meet ministry legislative and regulatory requirements, and quality service standards. Develops/implements strategies to mitigate risks, negotiates and develops agreements with senior organizational officials and/or employers for all components of proposed funding and/or program/certification approvals; prepares and presents a reports with all required /substantiating information and recommendations on program approvals or the nature, level and extent of funding for projects within prescribed timelines, for approval.
3. Providing consultation services and advice to client organizations/employers to assist them in delivering approved programs/services. Explains terms of agreements to individual clients and project sponsors or partners, informing clients of program and monitoring requirements. Monitors the quality of program delivery and resolves problems that arise through consultant and cooperation with stakeholders. Assesses client/project outcomes and ensures that results are recorded in the appropriate system (e.g. case management database system).
4. Identifying, investigating and mediating the resolution of program/project issues, complaints and disputes. Identifies and advises organizations employers related to issues of non-compliance and follows up to ensure resolution of non-compliance issues. Recommends enforcement action, as required and, under appropriate approvals, carries out enforcement action pursuant to appropriate legislative authorities. Prepares issue management documents (e.g. early warning, issue notes, briefing notes, summaries).
5. Reviewing and assessing applications for participation in Employment and Training programs and/or proposed funding requirements for viability of applications and plans to meet clients` employment, literacy, training and/or skills development goals in the most appropriate, expedient and cost-effective course of action to ensure positive outcomes. Evaluates relevant considerations (e.g. employment/training needs, eligibility for program, compliance with legislation, etc.), dealing directly with applicants for clarification of plan/fund/program requests, provides counselling, and identifies options to ensure success. Authorizes application approval and/or program participation and income support to applicants, including negotiating, and concluding agreements. Assesses the credentials of skilled workers related to accreditation for certification.
6. Calculating and approving advances and progress payments related to projects, including conducting random site visits and review program outcomes and financial records for compliance. Performs closeout activities and approves disposition of capital assets. Calculates and establishes overpayments to

individuals or projects, seeking voluntary return of any overpayment and forwarding details to the Unit responsible for taking action; ensuring information is recorded appropriately.

7. Developing and promoting working partnerships/liasons within the community and performs community outreach activities to gain knowledge of the community and its key stakeholders, to market provincial Employment Ontario programs and services, and to promote awareness of prevailing political, social and economic climate, trends, and issues in the local labour market. Acts as ministry representative at local community meetings to promote government's strategic priorities in the implementations of local planning and strategies.

8. Contributing to the ministry/branch planning process by providing input related to knowledge gained and assessment of economic trends, local market conditions and community needs to identify emerging priorities, program and service gaps, service delivery infrastructure problems, and areas of potential growth. Makes recommendations to support Employment and Training initiatives, including preparing current and future budget forecasts and projections, based on analysis of historical trends.

9. Promoting and marketing Employment and Training programs and services through individual and/or group information sessions to a broad network of groups including stakeholders, clients, partners, and employers. Plans, organizes and chairs meetings to bring community partners up to date on policy, program and/or service developments to facilitate understanding of their rights and obligations as partners.

10. Preparing reports for management on issues related to delivery of Employment and Training programs and services (e.g. successful projects and strategies, lessons learned, problem areas such as non-compliance by project sponsor/partner, program costing information) to support the development of new strategies and reporting on business plans. Prepare briefing materials, ministerial correspondence, communication tools for response to public enquiries, reporting to senior management and to address concerns raised by the public, MPPs and/or media.

11. Participating on various internal and external committees at the local and provincial levels, leads/participates on special projects and performs other duties as assigned.

**Knowledge:**

Job requires knowledge of employment programs/services and training principles, practices and issues and community economic trends in order to administer assigned Employment and Training programs and present recommendations to address present and future labour and employment and community training needs; assess program/project applications and funding proposals; make program/project recommendations and to provide consultation services and advise organizations, employers, training institutions and individual applicants. Knowledge of the ministry standards and legislated requirements (e.g. Trades Qualification and Apprenticeship Act and the Apprenticeship and Certification Act and their regulations, trade specific regulations and the Occupational Health and Safety Act, Employment Insurance Act) to ensure adherence to program guidelines and statutory provisions, to identify/resolve compliance issues, and to recommend and/or take enforcement action as required. Knowledge of the ministry/branch mandate, objectives, policies and procedures, and programs/services to effectively administer Employment Ontario programs, to interpret and apply provisions when determining the eligibility of clients and project/program proponents, and to manage a caseload of organization a, employers, applicants or apprentices. Knowledge of principles of community development, training and marketing principles/methods to develop and implement strategies to promote awareness and market increased participation in Employment and Training programs. Knowledge of the community and its key players in the private and public sector, educational institutions, Workers Compensation Boards, non-profit groups, unions, sectoral organizations, employer groups and regulatory bodies to promote and market programs and services, to represent the ministry/branch through public speaking, networking and partnership development, to work closely with community partners in the development of project/program proposals, to contribute to the development of local business plans and to identify gaps in programs and services. Knowledge of financial analysis, budgeting and cash flow forecasting techniques to analyze the viability of budgetary proposals submitted by project proponents and individual clients in achieving intended objectives and to prepare forecasts for programs and services current and future year's budgetary requirements. Knowledge of payroll and financial record-keeping systems, accounting principles and practices to understand, monitor and audit the expenditure of contributions to projects, and ensure that sponsors and partners comply with legal requirements with respect to payroll deductions. Knowledge of monitoring techniques and auditing principles to analyze financial and other records to payments to determine whether terms have been met as outlined throughout the life cycle of the project or in the participants' plan. Knowledge of conflict resolution techniques to effectively resolve stakeholder and compliance issues. Knowledge of computer operations, program databases and information management systems to ensure that all required information is available for data entry, to monitor client and project activity and measure results. Knowledge of software program applications (e.g. word processing, spreadsheets, presentation) and intranet/internet search mechanisms to conduct research, prepare contracts, reports, correspondence, and presentations.

**Skills:**

Job requires research, analytical and evaluative skills to assess the nature, type and schedule of activities contained in Employment and Training project/program proposals and individual applications, determine if the project proposal or applicants activities meet the eligibility conditions to recommend acceptance (i.e. for projects/programs) and/or approve (i.e. applications/certifications/funding). Job requires analytical and problem solving skills to monitor programs/services, conduct regular assessments of programs/projects, identify program issues, resolve conflicts, and conduct action plans, referral and follow-up to assess the effectiveness of program/project implementation. Evaluation and assessment of program activities and funding related to all agreements and projects, to assess whether the terms and milestones have been met and to advise where improvements are required, to examine project activities for measuring effectiveness in achieving intended objectives and to identify problems and gaps in the delivery of programs and services in support of the planning process. Verbal communication and presentation skills to promote Employment and Training programs/services and industry needs/trends through public speaking engagements to a range of audiences (e.g. employers, employees/associations, trade/business groups, educational institutions, service clubs and other organizations). Acts as a resource to stakeholders to explain/interpret legislation, and carries out networking activities with other employment and skills training agencies and representatives of communities. Verbal communication skills to facilitate meetings, make presentations, and provide advice and counselling to a diverse client group, requiring the communication of legal and technical information (e.g. regulations, policies, standards, terms of agreements). Written communication skills to prepare agreements, training/program plans, presentation materials, reports and briefing notes. Planning and coordination skills to plan and provide a range of services to organizations, employers, applicants, apprentices and the community. Job requires organizational skills to establish/implement priorities among competing demands (e.g. balancing promotional activities with consultation, counselling and program assessment/monitoring) in order to ensure that clients received service, that programs are properly assessed and that opportunities for employment/training are maximized. Mathematical skills to track and analyze employment/training data.

Competency requirements: Behavioural: Communicating Effectively, Customer Service, Integrity, Partnership Building, problem Solving, Teamwork, Technical: Consulting, Facilitation, Policy & Legislative Interpretation and Application

**Freedom of Action:**

Job requires working independently within the framework of government and ministry legislation, and Employment Ontario program policies, guidelines, directives, practices and procedures. Job exercises freedom of action in making decisions with respect to eligibility of program projects/proposals submitted by sponsors, employers and partners or individual applications for funding/certifications and in negotiating and developing terms of program/projects agreements and individual client applications. The position exercises judgement by recommending acceptance of project/program proposals or signing individual agreements/certifications; monitoring adherence to legislated requirements and guidelines and assessing compliance with terms of all agreements, and providing advice on the actions required to achieve ministry legislative/policy compliance. Job authorizes payment of project advances, progress and final payments and/or entitlements, and recommends prosecution for non-compliance. Latitude for decision making exists in identifying areas of potential growth and areas where interventions would be beneficial based on knowledge of the community, its needs, developmental directions and performance assessment of outcomes of individual action plans and projects. Job requires managing relationships and accountability with project proponents and/or clients for the durations of the agreements. Job requires setting own priorities and working with minimal supervision, providing reports to the Manager on progress, and identifying trends/issues. Job requires discussing situations with the Manager which are not covered by policies, procedures and normal practices (e.g. unusual action plans, non-compliance wage-ratio issues which are being recommended for prosecution), and providing completed analysis and recommendations. Work is reviewed through regular updates at team meetings on activities.