

**BENCHMARK**  
***Supported Employment***  
***Worker***

**COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT**

---

CLASSIFICATION GRID: 22

BENCHMARK TITLE: SUPPORTED EMPLOYMENT WORKER

BENCHMARK NUMBER: 81802

JOB FAMILY: CLIENT SERVICES

**SCOPE AND LEVEL DEFINITION**

Assists individuals with mental, developmental, and/or physical disabilities to obtain employment opportunities within the community by performing duties such as locating prospective employers, facilitating placement of clients, and assisting clients to become job ready.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Interviews clients and identifies interests, skills, suitability, and job readiness. Refers to other programs and services as required, and provides information regarding available community resources.
2. Locates prospective employers in the community appropriate to clients' work profiles by performing duties such as following up on referrals, making cold calls, networking, and developing partnerships with government recruiting bodies and employment programs. Markets supported employment program to prospective employers, and develops related promotional materials.
3. Provides supportive counselling and behavioural management to assist clients in establishing goals, objectives, and career planning. Provides job and labour market information and identifies employment barriers.
4. Evaluates available work experience placements and jobs, matches clients in accordance with client work profiles and abilities, and markets clients to employers to secure work experience placements and employment.
5. Assists clients to become job-ready by performing duties such as arranging for education in accordance with rehabilitation and career goals, and providing coaching in employment-related areas such as work skills, job search skills, resume preparation, and interview skills.
6. Assists clients in job search efforts by performing duties such as providing support and advocacy, facilitating job finding groups, and assisting in the preparation of resumes and cover letters.
7. Facilitates the placement of clients by performing duties such as explaining wage subsidy information and placement terms to clients and employers.
8. Follows up with employers to ensure work experience placements and employment agreements are established and maintained, and to monitor the quality of placements. Assists employers to work with clients by performing duties such as providing education and information, and advising on clients' special needs.

9. Completes and maintains related records and documentation such as reports on clients' skill levels and progress towards goals and objectives.
10. Performs other related duties as assigned.

#### QUALIFICATIONS

##### Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of three years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

##### Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Conflict resolution skills
- Ability to analyze and resolve problems
- Knowledge of the local labour market
- Leadership and motivational skills
- Knowledge of psychosocial rehabilitation principles