

C1 Professional Behaviour

C1.2.3 ---Technology has created a revolution in way that we work and serve our clients. I learnt about the new assessment tool that is used to document clients' goals, concerns and long-range plans to achieve them. In addition, I have also learned about the 365 Office programme; and I have used the share OneDrive function as well as how to work using the Cloud App. As a Data Governance, I have created a new data tracker for all five Hubs to record intakes, closure, OW, PWD, suitability, service coordination targets and more. I have also learned the Microsoft Teams platforms which enables me to be more efficient. I will continuously learn about LinkedIn features and online courses such as resume elaboration, creating profiles and networking. In 2018, I learned about the Ministry SPC and Reporting websites. I will continue to stay up to date with the latest technology in-house and online tools that will help us to complete the needs of assessment and help clients to discuss their goals and concerns. This year, I was introduced to online texting apps that allow me to communicate with clients. By being a part of the management team, my responsibility is to ensure that we keep ourselves ahead in technology if we want to promote long term stability and growth. In the new transformation of the EO Programs, we must be able to provide online assessments to clients in remote areas. We have arranged the introduction of a new database that will be implemented in four months. This tool will help us to create reports in an efficient manner. C1.3.1 ---

Through the Code of Ethics, and the use of my problem-solving skills; I have been able to apply a solution focused framework that allowed me to assist and guide clients during their employment journey. In addition, my active listening skills and one on one support allowed me to identify clients' needs and barriers and help them to find a realistic and achievable goal. Through careful analysis, I am now aware of the community resources available to our clients, and how to maintain an effective partnership by ensuring that the referral or intervention is done immediately in order to help clients to move along with their goal. I constantly consult with my colleagues through case conferences on Thursdays to discuss complicate cases.

C1.3.2 ---As a Data Manager, I am also responsible not only to collect but also to interpret and analyze the data and compare the information with other EO Service Provider and with the results of Ontario and Central Region. In addition, I investigated service complaints and reported quality issues to ensure closure in accordance with company guidelines and external regulatory requirements. I monitored risk-management procedures and maintained and analyzed problem logs to identify and report recurring issues to management and product development. Currently, I am using the internal data tracking DNA, CAMS, labour market research, and Employment Ontario statistics to ensure that our data is organized in a log with collection dates. The goal is to discover where we are lacking and develop a plan as to how we can improve our services. Also, we want to reach to every resident in the Ontario and make better decisions for our services and programs. I provide a weekly and monthly report of the total number of youth, women, newcomers, OW recipients, ODSP, Aboriginals, male served and also the percent of clients employed and in training or education.

C1.4.1 & C1.4.2 ---During my thirteen years of experience I was able to effectively apply my time management skills. I balanced my time as a Counsellor during intakes, coaching appointments and administrative duties. As a manager, my time was divided based on priorities, but I continued supporting my team regardless. I always ensured that I follow up with the other managers about new strategies to

help our clients achieve employment. I have participated in community events and projects to build strong communities. I maintained and followed company and government procedures for eligibility and requirements standards to maintain confidentiality and consequently achieved targets.

C1.4.3 ---During the time that I worked as an Employment Counsellor/Senior Employment Specialist from 2007 to 2018, I demonstrated excellent documentation skills. The key is to listen to the client's concerns and to immediately record the client's situation. I always apply confidentiality protocols and safeguard the information on the computer and the filing cabinet. In collaboration with the Employment and Training Services Manager, I monitored open and close files that ensured that all information was complete and accurate, that documentation met agency standards, the needs assessment was done properly, and the service plan was specific, measurable and attainable. In my notes, I always ensure that I don't incorporate assumptions and my report is based only on facts.

C1.4.4 --- My experience as a Job Developer, Counsellor, Senior Employment Specialist, Program Manager and Manager of Data and Quality Assurance allowed me to review the performance indicators and how to improve client services. In each location, weekly meetings are held with the staff and also, monthly meetings with managers are held to discuss how we can improve the delivery of services taking in consideration the clients and community needs.

C2. Interpersonal Competence

Evidence: (Interpersonal Competence C2.1.1. & C2.1.2 Respect of diversity is my main core ethic as a Job Developer, Employment Counsellor and Manager. Canada is a multicultural country and therefore, I have demonstrated multicultural faceted counselling, respecting clients' ethnicity, country of origin, gender, sexual orientation, ability or disability, socio-economic status, religion and other dimensions of oppression culture. The discrimination code of ethic has allowed me to better understand how to communicate with individuals who have suffered from and injustice with respect and dignity I always demonstrate genuine respect among professionals and others that I come into contact with on regular basis. My goal is to preserve the well-being of clients' lives: Therefore, respect, ethic of caring, ethical decision making, and integrity are my moral foundations that I use as my guide when I assist clients during their job search.

C2.2.1 I have worked with the Employment Ontario Agency for many years. As a result, I have been able to identify and overcome barriers of communication with staff, clients and stakeholders. The goal is to build a positive rapport and establish effective communication with all of them. When consulting with client or government personnel, I always consider the level of language, the impact of the environment and topic of discussion in regard to the competency level of the individual's comprehension skills. I have worked for three locations ofstyle where clients' demographics are completely different. Therefore, I have modified my communication structure and to accommodate my clients. Most clients are either newcomers or refugees and lack English skills (writing) that require one on one support. On the other hand, clients fromare more independent with their job searches but in both cases, my goal is to ensure that clients get a sense of autonomy and develop the ability to confidently navigate the labour market.

C2.2.2 & C2.2.3 & C2.2.4 & C2.2.5 During my years of work experience, I feel that listening skills is the most important skill in the field of counselling even though psychologically helps the clients to feel reassured that he or she is being listened to. As counsellors, we need to understand clients' feelings and

clients' circumstances. Good listening and verbal summarization strategies have allowed me to establish and promote trust between the client and me. This creates a perception of honesty, integrity and reliability in the client-counsellor relationship. I always use the proper gender pronouns when referring to clients as indicated in the registration forms. On a daily basis, I interact with clients, community partners, private and public colleges, government organizations, doctors, lawyers where written communication is very important and has to be done properly. I always ensure that I choose the appropriate words carefully and use neutral gender words in my strategy writing report and customer complaints. As a counsellor, I always repeat the essence to the clients' statement to ensure I comprehend their client statements. As a Senior Employment Specialist, I play an important role in theProgram. The EAP serves a client who has voluntarily disclosed a disability. I ensure that my opinion is unbiased about the client's ability to work in an occupation unless stated by a specialist through an assessment and agreed also by the client. I always encourage clients to their goals and to provide feedback even if they only completed one application per week. It is an accomplishment for them based on their own circumstances.

C2.2.6 Manager, Our field of work requires a collaborative effort from everyone in order to positively impact the client's life. As I need to work in collaboration with other managers, Employment Specialist and Employment Consultants. The collaboration is not only internal but also external. I insist on establishing positive relationships with community partners to a realistic and positive outcome for the clients. I believe in unbiased collaboration and brainstorming to develop solutions for the clients and the community. I arranged Community Hiring Event in October 2019, where I invited community beneficial partners suchand more. The goal was to bring many resources together that would be for the community. As a Program Manager, I always encourage feedback from staff, colleagues and the Ministry personnel. In addition, I often wore many hats at different times to ensure that my colleagues and I follow all policies and procedures to achieve and modify our process in order to achieve the goals of the company and clients.

C2.3.1 In the last year, my role has changed twice due to program restructuring. However, my duties and responsibilities with my staff stayed the same. As a Counsellor, I have to help clients to become independent in carrying out their job searches. My goal is to assist clients to conduct effective job searches and to become more independently. As a Manager, my goal is to ensure that my colleagues conduct their tasks and responsibilities more independently in carrying out the protocol in assisting clients. I provide support and guidance, but the final decision has been done by them. The decision-making process must take into consideration the client's well-being. The Career Counselling and Development course with the Career Exploration tool provided me the mechanism to help clients to have a better sense of autonomy when they conduct their job search. During the time that I presented myself as a Job Developer, I created job placements with incentives for the clients and ensured that the trial period was successful by constantly monitoring the progress of the clients. With my coaching and follow up during their job search support, I was able to help the clients improve self confidence, increase clients' awareness of opportunities and modify their work plan in order to achieve their goals. Also, I have educated my staff and clients about their own roles and responsibilities. C2.3.2. In my experience as a Counsellor, Job Developer and Manager, I encountered challenges with staff and clients that were very challenging. Sometimes, it requires us to move to a new approach in order to support the clients with their job searches or responsibilities. I always maintain a calm demeanour and a professional, emotional and physical state. I always present a professional attitude and let my clients know that they

are the only ones can achieve their goals and change the course of their lives. I provide support and guidance to the clients, but the change and the outcome is up to them. I always acknowledge their perspective and find a way to motivate them to work with me. Cluster Areas Functions Competencies T W 0 C3. C3.1 C3.1.1 Describe how human development.

Evidence: Career Development Knowledge C3.1.1 ---

During my initial intake, included Maslow's Hierarchy of Needs in order to determine what the clients' needs are. During the assessment, it is noted that some clients are not ready for job searching because they lack basic survival needs such as housing and food. I help the clients to identify their needs through the intake and suggest intervention and referrals to fulfill these basic needs before they move to the job search stage. Also, using Erickson's Development Theories, I assist clients to understand various type of crises that they may go through their life. I also worked with the youth who didn't have a clear career goal and by using this theory and career planning, I helped them to clarify and explore career opportunities based on their education, strengths and aptitudes. I consistently reinforced the client's accomplishments during their job search (i.e. "Well done. You were able to submit the online application").

C3.1.2 ---During my job coaching, I monitored the clients' job search activities and always modified their action plan base on clients' needs. I use the Trait-Factor and Holland's Career Typology Theory to clarify clients' career goals. The first step is to examine the personality traits of the client whose career is being planned. Also, an inventory of the character traits of the jobs must be created. Finally, I compare the personality traits of the client against the traits of the jobs. Certain jobs correspond to certain types of personalities, so I used the Hollands theory to determine the client's type of personality (realistic, investigate, artistic, social, enterprising, conventional (i.e. if a client is detail oriented, love Math probably the occupation will be Accounting). It is very important to take in consideration the Super's Life Span Development Theory to understand client's progression over 5 major life stages, take in consideration the interest and values that appear in client's stage of Super.

C3.1.3 ---In the job search and career path, there are many changes and modifications that are made in order for clients to achieve their goal. The client's life is not a straight and easy path. During the Second Career Program, I helped clients to return to school and acquire training. Returning to school can be very challenging and scarring for the client. If a client got laid off and became unemployed, the transition from being employed to becoming unemployed and from being unemployed to becoming a student is shocking. As a counsellor, I assessed all the barriers that the client would possibly encounter in order to help him/her to become successful in this new phase of his/her life. The client would require financial support, upgrading if he/she has been out of the education system, educational support and guidance and assistance with labour market and occupation research. Recognizing the challenges that the client would encounter during the re-training stage would help me to provide the appropriate referrals for income, daycare, upgrading and legal support.

C3.1.4 ---In order to help my clients to achieve their employment and education goal, I need to take into consideration that type of support that they need and the resources available to them. A client is a human being that is not alone in this society. He/she belongs to many groups and plays many roles. A client can be a father/mother, member of the community, son/daughter and brother. Each role needs to be taken care of in order to have a balance between the roles and create a successful job search plan. (i.e. a father needs the support of his family, community and government).

C3.1.5 ---A major part of my role is to assist clients to clarify their employment goal and help them to understand that career planning is a life process. During my initial appointment with the clients, I apply the concepts from the career planning process. The first goal is to identify any barriers to employment and conduct referrals to community resources to tackle these issues. During my follow up session, I would usually complete an assessment of their skills, interests and values. The clients need to understand what the requirements are in order to achieve their short- or long-term goal. The client and I would also conduct a research of the labour market and compare their skills, education and career goals to what is requested for the specific job. Also, we would research training opportunities and organizations that would provide the necessary help needed to assist them to achieve success. I help the client to analyze the labour market. It must be noted that the research part is not long; but the length of the journey in getting there could be challenging. The awareness piece is essential to create an action plan, setting realistic goals and a reasonable time to accomplish them. In addition, providing one on one support with the elaboration of client's resume, mock interview, training and companies' research, informational interviewing and conduct follow ups every two weeks by phone, person or email must be carried out with diligence in order to help the client achieve success.

C3.1.6 ---As a Manager, I constantly check the database of community resources available that will help our clients with issues such as settlement services, housing, vocational and rehabilitation assessment done by private and non profit organizations such as JVS and York University, International Trained Professionals, Career Planning, Specialized Job Search Groups, Training Programs, and Legal Clinics that will develop, support and clarify the career goal of the clients. As an Employment Specialist, my goal is to create a realistic and objective need of assessment in order to find achievable goals for the clients. As Senior Employment personnel, I assist clients in becoming aware of the opportunities in the labour market using the Job Bank, Indeed website, and other companies' websites. The main objective is to establish short- and long-term goals and take the steps in order to achieve the employment goal (i.e. résumé critique, resume elaboration, job search techniques, and mock interview).

C3.1.7 ---The labour market research will help the clients to understand if their employment goal is achievable or not. It provides knowledge of the interaction between the demand of the occupation, wage, job description, working conditions, skills, education related to any specific region in Canada. Another key component of my job is not only to review Second Career applications but also to assist clients in completing applications before sending them to the Ministry. I assist clients in completing a research of what geographic regions have the greatest employment prospect based on their new career goals and why employers are having difficulty filling these occupations? Some of the websites that I use during assessments with the clients are www.jobbank.ca, www.noc.ca, and www.ontariolabourmarket.ca. For clients making career choices, the LMI is about available occupational options classified by NOC.

C3.1.8 ---I always keep up to date with the labour market trends by reading the Statistics Canada, articles about the influx of immigrants to Canada as these determine the diversity of organizational cultures and increase the competition in the labour market. I attend the Global Experience Ontario conferences every year and market conferences in the GTA and I register for websites relevant to specific industries such as IT and Health Care and I participate in local networking groups.

C3.1.9 ---The Employment Counselling Ethics workshop and my years of experience have trained me to recognize that diversity and inclusivity bring positive results to all of us. The goal is to build a culture of

trust and treat every client with respect and accept their differences. My role is to advocate for clients that are marginalized in the labour market (i.e. LGBTQ clients that require a safe work environment) and clients with different religious beliefs need accommodation to continue practicing their beliefs. The goal is to create a society and workforce that recognizes that diversity is a step towards advancement. The Employment Counselling Ethics workshop allowed me to develop an equity-focused approach and prioritize resources and strategies for the client.

C3.1.10 ---Race, gender, socio-economic status, sexual orientation and ethnicity definitely affect the career development of a client. The goal is to understand the client's needs and be able to provide an effective and culturally appropriate assessment and action plan. As a Counsellor and Manager, my role is to advocate for my clients, try to eliminate these barriers, provide effective resources and be culturally sensitive. I have been working with single parents, young mothers, youth that have dropped out of high school, and clients suffering from substance abuse that has affected their self-esteem and confidence and as a result, has affected their job search. The..... provides itinerary services at JANS; most of the clients from this centre are refugees from Somalia and Syria. These clients struggle with job searching and culture adjustment. The need to understand the lives and learning style of others is pertinent in order to provide the correct support and guidance.

Evidence: Needs of Assessment and Referral C4.1.1 ---

Thetraining plan for Employment Counsellor and the Employment Counselling Ethics have taught me how to establish an interpersonal relationship with the clients, assist the client in identifying the areas of concern and working together to create solutions in order to achieve their employment or career goals. Using effective listening skills and communication is a key element in establishing trust and respect with the clients. Identifying the issues that impact the clients such as neglect, income, abuse, and housing, lack of interview clothing, lack of English communication skills, mental and physical challenges are critical in helping clients. Once their issues have been identified and analyzed; the next step is to prioritise the clients' needs and available resources needed. The client and I also need to steer clear of the limitations and the effectiveness of his job search using the resources.

C4.1.2 ---At....., we have a database on Microsoft SharePoint that categorizes community resources bases on services (LINC, legal assistance, childcare services, newcomer services, International Trained Professional, health and counselling services). As a Counsellor, having a clear understanding of what I can do for the clients and finding an appropriate referral on the same day is vital. I have a personal and community networking system. I look consistently for opportunities to develop new contacts in the community by participating in events and interacting with private and public colleges. In addition, the role that I play as the Employment Consultant enables me to target specific companies and make connections with employees. I use LinkedIn as a platform of networking through the internet.

C4.1.3 ---As a Counsellor or Manager, I understand that sometimes that the client may need extra support that goes beyond my experience and expertise. Therefore, I make referrals on daily basis taking into consideration the clients' needs. I make my referrals in an effective and efficient manner. The goal is to identify and complete a referral as soon as possible, even if I have to go out of the Employment Ontario umbrella programs and services (i.e. mental health services, LINC, shelter, income, legal advice, vocational assessment, language assessment and Service Canada). Service Coordination will allow me to ensure that the clients' pathway to employment is seamless. The clients' need to access the community

services with success for the first time is very important. At....., we work with community partners as a fully integrated system.

Areas of Specialization

Evidence: 54. 1 Information and Resource Management

54.1.1 & 54.1.2 & 54.1.3 & 54.1.4 Since thehub has a small team, I need to be responsible for the day to day operations such as: The Resources Centre area, volunteer and co-op supervision. Part of these responsibilities are reception, greeting clients that come to access our computers, fax and phones, Also, I conduct orientation sessions, answer enquiries and track client visits. I conduct a quick intake session to find out the clients needs and provide them the appropriate referral such as housing, TESS Service Canada, Tenant Rights and more. At the, we maintain a library of resources (video, resumes and cover letters books, community resources and job postings). I guide clients with their job search and online application. I provide them information about the labour market and professional associations and training institutions and conduct calls to employers to encourage client to build confidence and for employers to hire our clients. I help clients with all the job search techniques LinkedIn, cold calling tips, interview preparation, language services, newcomer services, job fair, staff agencies etc.). I update the job board with all hiring events in the community and job fair that circulates amongst the community. I have been facilitating the Second Career Information Session, Health and Safety Training, Resume Writing, Job Retention and Job Search Strategies. During our hiring events, I assist employers with the pre-screening process of the candidates. I organized job fairs and employment information session. I plan and co-ordinate community events in our centre and we are constantly our services to the clients' needs. I also responsible to collect, review and evaluate client's information with reference to my roles and refer individuals to the most appropriate service stream.

54.2 Provide Clients with Access Information 54.2.1 --My experience of experience as a Counsellor has taught me that clients have various needs and I need to be up to date with information about community resources. Many clients at the Weston location don't have the financial means to attend their appointment on a weekly basis. For example, if a client does lacks transportation support, we provide them with tokens or presto card using client support funds. Also, if a client needs assistance with housing, I complete a referral to to obtain support in rent bank, crisis referrals to shelter and Toronto Community Housing application. If a client needs support with legal services and complete a referral to free services for tenant issues, social assistance, human rights, employment issues, government pensions, immigration and notarization of legal documents. Therefore, I email, phone them information that are relevant to their needs and goals. Our job board offers free computers, internet use, faxing, telephone services and wifi. As a Manager, I identify additional needs that our clients may have. Some of these may be newcomer resources, language assessment services, Academic Upgrading programs, Occupational skills training, etc. Resources would be displayed on community boards in the centre, where they would be categorized by needs. There would also be occupational information categorized by career type (i.e. apprenticeship) as well as job posting in various industries. I would also organize books and written materials as such as Scott's Directory listing, Career Cruising, Winway Resume. Once I have researched resources in the community, I would categorize them under different heading and keep them in a centralized area where they can be easily retrieved.

SSC1 Work Search Strategies SSC1.1.1. I As a Resource and Information, I would deliver workshops on a variety of topics related to job search: Interview Preparation, Resume Development, Job Search

Strategies and Use of Social Media in job search. I provide one-to-one resume assistance to job-seekers when preparing applications, and support clients with applying for positions online using the centre's software and resources. I would also support the Job Developer in hosting employer hiring events in the centre. I have used Big Five Personality test to help clients identify personality types. I have helped clients to identify their skills, strengths and personal characteristics, values and interest using the personality test, colour code. Other way to help clients to identify those personal traits is by attending workshops such as VISTA. At, we also refer clients to participate in the psychoeducational assessment services at JVS, where clients discover their learning challenges. As a Counsellor and Senior Employment Specialist, I have assisted client with to discover the next career path base on their skills, education and aptitude. I have also been referring my clients to George Brown College to compete the Career Choice program for post-secondary education goals.

SSC1.1.2 --As part of my role, I assist clients with filling up application forms for employers through Job Bank, Indeed, Workopolis, Talent Egg, Career Builder, etc. Also, I help clients to complete application for Second Career, OSAP, Service Canada, EI claims, Service Ontario driver's license and security license. I help clients to identify key words that employers are looking for on their resumes.

SSC1.1.3 & SSCL L4 --As a Manager, Counsellor and job Developer, I guide clients to prepare resume by providing information material on the different types of resumes that are acceptable in different industries. The goal is to build clients' confidence and writing effective resumes and cover letters. I work with client to a 1:1 meeting to support them with resume elaboration. I help clients to read job postings and compare with their skills and qualifications. An excellent tool that I use is ATS (application tracking software) to compare if the clients' resumes match with the job posting. I help clients to understand the purpose of a cover letter, how long it should be, what it should include and what shouldn't include. I mention clients that their name and contact details is very important, and it should be at the top of their cover letter. I help them to create an email address that create a professional impression (i.e. don't use an email address like sweetlady@xmail.com) I start with an open paragraph that catch employer's attention (i.e. why the client want to work the company and include company's mission and vision statement). Cover letters needs to have an introduction. After, I mention that job that the clients is applying for and how their skills and experience math the skills and experience needed to do the job. I help clients to choose the right cover letter style.

SSC1.1.5 & SSC1.1.6 At..... , I guide to identify their knowledge and skills for a particular occupation but at the same time identify new options and choices. The elaboration of a portfolio will allow to the client recognized the need for further learning. I assist clients to create a Master portfolio such as the LinkedIn profile and self-marketing tool. This type of portfolio needs to have the skills, education, experience, and be organized into themes. The goal is to develop and increase the network opportunities to find better careers for them.

SSC1.1.7 I At....., I help clients to conduct cold callings to reach employers and research opportunities in the labour market. I teach them how to deal with the gatekeepers in an effective manner. I help clients to research companies using directories, 211 using the 30 second elevator pitch and build rapport with the gatekeepers and after with the employer. I help clients to leverage social media (LinkedIn, Face book) and use it effectively to get more contacts that will help you in the career goal. Also, I refer them to attend hiring events, public presentations, and help them to build their confidence and speak to employers and using the 30-minute elevator speech to sale their skills.

SSC1.1.8 At, we have a database of interview preparation questions and answers that we provide our clients. Additionally, I have been conducting interview preparation one on one and in a group. Using the STAR and CAR methods I help clients to create possible answers to questions during the interviews: situation, task, action and result. During the mock interview I ask the client to bring job postings they would like to practice during the interview and at the end I discuss areas and answers that need to be improved. I let the client know that in order for an interview to be successful he/she needs they need to know themselves; they need to research the company's services and structure, research the position, prepare and practice. encountered in one of your previous jobs, what are your long-term career goals? What are your best and worst qualities?).

Also, I use YouTube videos demonstrating good interviews, body language (i.e. eye contact, good posture, handshake). I practice with the clients some interview questions (i.e. Tell us about a difficult problem you.

SSC1.1.9 I At, I help clients to conduct networking using social media platforms such as LinkedIn, Facebook and Twitter. Also, we have a database of employers that we share with our clients. I mention to them that they friends and family is an important network, alumni or specific groups that they need to trustable. I discuss with clients that the important part in networking is quality instead of quantity.

SSC1.1.10 I let the clients know the references is the final stage to secure employment and it is an exciting moment. I help clients to obtain a list 2 to 3 references that include past supervisors, instructors, and co-workers. Clients need to reach out the people in their network by email or call them to choose their potential references. If clients don't have work experience or positive references, I help them to procure new references through volunteering and schooling. Also, I advise that they need to acquire the reference as soon as possible and check if the references are still available and also let their references know about the position that you have applied.

SSC1.1.11 At, I explain the clients that the interview is the most important part in the job search and often that the candidate that makes a good rapport during the interview will get the job. Because it is very important part in the job search, they need to be prepared, and collect all data about their background, skills, qualifications and company information. The client needs to be aware that they are different interview formats such as one on one, panel and group interview and they may have behavioural interview questions and case studies. Client needs to have a positive and attentive attitude, a good posture and presentation and conveying his/her information with confidence and optimist (sit up straight, make a good eye contact, speak clearly and avoid nervous mannerisms). I let the client know that they are being evaluate not only for what they say but also how their present in the interview (dress for the occupation, pay close attention to personal grooming on the day of your interview, avoid excessive make up and heavy fragrances)

Evidence: Work Development 55.1. ---

I have been working atfulfilling many roles since 2017 and working as an Employment Service Consultant is one of them. As a Manager my goal is not only to ensure that the clients receive quality assistance in services, but also from employers. I create a plan of communication between The and employers in order to develop work leads and contacts that beneficial for both the clients and the community. The ultimate goal is to create job opportunities for clients in the market. As an Employment Service Consultant, I would analyze the labour market and identify the appropriate types of labour for

various types of positions. (i.e. The ... area has small businesses and organizations that do not offer enough opportunities for its community. Therefore, I adjust and expand my research of the labour market towards other regions in order to find employers that will hire my clients. Secondly, I would carry out cold calls; participate in presentations in hiring and community events such as the City of Toronto, Parks and Recreation and Trades presentations. The labour market research helps me to find suitable employers that are eligible for our services, ensures that the client is treated with respect and all the labour rights are going to be fully respected. Also, I have an internal database of employers based on occupations and of clients based on their career goals. This affords me the opportunity to contact an employer immediately and offer my clients' skills, experience and education. I advocate on behalf of my clients to employers especially for clients that are survivors of violence and abuse, immigrants, youth aboriginal, and older persons with disabilities.

S5.1.1I By using my time management skills and planning, I have responded to clients' and employers' needs. I have been actively establishing and maintaining collaborative work relationships between clients, employers and professionals such as lawyers, accountants, paralegals, doctors and psychologist. I have demonstrated an awareness and knowledge about our communities' diversity. (I.e. at....the majority of the residents are newcomers with low income). I participate in community planning tables and local community initiatives that enables me to determine employers' eligibility and opportunities for our clients. I have developed a strong connection with employers by interacting with them in person, by email or phone. Once I have found the right employer for my client, I arrange the interview and support clients before and after the interviews. I help both to negotiate the job term conditions. I have built connections through social spaces and created a platform of mentors that create a mutual beneficial relationship between professionals and clients. I have liaised and develop relationship with employers in industries aligned with the clients' career and employment goals. Also, I have created a collaborative partnership with many different community partners.

55.1.2 I As a Job Developer, I have participated in creative ideas that have helped our organization to achieve targets and improve employment opportunities for clients. I communicate through employer engagements session through community connections and events (i.e. TTC and CIBC information sessions). I have successfully managed several different job developers' events within a rank of programming. I conduct a research of employers' profiles; vacancies and I compare them with the clients' skills that we have in the database. I meet employers on a one on one basis to inform them about our clients' skills and about the programs and services that we offer. I screen employers through phone calls and then complete the EQ Employer Registration. I ensure that they have a CR Number, WSIB, insurance Number and they follow all the Safety and Health regulations. My priority is the clients' well-being because I need to ensure that the clients are protected in all the aspects. My goal is to ensure that the employer hires the clients directly because sometimes I have to do a placement with incentives, which is a trial opportunity for my clients and for the employers. I have successfully placed over last year, fourteen students in summer camp opportunities with TDSB and Seeds of Hope. At, we have documentation that needs to be completed prior to the hiring of a client such as placement incentive agreements, client waiver, employer authorization to be contact, liability, WSIB, monitoring at the first week of the job trial for three, six or twelve months.