



**Employment Opportunity!  
Employment Counsellor  
(Full-Time Position)**

Silent Voice is the only non-profit, charitable organization in the GTA that provides community- and family-based support to Deaf children and adults in American Sign Language (ASL). The Agency provides Deaf children and youth with recreational, sports, and leadership programming otherwise not accessible to them; teaches American Sign Language (ASL) to families where there is a Deaf child; runs the Sign Language Summer Program ASL day camp for Deaf children and their hearing siblings; reaches out to disadvantaged Deaf adults; provides essential services to those in need; provides settlement services; works in partnership to improve access to community services; and provides the ASL language development services of Ontario's Infant Hearing Program.

**Opportunity:**

Silent Voice is currently seeking a full-time, permanent (35 hours/week) Employment Counsellor to work 3 days a week, with flexibility to work occasional evening and weekends. As part of Silent Voice's Community Support Services team, the Employment Counsellor will report to the Director of Programs and be responsible for providing employment support to Deaf adults and youth who use American Sign Language (ASL). The Employment Counsellor is responsible for direct client employment support, developing and cultivating partnerships and networks with potential employers and workplaces, providing job training and skill development, educational programming, referrals, and service bridging.

***The primary duties required for this position include, but are not limited to:***

- Conducting client employment needs assessment to identify the types of employment support required such as rehabilitation, financial aid or further training, and refer clients to the appropriate services
- Identifying barriers to employment and assist clients with such matters as job readiness skills, job search strategies, writing resumes and preparing for job interviews
- Responding to the client's employment needs by providing services such as: assistance with resume-writing, connecting with potential employers, booking interpreting, referrals to educational programming, service bridging, skill development, and more
- Raising awareness about Deaf community and employment issues, and advising employers on human resource and other employment-related issues when working with Deaf employees (i.e. interpreting, accessibility, duty to accommodate, etc.)
- Collecting labour market information for clients regarding job openings, entry and skill requirements and other occupational information
- Providing consulting services and raise awareness to community groups and agencies, businesses, industry and other organizations involved in providing community-based career planning support or resources

- Collaborating as a team player in providing general 1 on 1 supports/services to clients such as: assistance with locating housing; community referrals; assistance with completing various documents and forms
- Advocating on client's behalf when appropriate
- Following up with clients to ensure satisfaction with services received
- Maintaining overall management of client caseload, data entry into the client database, and ensure appropriate and confidential handling of client information and files
- Working flexible hours on occasion to accommodate clients' schedules
- Conducting evaluation and impact measurement surveys/conversations
- Performing other duties as assigned

**Qualifications and Skills:**

- A bachelor's degree or college diploma in related field
- 3 years' proven experience working in employment support services, social service or equivalent, preferably within the Deaf community
- **Strong ASL/English bilingual skills are required**
- Knowledge of Deaf culture, the Deaf social service system and issues around challenges and barriers of Deaf employment is an asset
- Knowledge of disability and employment issues and government employment programs is an asset
- Self-motivated, detail-oriented, energetic, and highly organized
- Team player and excellent interpersonal skills in ASL and English
- Ability to prioritize, multi-task and handle multiple clients is essential
- Computer proficiency
- High standards of professionalism

Candidates are invited to indicate their interest in this position by sending a resume and cover letter by **November 18, 2022** to Megan Youngs at [m.youngs@silentvoice.ca](mailto:m.youngs@silentvoice.ca)

***We thank all applicants for their interest in Silent Voice. However, only candidates selected for an interview will be contacted. No telephone calls please.***