



Competency Profile: **Employment Resource Centre Specialist**

Ontario Network of Employment Skills
Training Projects (ONESTEP)



Employment Resource Centre Specialist

How to Use This Tool:

This tool is not intended to be used in its entirety. Rather, its purpose is to provide a framework for developing a competency model that is customized to the unique needs of your organization. As you review the tool, select only those functions / requirements / competencies / skills and abilities that are relevant to the particular position you are reviewing, keeping in mind the position as it actually exists in your organization.

This document outlines competencies and corresponding skills and abilities for the Employment Resource Centre Specialist position. A competency model outlines the desired behaviours required to perform a job well and how these behaviours may be observable on the job.

Possible uses for this tool:

You may find this tool useful when:

- Creating a job description
- Recruiting, interviewing and hiring new candidates
- Appraising the performance of employees
- Identifying staff training and development needs

COMPETENCY MODEL: Employment Resource Specialist

A. CLIENT MANAGEMENT	Skills & Abilities	Demonstrated Behaviour
	A1. Applies strategies, resources and activities to keep current with career and employment information	Develops action plans with clients to meet needs using multiple resources
	A2. Applies a systematic approach to solving problems	Knows where to find solutions and leads clients in the right direction
	A3. Organizes documents and information using appropriate technology and information sources	Stays on topic, keeps supporting materials organized and maintains accurate scheduling
	A4. Prioritizes tasks according to work load	Recognizes importance and urgency of job functions and client needs
	A5. Manages the use of time and other resources to help clients	Provides information in a timely manner, prioritizes tasks
	A6. Has ability to work in a fast-paced environment	Maintains attention to detail while efficiently dealing with demands
	A7. Consults with client to understand and set clear expectations	Makes appropriate client referrals, achieves client satisfaction
	A8. Allocates time and resources effectively and co-ordinates efforts with all affected parties	Can maintain an adequate level of resources for clients
	A9. Is able to perform effectively even with minimal direction, support or approval, and without direct supervision	Is proactive, self-directed and responsible; requires minimal supervision; works independently

B. CUSTOMER SERVICE FOCUS	Skills & Abilities	Demonstrated Behaviour
	B1. Maintains centre appearance	Keeps centre well-organized and clean keeps and resources accessible
	B2. Models professional behaviour	Wears appropriate clothing and demonstrates appropriate behaviour and language
	B3. Effectively implements customer service principles	Is aware of customer service policies and practises them appropriately
	B4. Demonstrates respect for clients	Empowers clients to take responsibility and assumes responsibility for self
	B5. Establishes boundaries	Approaches clients in centre appropriately
	B6. Practises meaningful two-way communication (i.e., speaks clearly, pays close attention and seeks to understand others, listens attentively and clarifies information)	Is able to communicate clearly through written and verbal interaction
	B7. Maintains confidentiality	Demonstrates appropriate disclosure
	B8. Refers clients to appropriate internal and external resources	Is able to make referrals internally and externally
	B9. Sets realistic expectations	Communicates what will be done with appropriate timeframes

C. INTERPERSONAL AWARENESS	Skills & Abilities	Demonstrated Behaviour
	C1. Shows sincere interest in others and their concerns, and demonstrates sensitivity to the needs and feelings of others	Has appropriate behavioural gestures, discussions
	C2. Maintains unbiased and non-judgmental interactions	Treats clients equally regardless of their situation
	C3. Actively seeks out and carefully considers the merits of new approaches to work	Applies different approaches in different situations
	C4. Deals calmly and effectively with stressful situations	Reacts appropriately during busy times
	C5. Has ability to defuse difficult situations with clients	Is able to come to a resolution that is win-win for all involved
	C6. Recognizes limits and seeks appropriate support	Asks for help when appropriate
	C7. Demonstrates dependability	Arrives to work on time
	C8. Establishes a high degree of trust and credibility with others	Builds rapport, listens, is non-judgmental
	C9. Recognizes and accurately interprets the verbal and nonverbal behaviour of others	Is positive and open, not quick to judge

D. RESOURCEFULNESS	Skills & Abilities	Demonstrated Behaviour
	D1. Seeks opportunities to make contacts and build relationships, including through organizational events, social events, external organizations and professional activities	Maintains contact lists and relationships
	D2. Leverages contacts to obtain information relevant to the health and continued growth of the agency, including resources, programs, etc.	Maintains lists of community resources and programs
	D3. Develops innovative methods of obtaining or using resources when insufficient resources are available	Can respond to client needs in a timely fashion
	D4. Follows policies and procedures	Is able to recall agency policies and procedures
	D5. Knows internal agency program offerings	Is able to recall agency program offerings
	D6. Is able to access basic employment law information	Knows where to locate basic employment law information
	D7. Conducts basic labour market research	Can share latest labour market trends with clients
	D8. Uses a variety of thinking skills to anticipate and solve problems	Is creative when solving problems
	D9. Analyzes, evaluates and applies relevant information from a variety of sources	Is able to identify information from a number of different sources

E. COMMUNICATION	Skills & Abilities	Demonstrated Behaviour
	E1. Communicates clearly, concisely and correctly in written, spoken and visual forms	Writes formal/appropriate documents
	E2. Responds to written, spoken or visual messages in a manner that ensures effective communication	Receives and makes appropriate phone calls
	E3. Advocates on behalf of clients	Provides appropriate resources, ensures client rights
	E4. Demonstrates effective coaching skills	Guides, redirects, builds rapport, empowers and listens
	E5. Sets realistic expectations with clients/colleagues	Communicates what will be done with appropriate timeframes
	E6. Builds trust	Gets client feedback, repeat referrals
	E7. Receives, attends to, interprets, understands and responds to verbal messages and other cues	Can easily understand requests from others
	E8. Implements effective facilitation skills	Guides clients through various components of the centre
	E9. Aligns work activities with funder guidelines	Communicates guidelines effectively to clients

F. TECHNICAL ACUITY		
	Skills & Abilities	Demonstrated Behaviour
F1.	Understands and efficiently uses basic computer hardware (e.g. PCs, printers) and software (e.g. word processing software, spreadsheet software) to perform tasks	Displays accuracy and attention to detail; is able to use standard computing software packages
F2.	Effectively assesses, critiques and writes resumés	Knows appropriate content, style, keywords, spelling, visual appeal, targets and different types
F3.	Makes appropriate referrals based on clients need	Knows resources or knows who to call (networking)
F4.	Demonstrates knowledge of assessment and when to apply	Identifies main career-planning assessment tools
F5.	Troubleshoots technical issues with equipment	Resolves computer, fax and printer issues
F6.	Effectively assesses clients' needs	Asks probing questions, identifies strengths and barriers, refers to appropriate testing services
F7.	Executes mathematical operations accurately	Demonstrates accuracy with calculations