

**CURRICULUM RESOURCE**

Introduction to Employment Services

**OALCF ALIGNMENT**

| Competency                                       | Activity Group                    | Level |
|--|-----------------------------------|-------|
| Competency A - Find and Use Information          | A1. Read continuous text          | 2     |
| Competency A - Find and Use Information          | A2. Interpret documents           | 2     |
| Competency B - Communicate Ideas and Information | B1. Interact with others          | 1     |
| Competency B - Communicate Ideas and Information | B3. Complete and create documents | 2     |
| Competency D - Use Digital Technology            | N/A                               | 2     |

**Goal Paths (check all that apply)**

- Employment
- Apprenticeship
- Secondary School Credit
- Postsecondary
- Independence

**Embedded Skills for Success (check all that apply)**

- Adaptability
- Collaboration
- Communication
- Creativity and innovation
- Digital
- Numeracy
- Problem Solving
- Reading
- Writing

**NOTES:** This resource is an introduction to the umbrella of services dedicated to helping employment seekers in Ontario.

**\*\*\*Practitioners may be required to assist learners in website navigation for certain activities included in this resource.**

## ACKNOWLEDGEMENTS

**Project Host:** Community Literacy of Ontario

**Research & Writing:** Mark Jacquemain



This Employment Ontario service is funded in part by the Government of Canada and the Government of Ontario through the Canada-Ontario Job Fund Agreement.

Canada

EMPLOYMENT  
ONTARIO

Ontario

The opinions expressed in this report are the opinions of Community Literacy of Ontario and do not necessarily reflect those of our funders.

 [communityliteracyofontario.ca](http://communityliteracyofontario.ca)

 (705) 733-2312

 [info@communityliteracyofontario.ca](mailto:info@communityliteracyofontario.ca)

 @CommunityLiteracyOntario

 @love4literacy

 @love4literacy

# Introduction to Employment Services

## TABLE OF CONTENTS

|                                  |           |
|----------------------------------|-----------|
| <b>Overview</b> .....            | <b>3</b>  |
| <b>Getting Started</b> .....     | <b>4</b>  |
| <b>Employment Services</b> ..... | <b>6</b>  |
| Finding Jobs.....                | 7         |
| Applying for Jobs .....          | 11        |
| Career Planning .....            | 16        |
| Financial Support.....           | 19        |
| <b>Next Steps</b> .....          | <b>21</b> |



## Overview

Are you currently searching for a job? Are you looking for guidance, advice, or support?

There are many resources available to you through **Employment Services**.

Employment Services refers to organizations that help job-seekers find work. There are many different types of Employment Services:

- Government of Canada Job Bank service
- provincial services like Employment Ontario
- local employment centres in municipalities across Canada
- private employment service providers

Employment Services do much more than list job openings. These organizations help job-seekers in many ways, by:

- sharing up-to-date job openings across the country
- explaining the training needed to do certain jobs
- helping to arrange training and apprenticeships
- providing support and guidance from employment counsellors
- arranging financial support to help with educational costs
- answering questions and giving advice

This resource will introduce you to Employment Services in Ontario. It can help you use these services to get a job.

Many of the Employment Services featured in this resource are affiliated with Employment Ontario. These services will be written in **bold**. **Employment Ontario** is funded in part by the Government of Canada and the Government of Ontario through the Canada-Ontario Job Fund Agreement.

## Getting Started

Before contacting Employment Services there are some things to think about. Try to answer the questions below. This preparation will help you get a better Employment Services experience.

### What sort of work are you most interested in?

- Do you have an idea of the kind of work you would like to do?
- Do you have an idea of the kind of work you would **not** like to do?
- Would you be willing to try new things at your job?

### How much would you like to work and earn?

- Are you hoping for fulltime or parttime work?
- Do you know the pay range you hope for?

### How much training is required?

- Are you willing to train to work at your new job?
- Are you willing to do an apprenticeship?
- Would you need financial assistance to take a training or apprenticeship program?

### Where do you want to work?

- Are you looking for local work?
- Are you willing to commute to work?
- Are you willing to re-locate to a new location for work?

Let's take a minute to answer some of these questions.

## Activity #1

1. List three jobs that you might like to do. Discuss with your teacher or partner why you would like to do these jobs.

Job 1: \_\_\_\_\_

Job 2: \_\_\_\_\_

Job 3: \_\_\_\_\_

2. List three jobs you would **not** like to do. Discuss with your teacher or partner why you would not like to do them.

Job 1: \_\_\_\_\_

Job 2: \_\_\_\_\_

Job 3: \_\_\_\_\_

3. Discuss with your teacher or partner whether you prefer fulltime or parttime work.
4. Discuss with your teacher or partner whether you would be willing to travel for work.

## Employment Services

The best in-person services for job-seekers can be found at local employment centres. The federal and provincial governments also offer excellent online services. Contact information for Employment Services organizations is provided at the end of this resource.

The services available to job-seekers fall into five main categories:

- finding available jobs
- preparing to apply for jobs
- career planning and training
- financial support
- general guidance and advice

Let's take a closer look at these services. Remember to think about which services might be useful to you.

### 1. Finding Available Jobs

Employment Services specialize in helping you find available jobs. These organizations have many tools to help you do so.

#### a) Job Postings

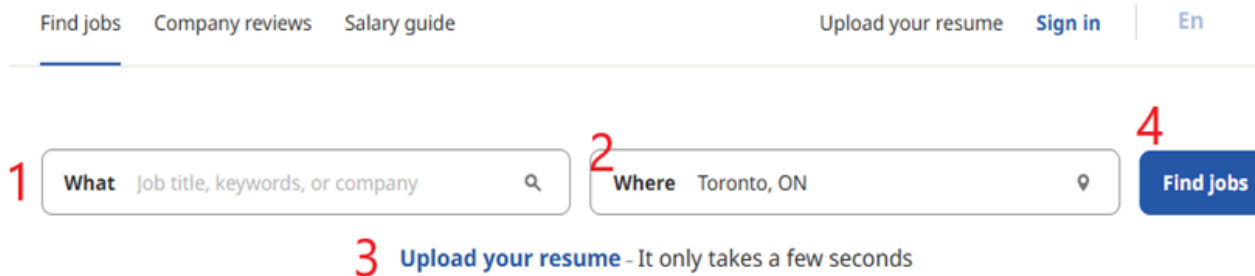
Job postings are **lists** of available jobs. Private companies like Indeed and Workopolis have popular job posting websites. You can also find job postings on the websites of local employment centres.

## Finding Jobs

The job bank for **Employment Ontario** can be found here:

<https://www.ontario.ca/page/employment-ontario#find-a-job>

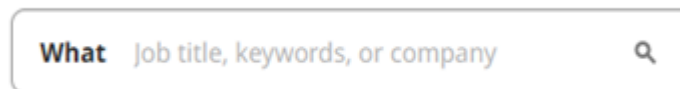
The job bank for Indeed looks like this:



The screenshot shows the Indeed job search interface. At the top, there are links for 'Find jobs', 'Company reviews', and 'Salary guide'. On the right, there are links for 'Upload your resume', 'Sign in', and 'En'. Below these links are two search input fields. The first field is labeled '1' and contains the text 'What Job title, keywords, or company' with a magnifying glass icon. The second field is labeled '2' and contains the text 'Where Toronto, ON' with a location pin icon. To the right of these fields is a blue button labeled '4 Find Jobs'. Below the search fields, there is a blue link labeled '3 Upload your resume - It only takes a few seconds'.

The Indeed job bank allows you to:

1. Type in the type of job you are looking for, like “dishwasher.”



The screenshot shows a single search input field with the text 'What Job title, keywords, or company' and a magnifying glass icon.

2. Type in where you want to work.



The screenshot shows a single search input field with the text 'Where Toronto, ON' and a location pin icon.

3. “Upload” your resume, which means it will be ready when you apply to a job.

**Upload your resume** - It only takes a few seconds

4. When you are ready, click **Find jobs**.

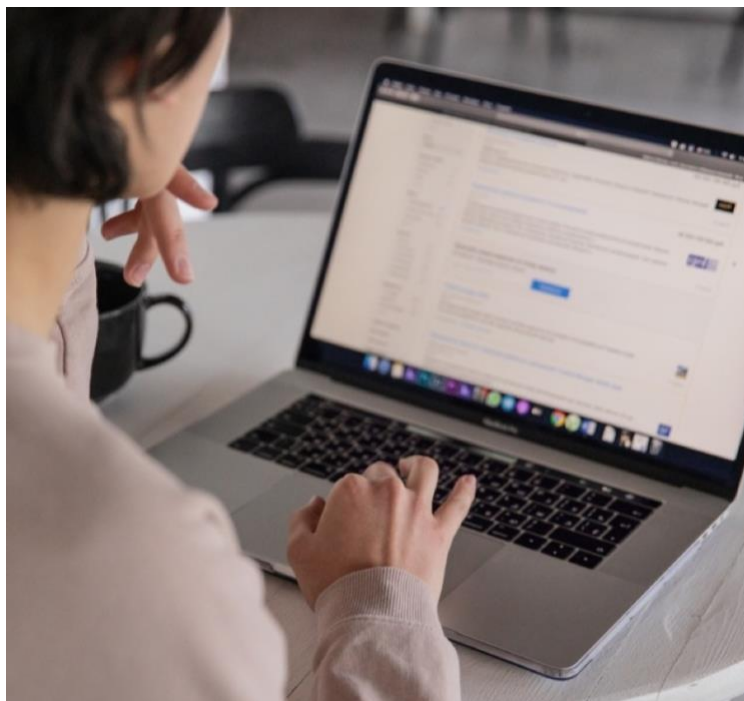


The screenshot shows a blue button with the text 'Find jobs' in white.



## Activity #2

1. Request help from your teacher to go to the Indeed job bank: <https://ca.indeed.com/>
2. Type in the name of a job you are looking for (e.g. cook).
3. Type in where you want to work.
4. Click “Find Jobs.”
5. Read the results.



## b) Job Search Resources

Local employment centres have many job search resources:

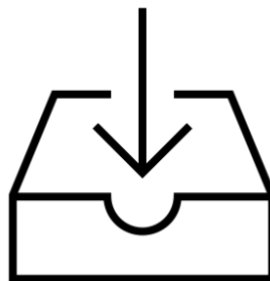
- leads on local jobs
- lists of seasonal jobs
- tips and ideas for job searching
- helpful job search links

This is an example of a link to job search resources from the Barrie Career Centre.

There will be similar links on the sites of other employment centres:

<https://barriecareercentre.com/job-searchers/other-programs-and-services/>

- See the list at the end of this resource to find local employment centres.



### c) Job Fairs

Job fairs are events where job-seekers can meet employers. These events can help job-seekers find jobs and get hired.

Job fairs are an excellent job-seeking opportunity because:

- Job openings are advertised.
- Career and training paths are explained.
- Employers are available to meet you.
- Interviews for jobs are sometimes given.

It is important to be prepared when attending job fairs. Here are some tips:

- Bring an updated resume.
- Dress neatly.
- Arrive early.
- Meet employers alone, not with family or friends.
- Use good posture and eye contact.
- Speak clearly and calmly.
- Shake hands with employers.
- Collect business cards and call employers the following week.

You should also practice a short “sales pitch” about yourself beforehand:

- **Who am I?** (your experience and education)
- **Why do I want to work for you?** (your working goals)
- **Why should you hire me?** (your skills and strengths)

## Applying for Jobs

### 2. Preparing to Apply for Jobs

Local employment centres have resources to help with applying for jobs. Staff can offer guidance with resumes, cover letters, and interviews.

#### a) Resume Building

A resume is important when looking for a job. It is a document that lists your work experience and education. Having the best resume possible can help you succeed in your job search.

- tips sheets on resume format and structure
  - job-specific resume examples
  - help upgrading your resume
- Consider building a “master resume.” A master resume lists your skills and experience. You can adjust it to suit the different jobs you apply to.
- Remember that some resumes must be uploaded in **pdf format**.

Your local employment centre will offer many resume services.

Here is a resource online:

The Government of Canada Job Bank offers a resume builder:

<https://www.jobbank.gc.ca/findajob/resume-builder>



b) Cover Letter Writing

A cover letter often goes with a resume. It is a letter that introduces you to employers. Not all job applications require a cover letter. But many still do. Check the job application to see if a cover letter is needed.

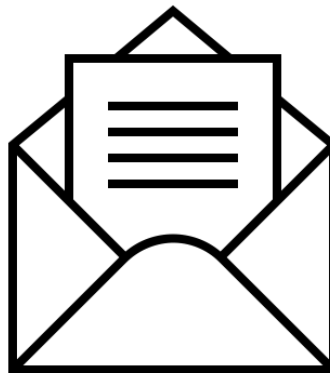
Writing a cover letter can be hard. Local employment centres offer support writing strong cover letters.

- See the list at the end of this resource to find local employment centres.

Here is a resource online:

Settlement.org offers resume and cover letter help for New Canadians:

<https://settlement.org/ontario/employment/find-a-job/resume/how-do-i-create-a-good-cover-letter/>



## c) Interview Prep

The final step in the job-seeking journey is an interview. It is a meeting with your potential future employer. The employer will ask you questions about yourself. The employer may also ask you about your past work, volunteering and education.

Some possible interview questions:

- Tell me about your work experience.
- Why are you interested in this job?
- What makes you good at working with others?
- What are your strengths and weaknesses?

It is very important to prepare for an interview. Local and online employment centres provide interview support:

<https://www.themuse.com/advice/the-ultimate-interview-guide-30-prep-tips-for-job-interview-success>

Here are some interview tips:

- Be on time.
- Bring extra copies of your resume.
- Dress neatly.
- Listen carefully to the questions.
- You can ask the interviewer to repeat questions.
- Tell the truth and be positive.

**Optional Task!**

Do this now or when you have more time:

**Mock Interview:**

- Working with a teacher or partner, practice your interview skills in a mock interview. Here are some sample questions:
  - What are some of your best skills?
  - What is your biggest weakness?
  - Why do you want this job?

- Prepare to answer these questions by thinking and writing ideas down.

Remember some tips:

- Shake the interviewer's hand with a firm grip.
  - Meet the interviewer's eyes.
  - Speak clearly and at a confident volume.
  - Try not to fidget.
  - Keep your answers concise.
  - Thank the interviewer when the interview is over.
- Now your teacher or partner will ask you some of the sample questions.
  - Afterward, check off what you got right on the checklist.

**More interview tips:**

- Take deep, calming breaths through the nose before the interview begins.
- When talking about your weaknesses: say that you are excited to improve.
- When asked why you want the job: show how your skills fit.

### Activity #3

1. What is the importance of preparing a resume? Discuss with your teacher or partner.
2. What is the importance of having a cover letter? Discuss with your teacher or partner.
3. What are three interview tips? Discuss with your teacher or partner.
4. In the space below, list your work experience and skills.

**Work Experience:** Any jobs or volunteering you have done.

**Skills:** All the things you are good at.

(Examples: **Curiosity, Punctuality, Team-player, Hard-worker, Flexibility**)



## Career Planning

### 3. Career Planning and Training

#### a) Career Planning Consultations

Feeling unsure of your career path can be challenging. You may not know:

- what is the best job for you
- what steps you should take
- if you need training
- what resources you should use

Career counsellors do assessments to help you find the best career for you. They can help you:

- identify your career goals
- understand training options in fields you are interested in
- find information about other community services and supports

**Employment Ontario** offers free appointments with employment counsellors. They are located in different regions:

<https://www.eoss.tcu.gov.on.ca/CitizenPortal/infoAboutYou.do?programCode=ESI&lang=en>

After you decide on a good career, Employment Ontario counsellors can help you:

- work on your career goals
- understand the training required
- apply for any financial assistance

## b) Skills Building Workshops

Employment centres offer workshops to improve your skills. These workshops help with job-seeking. They expand your employability skills.

Some workshops can be attended in person. Some are online. Workshops are often free. Sometimes you must sign up online to attend. To sign up, you might have to make an account.

The **Centre for Skills Development** offers many informative workshops for jobseekers:

<https://www.centreforskills.ca/workshops-and-events>

- MS Word
- Resume Essential
- Interview to Impress
- Boost Your Confidence

Jobskills offers interesting workshops for jobseekers:

<https://www.jobskills.org/job-search-workshop-your-trusty-sidekick-in-finding-work-in-canada/>



c) Training Services

Some jobs require education or training. Understanding what training is needed can be confusing. Employment centres have information about job training. Employment counsellors can offer support too.

**Employment Ontario** offers many re-training resources:

- Adult Learning courses:
  - <https://www.ontario.ca/page/adult-learning>
- Skilled Trades training:
  - <https://www.ontario.ca/page/start-apprenticeship>

The Canadian Council on Rehabilitation and Work offers training for job-seekers with disabilities: <https://ccrw.org/skill-training-employment-service/>

Most Ontario Works offers paid training programs to prepare for employment:  
<https://www.toronto.ca/community-people/employment-social-support/employment-support/training-courses/ontario-works-training-programs-in-toronto/>

## Financial Support

### 4. Financial Support

Job-seekers are often in need of financial support. Financial support may be necessary to pay for training. It may be necessary to get by while job-seeking. It may be an incentive for the employer to hire or train a new employee.

There are several financial support services available for:

- job-seekers
- new Canadians
- people with disabilities

**Better Jobs Ontario** provides unemployed individuals with job-skills training. The program is for people who have been laid off or are low-income. There are some eligibility requirements for this program.

The program will pay for training for a new career:

<https://www.tcu.gov.on.ca/eng/eopg/programs/sc.html>

- Ask an employment counsellor for help applying to the Better Jobs program.

The **Ontario Bridging Participant Assistance Program** provides support to highly-skilled newcomers who are retraining:

<https://www.tcu.gov.on.ca/eng/eopg/programs/obpap.html>

The Ontario Disability Support Program offers employment and financial supports to people with disabilities:

<https://www.ontario.ca/page/ontario-disability-support-program>

## Activity #4

1. How might an Employment Counsellor help you? Discuss with your teacher or partner.
2. Would any employability or job search workshops help you? Discuss with your teacher or partner.
3. What supports could you use to help with your job search?

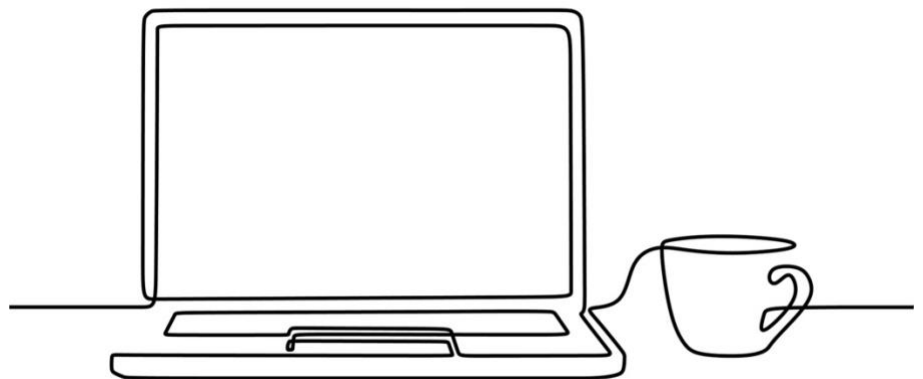
Resume Support

Cover Letter Writing

Interview Prep

Career Goals

Training Information



## Next Steps

You now have an introduction to Employment Services. It is a good time to think about your next steps.

Contacting your local employment centre is a good place to start. Employment centres can provide the services we have discussed. There are other services they offer.

- internet access
- computer use
- templates for resumes and cover letters
- use of printers
- contact information for employers
- other important resources

Below are different ways to find your local employment centre:

The Government of Canada listing of employment centres across Canada:

<https://www.jobbank.gc.ca/findajob/employment-centres>

Jobskills centres across Ontario:

<https://www.jobskills.org/employment-ontario-employment-services/>

Employment and Community Services across Ontario for New Canadians:

<https://services.settlement.org/en/>

211 Ontario offers free support services:

- Call **211** or toll free at **1-877-330-3213**