

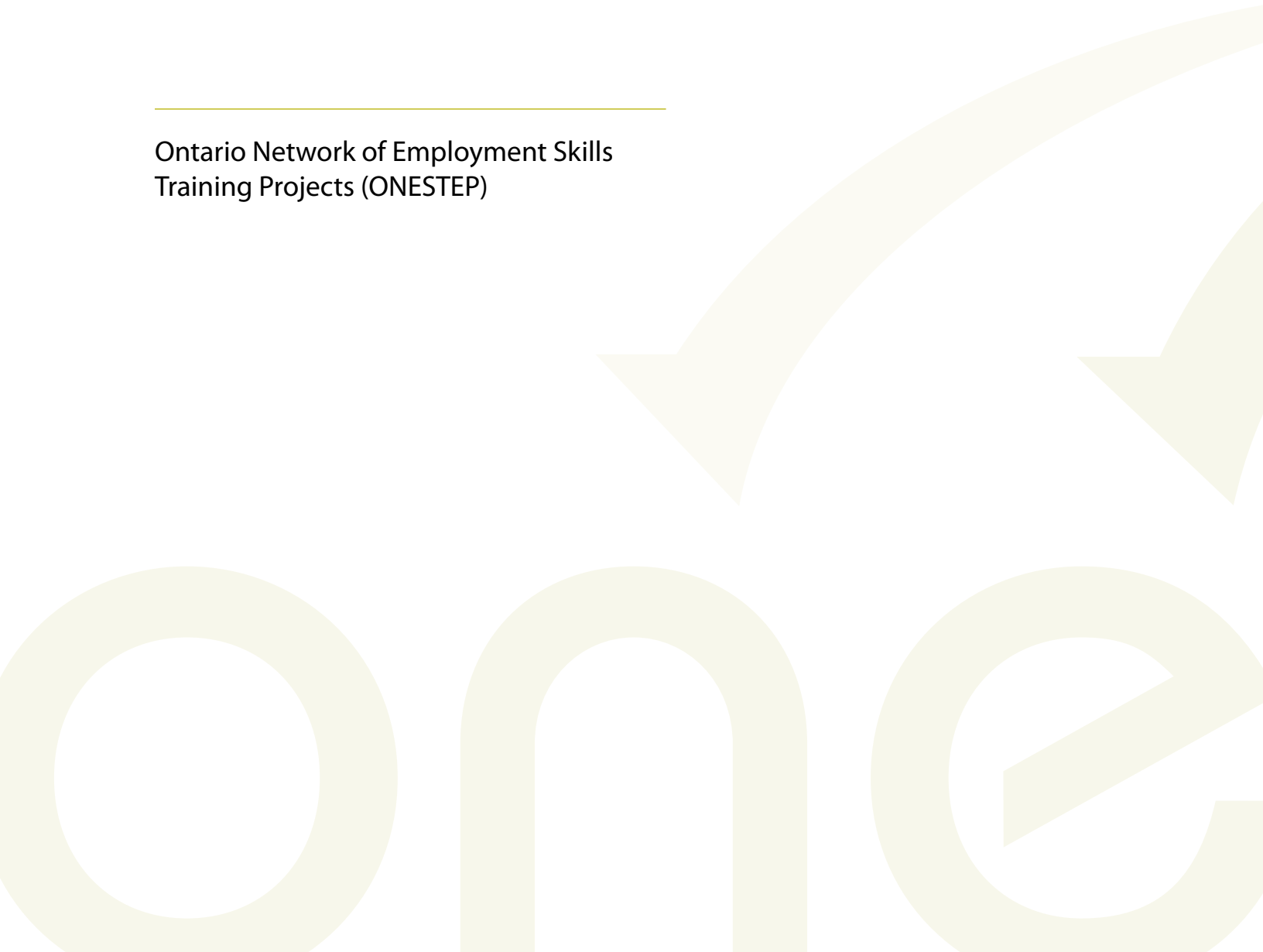


# Competency Profile:

## Job Developer



Ontario Network of Employment Skills  
Training Projects (ONESTEP)



## Job Developer

### 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 Job Developer 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: Job Developer**

| <b>A. EMPLOYER DEVELOPMENT</b> | <b>Skills &amp; Abilities</b>   | <b>Demonstrated Behaviour</b>                                    |
|--------------------------------|---|--|
|                                | A1. Assesses employer needs thoroughly and accurately                         | Matches employer with appropriately skilled client               |
|                                | A2. Understands what employer is trying to accomplish                         | Consults with employer to set clear expectations                 |
|                                | A3. Effectively follows up with employers regardless of circumstances         | Responds to employers in a timely fashion                        |
|                                | A4. Communicates message through effective presentations                      | Delivers clear and concise presentations                         |
|                                | A5. Demonstrates awareness of employer goals                                  | Clearly states employer goals                                    |
|                                | A6. Develops respectful and non-judgmental relationships                      | Displays a good-natured and co-operative attitude with employers |
|                                | A7. Understands the dynamics of the workplace and how it may impact employees | Is aware of the latest trends in the workplace                   |
|                                | A8. Has effective negotiation skills  | Creates win-win situations                                       |
|                                | A9. Maintains confidentiality   | Demonstrates appropriate disclosure                              |

| <b>B. CLIENT FOCUS</b> | <b>Skills &amp; Abilities</b>   | <b>Demonstrated Behaviour</b>  |
|------------------------|---|--|
|                        | B1. Demonstrates empathy towards client needs   | Has appropriate body language and verbal responses   |
|                        | B2. Knows appropriate content, style, keywords, spelling, visual appeal, targets and different types of resumés | Creates resumés that are linked to client's background and current labour market requirements                    |
|                        | B3. Knows resources or knows who to call (networking)   | Refers clients to interventions that are in line with helping them make the transition back to the labour market |
|                        | B4. Manages a diverse and large caseload effectively, efficiently and accurately                                | Handles a number of clients, achieves client satisfaction  |
|                        | B5. Utilizes effective coaching skills  | Guides, redirects, builds rapport, empowers and listens  |
|                        | B6. Builds trust with clients in order to prescribe the most appropriate intervention                           | Receives positive client feedback, has repeat referrals  |
|                        | B7. Honours and recognizes diversity, ensuring inclusiveness  | Uses client's diversity to affect outcomes positively  |
|                        | B8. Understands the importance of ethics and its impact on clients  | Is aware of and adheres to the organization's values   |
|                        | B9. Effectively assesses clients' needs   | Asks probing questions, identifies strengths and barriers, refers to appropriate testing services                |

| <b>C. COMMUNICATION</b> |   |   |
|-------------------------|---|---|
|                         | <b>Skills &amp; Abilities</b>   | <b>Demonstrated Behaviour</b>   |
|                         | C1. Communicates thoughts, ideas, information, messages and other written information in a logical, organized and coherent manner | Writes formal/appropriate documents   |
|                         | C2. Expresses information to individuals or groups taking and the nature of the information                                       | Conducts effective speaking presentations                                   |
|                         | C3. Advocates on behalf of client   | Provides appropriate resources, ensures client rights                       |
|                         | C4. Conveys professional appearance and demeanour   | Dresses appropriately and acts appropriately in the office and in the field |
|                         | C5. Sets realistic expectations with clients/colleagues   | Communicates what will be done with appropriate timeframes                  |
|                         | C6. Receives, attends to, interprets, understands and responds to verbal messages and other cues                                  | Can easily understand requests from others                                  |
|                         | C7. Facilitates clients/employers through various processes   | Guides clients and employers through various components of the program      |
|                         | C8. Aligns work activities with funder guidelines   | Communicates guidelines effectively to clients                              |

| <b>D. NETWORKING</b> |  |   |
|----------------------|--|---|
|                      | <b>Skills &amp; Abilities</b>  | <b>Demonstrated Behaviour</b>   |
|                      | D1. Seeks opportunities to make contacts and build relationships, including through organizational events, social events, external organizations and professional activities | Builds relationships, promotes and markets program                        |
|                      | D2. Conducts research on contacts, businesses and other agencies in the employment sector  | Effectively uses available resources (i.e., community partners, Internet) |
|                      | D3. Skillfully influences and negotiates with partners to create opportunities that increase the competitive position of both parties  | Builds relationships and promotes agency programs                         |
|                      | D4. Stays current with contacts in the sector and community  | Uses latest research  |
|                      | D5. Liaises with community partners/employers  | Has frequent contact with partners  |
|                      | D6. Establishes strong and lasting partnerships with contacts  | Maintains active contact list   |
|                      | D7. Proactively seeks ways of increasing partnering opportunities with contacts  | Knows who to go to for appropriate client placement                       |

| <b>E. ADMINISTRATIVE</b> |   |   |
|--------------------------|---|---|
|                          | <b>Skills &amp; Abilities</b>   | <b>Demonstrated Behaviour</b>   |
|                          | E1. Creates documents such as letters, directions, manuals, reports and case notes  | Inputs complete, timely and accurate information in client files            |
|                          | E2. Diligently checks work to ensure that all essential details have been considered  | Produces thorough and error free resumés, reports and case notes            |
|                          | E3. Understands the importance of being accountable for work performed  | Empowers clients to take responsibility and assumes responsibility for self |
|                          | E4. Recognizes one's role in the functioning of the agency and understands the potential impact one's own performance can have on the success of the organization | Is aware of and tracks targets  |
|                          | E5. Enters case notes into client files regularly, with an acceptable degree of accuracy  | Receives quality results from file audits                                   |
|                          | E6. Plans, prioritizes and schedules tasks appropriately  | Work completed on time  |
|                          | E7. Maintains an organized work space, files, meetings, etc.  | Manages case load, schedules employer meetings                              |
|                          | E8. Appropriate multi-tasking   | Is able to handle multiple tasks at once to satisfaction                    |
|                          | E9. Maintains budgets   | Maintains case load budgets for subsidized placements                       |

| <b>F. INTERPERSONAL AWARENESS</b> | <b>Skills &amp; Abilities</b>   | <b>Demonstrated Behaviour</b>                                    |
|-----------------------------------|---|--|
|                                   | F1. Shows sincere interest in others and their concerns, and demonstrates sensitivity to the needs and feelings of others | Has appropriate behavioural gestures and discussions             |
|                                   | F2. Maintains unbiased and non-judgmental interactions  | Treats clients equally regardless of their situation             |
|                                   | F3. Actively seeks out and carefully considers the merits of new approaches to work                                       | Applies different approaches in different situations             |
|                                   | F4. Deals calmly and effectively with stressful situations  | Reacts appropriately during busy times                           |
|                                   | F5. Has ability to defuse difficult situations with clients   | Is able to come to a resolution that is win-win for all involved |
|                                   | F6. Recognizes limits and seeks appropriate support   | Asks for help when appropriate                                   |
|                                   | F7. Demonstrates dependability  | Arrives to work on time  |
|                                   | F8. Establishes a high degree of trust and credibility with others  | Builds rapport, listens, is non-judgmental                       |
|                                   | F9. Recognizes and accurately interprets the verbal and nonverbal behaviour of others                                     | Is positive and open, not quick to judge                         |

| <b>G. PROFESSIONALISM</b> |   |   |
|---------------------------|---|---|
|                           | <b>Skills &amp; Abilities</b>   | <b>Demonstrated Behaviour</b>   |
| G1.                       | Provides prompt, efficient and personalized assistance to meet the requirements, requests and concerns of employers and clients | Demonstrates appropriate behaviour and language                                       |
| G2.                       | Practises effective customer service  | Is aware of customer service policies and practises them appropriately                |
| G3.                       | Demonstrates accountability   | Empowers clients to take responsibility and assumes responsibility for self           |
| G4.                       | Establishes appropriate boundaries  | Maintains professional distance and uses consistent behaviour                         |
| G5.                       | Develops constructive and co-operative working relationships  | Displays a good-natured, co-operative attitude with co-workers, employers and clients |
| G6.                       | Practises ethical behaviour   | Demonstrates respect, unbiased advice and confidentiality                             |