

Fleming College

POSITION DESCRIPTION FORM (PDF)

Part-time Support Staff

Instructions for Completing the PDF:

- This 'smart' form template is to be completed & submitted electronically to the HR Consultant.
- Complete each section as accurately and succinctly as you can in the space provided. If you have questions, contact your respective HR Consultant for assistance.
- Depending on the duration of the work assignment, you will be required to complete the Cover Page and Part 1 only **or** Parts 1 & 2 **or** Parts 1, 2 and 3. **WHICH PDF SECTION(S) SHOULD BE COMPLETED?**

CPT Tier I - Cover Page and Part 1 only

- Casual part-time support staff work that is temporary/transitory only and will not exceed a duration of one academic semester (4 months). For temporary assignments within this category which are recurring year-over-year within specific business cycles (e.g. start-up), please follow the directions below for Tier II.

CPT Tier II - Cover Page and Parts 1 & 2 only

- Casual part-time support staff work that is term certain but that will be for a duration of more than one academic semester up to four academic semesters (more than 4 months up to 16 months).

RPT only - Cover Page and Parts 1, 2 & 3

- Regular part-time (RPT) support staff work that is required as part of ongoing operational needs and is considered to be long-term/permanent in nature.

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POSITION DESCRIPTION FORM (PDF)

Choose an item. **Part-time Support Staff**

Position Title: Virtual Employment Advisor

Position Number: PT0208

Pay Band 8

Reports To: Director, Workforce Development

Appointment Type: 12 Months “Other” Hours Details

Scheduled Weekly Hours (maximum 24 hours per week): 24 hours

PDF Completed By (Manager Name): Shanthi Rajaratnam

Effective Date: January 1, 2021 **Last Revision:** [Click here to enter text.](#)

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

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PART ONE:

POSITION SUMMARY

Provides on demand support to job seekers via live chat and video conferencing. Responds to enquires, provides resources, makes referrals to service providers and support organizations. Advises and assists clients in preparing effective resume/cover letters, self-marketing and interview techniques, job search strategies and overcoming employment barriers. Collects research and local labour market trends analysis and maintains a comprehensive knowledge of socio-economic and employment trends, programs and services delivered by the Muskoka-Kawarthas SSM, and community resources.

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures. Do not use allocations of less than 5%.*

	Summary Details	Percentage %
1	<ul style="list-style-type: none"> Provides one-on-one advice and personal assistance to the clients accessing the Fleming employment hub in all areas of job search and development. This includes program information and community services, preparation of resumes and cover letters, mock interviews and job search strategies. Primarily focusing on unassisted (those ineligible for case management supports) and stream A clients (those with little to no employment barriers). Discusses, analyses and provides advice on training and educational upgrading needs based on goals and their barriers to employment. Manages expectations of client. Determines external supports and referrals needed based on presenting issues related to the law, mental health, addictions, housing, and other personal situations. Makes referrals to local Service Providers in instances where additional case management would benefit the client. Assists clients in an effective job search plan and helps maximize the client's self-marketing efforts Ensures a personalized approach that meets each individual's learning style, abilities and interests. 	45%
2	<ul style="list-style-type: none"> Provide robust support for clients on the use of the Magnet platform to access job search resources, training courses and job postings that will be centralized throughout the Muskoka-Kawarthas region 	35%

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	Summary Details	Percentage %
3	<ul style="list-style-type: none"> • Completes detailed file documentation on client activities and maintains up-to-date data entry according to program guidelines and departmental procedures. • Uses computerized case management and Ministry/SSM client tracking systems. • Completes statistical narrative reports for the Manager as required. 	10%
4	<ul style="list-style-type: none"> • Team staff meetings and departmental meetings • Special events to promote programs and services • Community agency events and activities 	5%
6	Other Duties As Assigned <i>(do not amend this section)</i>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

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PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a two (2) year college diploma.

Field(s) of Study:

Employment Counselling, Career Development, Social Services, Human Resources

Other Vocational Certifications and/or Apprenticeships:

Click here to enter text.

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than one year up to three years.

Additional Skills & Abilities:

Experience supporting clients in human/social services or employment services. Experience providing guidance on resume building and job search techniques, and experience helping clients navigate and access online or virtual resources Experience providing customer service in a busy environment – multi-tasking, prioritizing, organizing and problem solving. Experience working with a variety of software packages i.e. databases, spreadsheets, word processing, email and internet. Experience working with a variety of job seeking or marginalized clients with varied needs from diverse groups. Strong comfort level with technology. Ability to work independently.

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PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving and reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Engages with client through virtual means and determines client is not having success securing employment.
Description Employment Advisor asks questions to determine client's eligibility for Employment programs or ability to be self-directed to access resources. Asks questions of client to determine if further intervention is wanted and/or needed and makes referrals as appropriate services and/or community agencies. Provides guidance on where to go for resources and supports.

Example #2

Task / Activity Client is looking for a job, but currently is homeless, no food and no money
Description Asking key and probing questions to determine the situation and appropriate action. Referral and/or assistance in connecting with the appropriate community services/agencies to provide immediate emergency assistance so that the person can obtain stability prior to embarking on a successful job search.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?
Non-routine.

How would you describe the complexity of the work?
Some duties are varied and complex.

Describe the business processes used by the position.
Processes are different and unrelated.

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JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity
Interacts as first point of contact with clients accessing the flemingemploymenthub .
Description
Assesses client situation and needs and determines appropriate course of action and level of service to provide.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:

Breakdown facts or components of the problem situation to find a solution.

In determining a solution for problems, the incumbent has discretion to:

Modify/refine existing methods and options.

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MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Using a computer mouse and keyboard
Description Must be able to use technology, multiple platforms simultaneously, to track activity (typing) and provide quick access to information (using mouse.) Data entry.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

When considering 'speed' of fine motor movements for this position:
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Computer Use	80%

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PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Task / Activity Sitting at computer
Description Will require sitting at the computer for extended periods of time.

Example #2

Task / Activity
Description

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Sitting at computer	80%

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SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Visual concentration
Description Must be able to concentrate for long periods of time on computer screen. <ul style="list-style-type: none"> - Providing timely responses to virtual enquires - Using multiple screens to mult-task - Web based research - Completing data entry - Participate in web based virtual meetings

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Computer screen	80%

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STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Dealing with difficult people
Description Could encounter clients who are angry or unsatisfied with service options. Will have to remain patient and calm to de-escalate the situation and find solutions.

Example #2

Task / Activity Deadlines
Description Nature of the position will include deadlines for required work that occasionally will change depending on priorities of the SSM, and possibly with tight turn around times.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?

Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?

Occasional critical deadlines.

How would you describe the level of interruptions this position faces?

Interruptions occur regularly but tend to be predictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Dealing with difficult people	10%	NP (Not Predictable)
Meeting deadlines	30%	UP (Usually Predictable)

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INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Incumbent will work remotely
Description Incumbent will work at a remote location, with little direct supervision. Must meet performance targets and make decisions about how to support clients independently.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?
Works within established operational practices.

What degree of supervision is typically provided to the incumbent?
Periodic supervision; occasional supervisory input.

How is the work typically checked and verified?
Output is reviewed by report/discussion.

How frequently is the work checked?
Most processes are reviewed weekly.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur.

Incumbent discovers a gap in client resources and reaches out to other team members to create a solution.
(Rarely)

Identify the typical situations or problems that are normally referred to the Manager for solution.

Client discloses that another partner has provided poor service and wants to escalate (Occasionally)

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COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Service Providers	-Refers clients to in person service -keep client/organization information confidential	Daily
Clients	-provides front line support to incoming queries	Daily
Employers	Provides support to access job posting system	Weekly
		Choose an item.
		Choose an item.
		Choose an item.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:

Providing guidance/technical advice of a specialized nature; seeks to secure cooperation of others.

What type of involvement does this position have with confidential information?

Regular involvement with moderate disclosure implications.

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RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Assessing appropriate levels of service
Description Determines what type of service a client should receive to ensure success.

Example #2

Task / Activity Providing wrap around support
Description Determines appropriate referrals to other support organizations to help clients solve crisis.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How errors are typically detected for work completed by this position?
Errors detected after-the-fact.

What is the typical scope of impact to the organization for errors in this position?
Results in minor embarrassment, confusion or expense.

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WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment No	
Outdoor work; seasonal conditions No	
Other (please specify) Home Office	100
Other (please specify)	

Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Infrequent (less than 10% of their time in transit)

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here to enter text.](#)