



Job Posting – Team Lead, Employment Counselling

***Are you a motivated leader with a passion for driving team success?
Do you want to work with an amazing nonprofit organization and team?***

Will Employment Solutions is looking for an Employment Counselling Team Lead. Reporting to the Director Client Operations, the Team Leader is responsible for overseeing the day-to-day operations of the Employment Counselling Team in supporting job seekers in reducing barriers to meaningful employment and developing employment action plans. The role is also responsible for motivating team members and clients to meet employment objectives while assuring all funding reports and contractual obligations are met.

Who Are You?

- College diploma or university degree or equivalent work experience
- Common Assessment Process (CAP) and Labour Market Information (LMI) training is an asset
- Certification in Adult Learning Methods is an asset
- Experience with Better Jobs Ontario is an asset
- Knowledge of Social Work best practices
- 2-3 years' experience in a similar role
- 2+ years' experience in a supervisory role
- Knowledge of the not-for-profit sector including funder processes and rules
- Knowledge of the current labour market demand
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook, Access)
- Experienced in providing excellent customer service in person, over the phone, through email and video conferencing
- Excellent written and verbal communication skills
- Knowledge of resume and cover letter writing best practices and techniques
- Assertive, able to handle conflict and diffuse situations
- Professional demeanor and ability to handle confidential information
- Ability to adapt to changing priorities
- Ability to teach and coach others in employment counselling and job search practices
- Ability to present material and train others
- Ability to work in a team environment as well as independently
- Ability to lead and direct others
- Cross-cultural competency with an ability to interact and work effectively with people from different cultures and backgrounds
- Professional demeanor and ability to handle confidential information
- Experience with Ontario government local SSM requirements, processes and databases including CaMs and WEDData is an asset

Job Duties/Responsibilities

- Lead the team to meet monthly results, targets and key performance indicators as set out by the organization
- Initiate and manage team building activities to maintain a high team morale
- Lead regular team meetings, monitor team tasks and case management portfolios
- Supervise team activities and schedule workflow of the Employment Counselling Team
- Coach, mentor, support and train the Employment Counselling Team on best practices
- Provide feedback and troubleshoot issues escalated by the team to achieve organizational goals
- Create quarterly and monthly reports on activities and outcomes to monitor and measure success in client completion of employment action plans and advancement to additional steps in the job search journey
- Lead the team in best practices in entering data and case notes in Client Tracker for all counselling sessions
- Ensure that the Employment Counselling team is meeting the obligations of the funders
- Effectively and strategically delegate tasks to team members and ensure they are completed by the required deadlines
- Resolve interpersonal conflicts within the Employment Counselling team and with clients
- Monitor the case files of Employment Counsellors to ensure the integrity of data collection and that the correct processes are implemented in the collection of data
- Maintain industry knowledge on best practices and identify training opportunities for the team
- Assist in the hiring and training of new employees for the Employment Counselling Team
- Conduct performance growth reviews for team members twice annually
- Track and approve time away from work for the Employment Counselling team
- Maintain an understanding of the team dynamic and team members capabilities
- Oversee and approve submissions for client financial reimbursement
- Complete monthly funding reports as requested by the Manager, Client Services
- Conduct semi-annual privacy audits on files and staff practices (onsite and remote) and assure all requirements are met
- Provide support to the Management Team on identifying service delivery gaps and alternative sources of funding
- Actively participate in third party evaluation of client services

Regular Job Duties/Responsibilities:

- Provide front line employment counselling services to clients
- Be motivational and engaging – encouraging clients to move to the next step in the plan
- Maintain up to date knowledge of all services and programs offered by WILL and effectively communicate promote them to clients and potential clients
- Advocate on behalf of clients in order to secure eligible services and reduce barriers to employment
- Provide clients with employment counselling and create a plan for clients to follow in search for employment
- Assist clients in developing an employment action plan
- Refer, advocate for, and assist clients to overcome barriers to secure employment
- Facilitate group counselling and Employment Planning sessions

- Review program content and services to ensure that they are relevant to the needs of the clients
- Establish ongoing relationships with community partners as required
- Actively participate in organizational outreach efforts to new prospective clients including participating in off-site client counselling sessions where required
- Manage client caseload by facilitating and organizing; phone calls and appointments, entering case notes and entering data in CaMS and Tracker databases
- Intentionally and strategically collaborate across WILL programs to support the achievement of the WILL mission and goals

WHY US?

- Mentorship
- Awesome co-workers, a focused and fun organization and meaningful goals.
- Health, dental and vision, employee assistance and pension benefits/programs.
- Professional development opportunities.
- Salary range of \$50,000 - \$58,500 per year.
- Generous paid sick time and vacation time.
- 35-hour work week

If you would like to work with us, we would love to hear from you. Simply **send your tailored resume and one page cover letter** detailing how your skills match our requirements to: careers@willemployment.ca by **August 14, 2026, at noon.**

Please reference **Hiring Committee/ Team Leader** in the subject line.

WILL Employment Solutions values diversity in all its forms and recruits qualified individuals at all occupational levels that reflect the diversity of our clients and our community. We strive to foster a workplace in which all individuals maximize their potential, regardless of their differences. We are committed to providing accommodations for person with disabilities. If you require an accommodation to complete this application, we will work with you to meet your needs. Accommodation may be provided at all stages of the hiring process.

We would like to thank everyone who has taken the time to apply for this position. We know job applications are time consuming, and we appreciate your efforts. Please note that only those being considered for an interview will be contacted.