

JOB POSTING

Job Title:	Employment Services Facilitator
Reports To:	Program Manager
Program Name:	Employment Program of BC
Location:	Whistler

Position Summary

The Employment Services Facilitator works with individuals to assist them in securing sustainable employment (or community attachment) within the timelines established in the Employment Program of BC agreement. The Employment Services Facilitator accomplishes this by assisting clients with overcoming barriers to employment through group and one-on-one facilitation of workshops; delivered in-person and online.

Key Duties and Responsibilities

Facilitation 70%

- Develop respectful, collaborative relationships with clients using a client-centred and learning-outcomes focused approach
- Facilitate employability preparation workshops to enable clients to develop strong employability skills including: time and stress management, building self esteem, goal setting and health and personal care
- Facilitate career exploration workshops to assist clients to recognize skills and values, interests and aptitude related to career choices
- Facilitate job search workshops to guide clients in resume development, cover letters, employment references, interview techniques, tapping the hidden job market
- Facilitate workshops to assist clients with researching information and statistics including occupation profiles, emerging and declining sectors, education and training options
- Facilitate workshops that increase clients' job maintenance skills such as communication and problem solving skills and workplace assertiveness
- Monitor client attendance and progress in workshops; maintain open communication with Case Manager and Employment Resource Specialists
- Utilize the integrated case management system (ICM) to capture client data and to evidence qualitative and quantitative outcomes
- Provide written reports regarding client performance and progress

Client Support 15%

- Provide 1-1 counselling to address the client's job search and career exploration needs
- Provide job search support to clients using equipment and materials in Self-Serve Centre
- Provide research assistance for education and training opportunities for clients in preparation for employment training or returning to school
- Provide referrals for participants to other community support services as required

Curriculum Development 5%

- Evaluate and improve workshops to ensure effectiveness, relevance and quality to support clients in obtaining and maintaining employment
- Develop or adapt curriculum for employment focused and employability skills workshops

- Review and enhance curriculum on a regular basis to ensure information is current and client feedback is addressed

Other 10%

- Communicate with service providers, funders, internal stakeholders and clients
- Attend team meetings
- Perform other duties as required

Knowledge, Skills and Abilities**Knowledge**

- Understands and can describe Tii's philosophical and practical approach to career development learning
- Theoretical and applied knowledge of career counselling, multicultural and cross-cultural counselling, ethical career practice, and adult learning principles
- Up-to-date local labour market knowledge across a variety of industry sectors
- Applied knowledge of BC's Employment Standards Act
- Practical understanding and experience in teaching and/or adult education
- Familiarity with training methodologies and knowledge of various assessment tools
- Understands and is able to speak to the unique opportunities and challenges associated with working within a project-based entrepreneurial organization

Skills

- Ability to establish and maintain productive counselling relationships with clients
- Skilled at relationship-building and counselling using online communication mediums
- Able to develop, review, evaluate and improve employment focused and employability skills workshops
- Can identify and select counselling techniques appropriate to the client's goals, skills and needs
- Skilled at assisting clients to develop employability and job search skills
- Excellent written and verbal communication skills
- Excellent time management and organizational skills
- Competent in analyzing data and statistics, measuring outcomes, using numbers
- Highly proficient with business technologies, including: Windows environment and MS Office, printer/scanners and web based research tools, social media and online learning platforms
- Skilled at keyboarding, data entry and database query and reporting structures

Abilities

- Proven ability to meet or exceed qualitative and quantitative performance expectations
- Ability to assist client with identifying employment barriers, and how to apply strategies learned in job search, career exploration and labour market Information workshops
- Demonstrated ability to work effectively with a variety of client groups including specialized populations as defined in the EPBC
- Capable of delivering group workshops and individual learning services and successfully engaging learners to make the learning personally relevant whether delivered in person or through an online medium
- Demonstrated ability to manage client data and effectively document the counselling process while working with a large number of clients

- Demonstrated ability to shift roles between: counsellor, coach, instructor, group facilitator and information giver
- Demonstrated ability to self-manage a complex and flexible work schedule

Training, Education and Experience

- Bachelor degree (or higher) preferred - a combination of education and career development experience will be considered
- A minimum of 2-3 years of facilitation experience, specifically delivering workshops on effective job search strategies, career exploration and labour market information
- Training and/or experience related to online learning, facilitation or counselling an asset
- Certified to deliver B-level assessments an asset
- CCDP preferred

Other Requirements

- Able to work weekends and evenings
- Pass and maintain a Criminal Record Check – including vulnerable persons
- Experience and/or strong interest to learn online facilitation
- Able to work in Squamish as required
- Fluency in French or Punjabi an asset

Critical Success Factors

- Creative and passionate about working with clients to enhance labour market attachment
- Strong interpersonal skills and capable of working with specialized populations
- Excited to work in a variety of service mediums (individual and group; online and f2f)
- Commitment to providing quality service and meeting or exceeding program deliverables
- Proven ability to be adaptable in your approach by adjusting to changes in service delivery models, the labour market or participant trends
- Displays a reflective, learning and problem solving approach to work
- Alignment with and ability to display organizational core values of: accountability, communication, innovation, performance, relationship and spirit

Application Process

To apply for this position please submit your resume and cover letter by email to Tara Fong, Director of Career Services at tara.fong@training-innovations.com

Internal applicants please cc' Tina Strehlke, Communications Director at tina.strehlke@training-innovations.com

Applications will be accepted until January 8, 2012.