



Service Charter

Our Service Promise to you

Welcome to **Northwest Employment Works**. We provide you with one-stop access to employment programs and services through respectful, flexible and personalized service.

As a member of the College Sector Employment Services (CSES) network, we are committed to achieving the highest standards of service delivery, putting you and your needs at the center of everything we do.

This **Service Charter** clearly sets out the standards you can expect, across the full range of **employment services** we provide. It expresses.

1. who we are,
2. what we do,
3. our province wide service commitment,
4. what level of service you can expect from us (our service standards)
5. what we need from you, and
6. what to do if you would like to provide a comment or concern about the level of service provided.

We are accountable to you. We will monitor our performance against these service commitments and will **publish our results annually**. If you would like to comment on the service standards set out here or if you have any suggestions about how we can improve our performance in any area, please **let us know**.

Contents

Who We are:	2
What We Do:	2
Our Service Commitment/Pledge:.....	5
How You Can Help:.....	5
Service Standards:.....	6
Comments and Concerns:.....	7
Contact Us:.....	7

Who we are:

We deliver Employment Ontario's **Employment Services** within the Ontario College system. As part of this network, **our goal is your goal** – to help job seekers find sustainable employment, and employers find suitable employees.

Our '**start-to-finish**' **Employment Services** work in partnership with job seekers and employers to identify needs, lay out a clear service plan, ensure access to the services and information required (including external services), and provides direct employment services such as job search assistance, job matching and placement, and job retention support and follow-up. Our success is measured by your success and satisfaction.

Who we serve:

- Job Seekers, Employers, and Community

What we do

Our **Resource and Information** service provides:

Individuals with:

- information on all of the resources, programs and services available through us and in your community
- access to e-mail and/or voice mail boxes, computers, the internet, fax and photocopy equipment to support job search
- support for computer and internet use, including identification of sites for such things as on-line self-assessment, employment preparation, career, employment and training decision making
- information on local, provincial and national labour markets, including such things as job postings, occupational, regulatory and training requirements, emerging and declining sectors
- information on workplace safety, including rights and responsibilities of individuals and employers
- orientation/information sessions in areas such as job search tools and strategies, apprenticeship training, the Canadian workplace
- opportunities for individuals and employers to meet through such things as workshops and job fairs
- integration with and outreach to the community by providing information and workshop sessions in other locations, such as schools, community centres, settlement organizations

Employers with:

- access to the local labour force
- ability to post employment opportunities
- support for their human resource planning and recruitment

Our one-on-one job search service* provides:

Individuals with:

- exploration, identification and clarification of interests, abilities, skills, education and experience in relation to short and long term career and employment goals
- exploration of occupational and training requirements related to career and employment goals
- orientation to the workplace – rules and expectations of employers, rights and responsibilities of employees, Canadian workplace culture
- counselling and coaching in life skills that support successful employment
- support for disclosure of disabilities that may affect workplace participation
- preparation of job search tools such as resumes and applications, interview and job search strategies, school and training records
- support in assessing qualifications against job requirements
- information about and supported access to professional accreditation, language, credential and prior learning assessment
- support, mentoring and coaching during the job search process, and
- supported referral and access to other services including, but not limited to education and training
- guidance on apprenticeship in skilled trades

Our Job matching, placement and incentives* provide:

Individuals with:

- help in matching skills and interests with work opportunities
- negotiating and developing opportunities with employer's on your behalf
- experiential or on-the-job training
- placement support in identifying and resolving workplace issues that may affect your success, and
- if necessary, financial support to help accommodate barriers to employment (some criteria for access applies)

Employers With:

- assessment of individuals' skills, aptitudes and interests in relation to their workplace business needs
- development of realistic on-the-job training plans that are realistic for participants and consistent with workplace requirements
- support identifying and resolving workplace issues with individuals which may impact employers' ability to meet business goals
- financial incentives to offset on-the-job training placement where appropriate and necessary

Our Job Retention Support* provides:

Individuals With:

- development of a resource pool of mentors/coaches
- identification of the need for additional support (with you and your employer, as appropriate)
- development of a support plan for you and the mentor/coach and employer (as appropriate)
- linking you with mentors and coaches to provide support during and after job placement
- monitoring of the mentor/coach relationship and its impact on workplace success, facilitating adjustments as required

Employers With:

- Assistance in identifying areas that require additional support and/or learning, mentoring, and/or coaching with a purpose to ensuring job maintenance and/or increased competencies and/or advancement.

Our Service Commitment/Pledge

Northwest Employment Works is the **only place you need to remember** for all of your employment needs. We value our contribution to Ontario and are proud of our reputation for excellence – **excellence** in the programs we manage, the quality of service we offer our community, and the results we achieve. When a College Sector Employment Services member provides a service to you, we are guided by the following **five key principles**:

1. You will find our staff to be **caring, respectful, courteous, helpful, professional and considerate** at all times.
2. **We respect your time**, and strive to be available when and where you need. We know that your time is valuable, so we work hard to serve you **as quickly as possible**, which includes assisting you with accessing **accommodation for special needs**.
3. **You** are at the **centre** of everything we do. We listen to what you tell us and provide service in **collaboration** and in **consultation** with you, **recognizing the diverse** needs of our users.
4. You can count on our centre and our **competent staff** to have the most **accurate, up-to-date** and **relevant** knowledge, information and resources to help you get what you need. You can count on us to listen carefully to your needs and questions, and guide you through the process of getting the services you require, from start to finish.
5. We are **accountable** to you. We monitor our results and adjust our services continuously to ensure that you are getting the service you deserve. We respect your right to privacy and value the trust you place in us.

How you can help

We make every effort to adhere to the standards outlined in this Charter. **You can help by:**

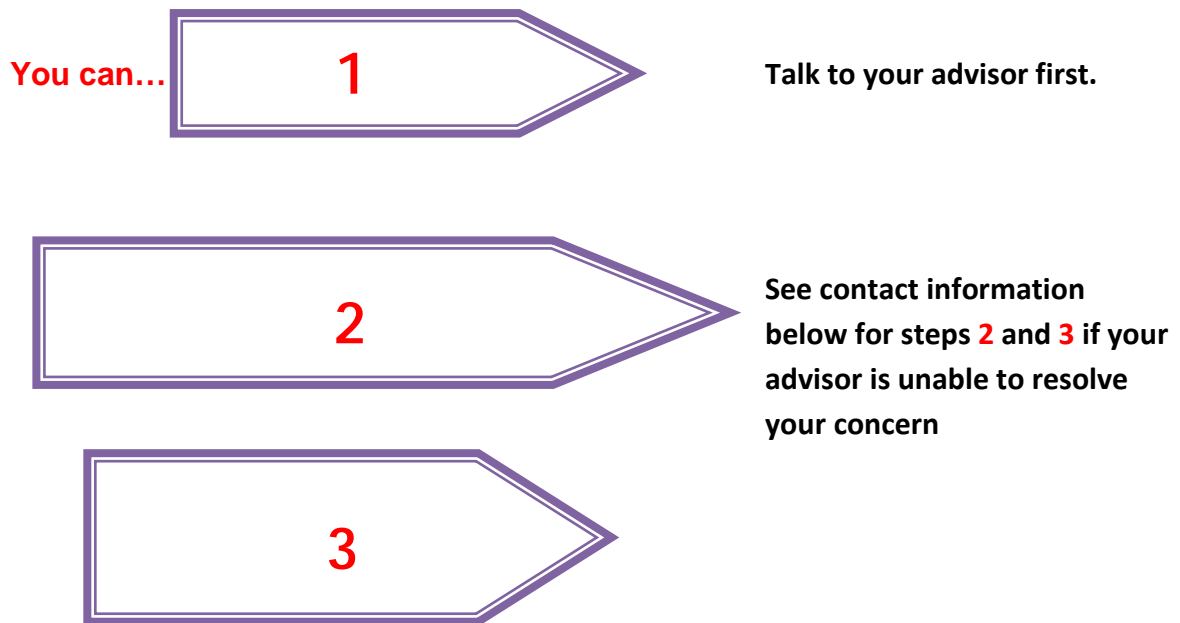
- *providing timely, complete and accurate information;*
- *ensuring we always have your most recent contact information;*
- *treating our staff and centre with courtesy and respect;*
- *honouring your commitments with us, and*
- *providing us with feedback*

Service Standards:

1. We are here when you need us:
 - a. Convenient and extended hours of service
 - b. Relevant and reliable information and tools, day and night on our website:
2. If we don't know, we will find out.
3. You can count on us for ongoing support and follow up, until we mutually agree you don't need our support anymore.
4. We will be your one-stop source for quality, relevant, accurate and up-to-date information, resources and service. If we don't have it, we will help you find it.
5. Our 'living' service plans will ensure that you always know what you need to do, what we need to do, and what you can expect in the future.
6. Flexible, seamless service available across the channels of your choice – in person, web, or phone. And you will never need to give us information more than once.
7. We value your time:
 - a. No appointment necessary for the first visit
 - b. Scheduled appointments within 3 business days
 - c. All messages returned within 1 business day
 - d. You will not be kept waiting longer than 5 minutes for your **scheduled** appointment.
 - e. Weekly contact with you, through the channel of your choice or as negotiated
 - f. Employer job postings will be posted within 24 hrs
8. We will deliver results and report to our customers annually.

Comments and Concerns

We are committed to listening and addressing your service concerns at the first point of contact. We view effective resolution as a very important part of our commitment to improving how we deliver our services to you. Let us know, we want to help!



Contact Us:

Step 2: Louise Marcil, Supervisor, Operations

lmarcil@confederationc.on.ca
807-475-6685

Step 3: Jason Ozbolt, Manager, Employment Programs

jozbolt@confederationc.on.ca
807-475-6222

Your privacy will be respected and protected. You will always receive an acknowledgement within 2 business days and a response within 5 business days.

August 2010