

QUALITY SERVICE CHARTER

JOB CONNECT PROGRAM

At Job Connect, we are committed to providing quality employment services.

This charter is a guide to the Job Connect Program which is funded by the Ministry of Training, Colleges and Universities.

It outlines the services we provide and the standards of service we aim to achieve.

OUR MANDATE

Job Connect's mandate is to help unemployed Ontarians, primarily youth, obtain sustainable employment as quickly as possible.

It bridges the gap between individuals seeking employment and employers seeking human resources to meet their business needs.

It offers a range of services to respond to the employment needs of both individuals and employers.

OUR COMMITMENT

When contacting or visiting our office, we will:

- treat you with courtesy and respect
- be responsive to your requests in the shortest possible time
- be clear and helpful
- deal with your enquiries and complaints quickly and effectively

OUR SERVICES

Information and Referral Service (IRS)

Our Employment Resource Room is open to the community, youth and adults, for self-directed employment-related activities and provides:

- access to information on careers and occupations, training opportunities and job search strategies
- a variety of resources including computers, Internet, telephone, fax, photocopier
- employment-related workshops
- a job board and job posting service for employers

- referral to employment planning and preparation or other services

Employment Planning and Preparation Program (EPP)

Employment Consultants/Counsellors will assist individuals by:

- developing an action plan which clarifies employment needs and establishes short and long-term goals
- planning and conducting a job search which may include résumé preparation, effective interview skills and job search strategies
- providing job leads to those clients who can market themselves to employers
- Employment Consultants/Counsellors will assist employers by:
- providing initial screening of candidates based on employers' needs as identified in job postings
- conducting job fairs
- facilitating employment-related workshops

Job Development Placement Support (JDPS)

Job Developers will assist those individuals who require support to gain access to the labour market by:

- negotiating subsidized training placements, job trials, volunteer placements and direct, unsubsidized employment placements
- developing individual client training plans
- monitoring placement support

Job Developers will assist employers by:

- providing initial screening of candidates based on employers' needs as identified in job postings
- conducting job fairs
- facilitating employment-related workshops
- providing training supports

HOURS OF SERVICE

We are open to the public Monday to Friday during the following times:

- Office Hours: Monday to Friday 8:30 a.m. to 4:30 p.m.
Resource Room: Monday to Friday 8:30 a.m. to 4:00 p.m.
Resource Room Elliot Lake: Tuesdays to 6:00 PM;
Resource Room Blind River: Wednesdays to 6:00 PM
Resource Room Sault Ste. Marie: Wednesdays to 6:00 PM

Note: Summer hours (8:30 a.m. to 4:00 p.m.) are in effect late May until early September. This facility is wheelchair accessible.

YOUR FEEDBACK

We welcome all your suggestions, complaints and compliments as they help us improve our service. You can direct your comments by:

- completing a feedback form (available from the Resource Room Desk)
- sending a letter to our office to the attention of Job Connect Manager
- calling our office and requesting to speak to the Job Connect Manager

Please identify your name, address and telephone number. We will acknowledge your comments within 3 working days.

Address and Telephone Number

Job Connect , 421 Bay Street, 4th Floor

Sault Ste. Marie, ON P6A 1X3

(705) 945-1600 or 1-866-945-1600 toll free

www.job-connect.on.ca