

# Fleming College

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## 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.

#### 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:** Employment Training Consultant

**Position Number:** [Click here to enter text.](#) **Pay Band:** 11

**Reports To:** Continuing Education Manager – SKTR, SENRS, GAS & BUS

**Appointment Type:** Other-details at right. **“Other” Hours Details:** TPT

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

**PDF Completed By (Manager Name):** Danielle Greene

**Effective Date:** October 14, 2025 **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 assessment and employment counselling to unemployed individuals and groups. Develops personalized job search and training action plans. Identifies and secures appropriate resources and funding to assist with education, training, job development and self-employment opportunities.

Works with employers to support the recruitment process and develop training and retention plans for new hires. Provides ongoing retention support to incumbents and employers, providing resources, training and ongoing personal support.

Maintains records, documentation and statistical information for funding, reporting and accountability purposes.

### 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"> <li>Provides Effective Case Management Support to Clients:</li> <li>Conducts case management assessments by gathering information from the applicants and referring partners related to the participants long and short term goals, skills, aptitudes, interests, education and work history.</li> <li>Assists in creating and updating participants Action Plans to include employment and training goals ensuring a personalized approach that meets everyone's learning style, abilities and interests.</li> <li>Assesses job readiness and motivation to determine realistic employment options.</li> <li>Discusses, analyses and provides advice on training and educational upgrading needs based on goals, their barriers to employment. Manages expectations of both employer and client.</li> <li>Provides employment consulting to multi-barriered and high-risk clients. Frequently required to negotiate behavioural changes with clients and use motivational interviewing techniques.</li> <li>Assists in development of job search tools – resumes, interviewing, self-marketing skills.</li> <li>Determine an appropriate level of support and referrals to outside services based on the various situations that arise</li> </ul> | 20%          |

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|   | Summary Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Percentage % |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|   | <p>which may include issues related to the law, addictions, family, housing, and other personal situations.</p> <ul style="list-style-type: none"> <li>• Ensures clients have received workplace safety instruction or will receive it once placed.</li> <li>• Prepares job placement and training agreements and plans for clients as per guidelines including: clarification of expectations for the client, employer, service provider; clear and achievable goals for employment/training and measurable placement outcomes.</li> <li>• Negotiates job placement incentives with the employer based on the needs of both the client and the employer. Meets with employer and client at job site for signing of contract agreement.</li> <li>• Matches skills and interests identified by client with the needs identified by the employer. Identifies steps to support goals and methods for monitoring progress, including self and other assessment methodologies.</li> <li>• Answers and responds to employer questions and concerns regarding relevant employment related legislation such as W.S.I.B., Human Rights, Employment</li> <li>• Standards, etc.</li> </ul>                                                                                                                          |              |
| 2 | <ul style="list-style-type: none"> <li>• Undertakes Job Development Initiatives:</li> <li>• Identifies employment opportunities through job searches, which include: cold calling to employers; researching jobs advertised on the internet and in print publications; participating in trade shows and job fairs; personal networking; and, responding to</li> <li>• employer enquiries.</li> <li>• Consults and meets with employers to determine eligibility and identify human resource needs.</li> <li>• Assesses proposed training in view of Employment Ontario guidelines and objectives and evaluates employer interest and commitment to training and hiring program clients.</li> <li>• Records job placement information in data base. May conduct reference checks on clients.</li> <li>• Liaises with employers to provide relevant candidate details and tracks the outcome of referral interviews.</li> <li>• Ensures that the employer understands his/her responsibilities i.e. adhering to Employment Standards Act, provides adequate space, necessary equipment, suitable supervision and training methods and appropriate insurance coverage. Randomly audits employer documents to ensure adherence to placement agreement</li> <li>• e.g. payroll, training expenses.</li> </ul> | 20%          |

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|   | Summary Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Percentage % |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|   | <ul style="list-style-type: none"> <li>Establishes appropriate program hires/placements by negotiating job opportunities, including job duties, training plans, possible placement incentives and follow up.</li> <li>Clarifies expectations for the client, employer and service provider including roles and responsibilities of each party (may also include: measurable training outcomes e.g. accreditation or assessment criteria identified by the local apprenticeship office, length of training and monitoring schedule).</li> <li>Ensures evaluation methods are clearly articulated and followed, as per program guidelines.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |              |
| 3 | <ul style="list-style-type: none"> <li>File Documentation and Reports, other duties as assigned:</li> <li>Completes detailed file documentation on participants and employers and maintains up-to-date client files according to program guidelines and departmental procedures.</li> <li>Accountable for achieving outcome and follow up targets as assigned.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 20%          |
| 4 | <ul style="list-style-type: none"> <li>5. Monitoring and Job Maintenance Support:</li> <li>Conducts regular follow up with job placements and where applicable ensures contract compliance by trouble shooting and providing ongoing support to participant and employer. Addresses workplace concerns and provides crisis intervention, mediation, needs assessments; discusses options and works toward solutions that</li> <li>are in the best interests of all parties.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 20%          |
| 5 | <ul style="list-style-type: none"> <li>Develops a systematic approach to making personal contact with employers and generating employment opportunities, including corporate employer.</li> <li>Creates effective job development initiatives and procures employment opportunities that may include job shadowing and job trials, apprenticeships and extended training. All of these initiatives are structured within a team-input concept, although some independent marketing solutions often apply.</li> <li>Maintains an active liaison with community agencies, employers and partners delivering employment-related initiatives.</li> <li>Works with community agencies such as the Local Workforce Development Board, Apprenticeship Office, Service Canada, Economic Development organizations, Chambers of Commerce, Business Improvement Associations, Ontario Works, Ontario Disability Support Program and local School Boards.</li> <li>Creates and maintains an effective relationship with the employer community, coordinating with other programs in the community working with employers.</li> <li>Participates in job fairs and other local committees.</li> </ul> | 15%          |

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|   | Summary Details                                                                                                                                                                                                                                | Percentage % |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
|   | <ul style="list-style-type: none"> <li>Develops and maintains up-to-date employer records and database.</li> <li>Participates in weekly team and at regular intervals with other agencies to ensure coordinated service to clients.</li> </ul> |              |
| 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:**

Diploma or Graduate Certificate in Employment/Career Counselling, Social Work, 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 five years up to eight years.

**Additional Skills & Abilities:**

Career Consulting, Job Development, Relevant Marketing, Recruitment and Selection, relevant volunteer experience. Experience working independently in a front line customer service, team environment prioritizing, organizing and problem solving own work. Experience working with a variety of software packages i.e. word processing, email, internet and social media. Experience working with a variety of clients with varied needs.

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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 |
| Description     |

#### 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:

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

Choose an item.

How would you describe the complexity of the work?

Choose an item.

Describe the business processes used by the position.

Choose an item.



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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 |
| Description     |

### 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:

Choose an item.

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

Choose an item.

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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 |
| Description     |

### 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:

Choose an item.

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

| Task | % of Time |
|------|-----------|
|      |           |
|      |           |

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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 |
| Description     |

### Example #2

|                 |
|-----------------|
| Task / Activity |
| Description     |

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

| Task | % of Time |
|------|-----------|
|      |           |
|      |           |

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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 |
| Description     |

### 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?

Choose an item.

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

| Task | % of Time |
|------|-----------|
|      |           |
|      |           |

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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 |
| Description     |

### 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 workflow demands this position typically faces?

Choose an item.

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

Choose an item.

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

Choose an item.

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

| Task | % of Time | Predictability* |
|------|-----------|-----------------|
|      |           | Choose an item. |
|      |           | Choose an item. |

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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 |
| Description     |

### 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?

Choose an item.

What degree of supervision is typically provided to the incumbent?

Choose an item.

How is the work typically checked and verified?

Choose an item.

How frequently is the work checked?

Choose an item.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur. Identify the typical situations or problems that are normally referred to the Manager for solution.

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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       |
|-------------------------|---------------------------|-----------------|
|                         |                           | Choose an item. |
|                         |                           | Choose an item. |
|                         |                           | Choose an item. |
|                         |                           | 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:

Choose an item.

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

Choose an item.

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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 |
| Description     |

### 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 errors are typically detected for work completed by this position?

Choose an item.

What is the typical scope of impact to the organization for errors in this position?

Choose an item.



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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 Choose an item.   |           |
| Outdoor work; seasonal conditions Choose an item. |           |
| Other (please specify)                            |           |
| 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:

Choose an item.

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

Choose an item.

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

Choose an item.

## SUPPLEMENTAL DATA

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

[Click here to enter text.](#)