

Position Title: Retention Specialist**Department:** Integrated Employment Services**Location:** Windsor-Essex County, Multiple Locations**Reports to:** Programs Manager & Programs Coordinator**Employment Status:** Full-Time**Schedule:** Monday to Friday, 35 hours per week. Flexibility for evenings and weekends as required.

Objective of Position:

The Retention Specialist plays a vital role in supporting Integrated Employment Services (IES) clients through the pre and post employment phase of their journey. This position is responsible for ensuring clients remain engaged, supported, and on track to achieve long-term employment success.

Working closely with IES caseworkers, the Retention Specialist provides administrative and operational support, conducts regular client follow-ups, ensures accurate and timely data entry into EOIS-CaMS, and helps move clients into appropriate outcomes. The role also includes completing required checkpoints and collecting documentation to meet Performance-Based Funding (PBF) requirements.

This position involves rotating staffing coverage across the primary sites, Downtown and Roundhouse, as well as the satellite offices in Amherstburg and LaSalle, based on program requirements.

Key Responsibilities:

- Maintain regular contact with clients to monitor progress, provide encouragement, and support job retention.
- Complete and document all required client follow-ups and checkpoints in accordance with program timelines and guidelines.
- Collect and upload all necessary documentation to support Performance-Based Funding (PBF) milestones.
- Draft and process outcome attestations to confirm client outcomes and program milestones.
- Enter ERFS financials related to client and employer supports ensuring all documentation is complete, accurate and compliant with IES guidelines
- Accurately enter and update client information, activities, and outcomes in EOIS-CaMS and internal tracking systems.
- Collaborate with caseworkers to ensure alignment of service plans and timely movement of clients into appropriate outcomes.

- Review service plans and ensure all client activity is properly recorded and compliant with program standards.
 - Assist with administrative tasks such as preparing forms, obtaining signatures, completing invoices and evaluations.
 - Maintain organized and up-to-date client files, ensuring all documentation is complete and audit-ready.
 - Participate in team meetings and contribute to case discussions, problem-solving, and service planning.
 - Support the completion of the Common Assessment Tool when required.
 - Support IES department by participating in Outreach efforts and networking events
 - Liaise with local employers and community partners in providing information about IES programs and services
 - Undertake other administrative or client support duties as assigned.
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Qualifications and Skills

- Strong administrative and organizational skills with exceptional attention to detail.
 - Experience with EOIS-CaMS or similar case management systems is an asset.
 - Excellent interpersonal and communication skills, particularly in client-facing interactions.
 - Demonstrated ability to manage multiple priorities and meet deadlines in a fast-paced environment.
 - Proven persistency and creativity in using various modes of following up with clients until required documentation or responses are obtained.
 - Proactive and self-motivated, with a strong sense of initiative.
 - Creative problem-solver who identifies efficient ways to complete tasks and streamline processes.
 - Thorough understanding of IES guidelines, processes and procedures
 - Committed to client-centered service delivery and collaborative teamwork.
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Other Requirements:

WEST of Windsor currently operates out of multiple locations. WEST reserves the right to transfer employees between various work locations as needed, at any time, based on organizational requirements and operational needs.

How to Apply:

- Submit your cover letter and resume to alejandrov@westofwindsor.com

West of Windsor Inc values diversity and encourages all qualified individuals to apply.

- Only Candidates selected for an interview will be contacted.
- Pay range – \$22-\$23/hr