

JOIN OUR TEAM!

ontrac Employment Resource Services, Renfrew office, is looking for an **Employment Coach** to join our team on a full time (35 hours/week) basis. Our Employment Coaches are an integral part of our organization, responsible for managing an ongoing caseload of clients seeking employment and/or re-training. This role involves contributing to meeting our Employment Ontario (EO) targets, per our delivery contracts with Serco Canada, the Service System Manager for the Pembroke/Kingston Catchment. The Employment Coach works in collaboration with all staff and reports directly to the Employment Services Manager.

We are looking for an individual who demonstrates enthusiasm in meeting ontrac's values and principles which includes customer focused service, collaborative team performance and a high level of professionalism.

WORK WITH US

ontrac Employment Resource Services values the diversity of our staff and our clients. As an organization, we provide professional and confidential services to those seeking employment and training, as well as local employers seeking assistance in their hiring and training needs. As an employer, we recognize each person's talents and strengths, are committed to equal opportunity, offer on-going professional development and work-life balance.

RESPONSIBILITIES

- Provide one-on-one support to clients to identify and/or refocus employment and training goals; coach clients to establish realistic action plans.
- Demonstrate a working knowledge of job search techniques, tools, and resources; as well as programs and resources available to support training/retraining of unemployed persons.
- Ability to read and interpret guidelines, program eligibility criteria, policies, and processes.
- Manage multiple client cases with the end goal of helping clients achieve and maintain employment.
- Capture, record, and maintain confidential information; experience working with online case management systems would be an asset.
- Familiarity with working in an outcomes-based environment.
- Demonstrated ability to work within timeframe constraints and meet established deadlines.
- Ability to work and communicate effectively within a team environment, strong interpersonal skills.
- Must treat all individuals in a non-judgemental manner with respect and professionalism.
- Flexible and adaptable to constant change, with ability to handle multiple tasks.
- Demonstrate an understanding of vulnerable populations, local labour market, ontrac community partners and social services partners.
- Must be flexible, adaptable to constant change, with ability to handle multiple tasks simultaneously.

QUALIFICATIONS

- Post-secondary education, preferably in a related field.
- Experience conducting client needs assessments, employment coaching would be considered definite assets to this position.
- Familiarity working in an outcomes-based environment would be considered an asset.
- Minimum 1-year professional experience working with vulnerable populations.
- Career Development Practitioner Certification or the willingness to obtain CDP Designation.
- Excellent written and verbal communication skills and computer skills.
- Hold a valid driver's license and reliable vehicle and be willing to use your vehicle for work purposes.
- Clean Vulnerable Sector Check.
- Must be willing to participate in before/after hour activities as required.

WAGE RANGE

- \$26 - \$29 per hour commensurate with experience

HOW TO APPLY

Our competition will close at 4:00pm on Friday August 21, 2026. Please submit your application by email to ajager@getontrac.ca

Thank you for your interest, however, only applicants considered for an interview will be contacted. ontrac is an equal opportunity employer. We are committed to inclusive recruitment and selection processes, and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). We are happy to work with applicants requesting accommodation at any stage of the hiring process.