

## JOB DESCRIPTION

### Job Title

Employment Services Facilitator & Curriculum Manager

### Position Summary

Reporting to the Executive Director, the Employment Services Facilitator & Curriculum Manager works with unemployed individuals to assist them in securing employment (or community attachment) within the timelines established in the Employment Program of BC agreement. The Employment Services Facilitator & Curriculum Manager assists clients in overcoming employment challenges by delivering group-based programs, workshops, and where appropriate, one-on-one services. Topics include job readiness, job search, employability skills, and work targeting. This individual is also responsible for enhancing and developing workshop curriculum and materials, and supporting other Howe Sound Women's Centre employees in their role as service providers with Back In Motion Rehab Inc.

### Key Duties and Responsibilities

#### Facilitation

- Develop respectful, collaborative relationships with clients using a client-centred and learning-focused approach.
- Facilitate work targeting services 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 using labour market information 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.

#### Curriculum Development

- Regularly review content to ensure information is current and appropriate to client group.
- Help evaluate and adapt curriculum to ensure effectiveness, relevance and quality to support clients in obtaining and maintaining employment.

### **Self-Serve Resource Centre Services**

- Provide client service in the Self Serve Resource Centre including initial screening, assessment, appointment scheduling, and SSRA orientation for new clients.
- Provide assistance with job applications, resume and cover letter development, labour market research, and sourcing/collecting/posting local job leads.
- Refer / engage clients into case management services as appropriate.
- Provide referrals for participants to community support services as required.

### **Management & Leadership**

- Work in collaboration with Staff, Executive Director and Board to develop and support organizational vision, mission, & values.
- Provide support, leadership and coaching to Howe Sound Women's Centre employees in their role as service providers with Back In Motion.
- Oversee program delivery and employee development to support financial and service delivery targets of the WorkBC program.

## **Knowledge, Skills and Abilities**

### **Knowledge**

- 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.
- 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.
- An understanding of systemic discrimination facing women and the dynamics of violence against women.
- An understanding of the factors affecting marginalized populations, including the historical impacts of colonization and residential schools.

### **Skills**

- Ability to establish and maintain productive relationships with clients.
- Ability to engage and retain clients in services and maintain motivation and action towards achieving their employment goal.
- Skilled at assisting clients to develop employability and job search skills.
- Excellent written and verbal communication skills and presentation skills.
- Highly proficient with business technologies, including: Windows, Microsoft Office Suite, web based research tools, and familiarity with social media.

## **Abilities**

- Proven ability to meet or exceed qualitative and quantitative performance expectations.
- 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 shift roles between: counsellor, coach, instructor, group facilitator, leader and provider of information.

## **Training, Education and Experience**

- Bachelor degree preferred - a combination of education and experience will be considered.
- 2-3 years of group facilitation experience.
- Direct experience delivering career-related workshops an asset.
- Certified to deliver B-level assessments an asset.
- CCDP an asset.
- Foundations of Violence Against Women training and Non-Violent Crisis Intervention (NVCI) or other customer service/conflict mediation training an asset.

## **Other Requirements**

- Able to pass and maintain a Criminal Record Check – including vulnerable persons.
- Fluency in another language an asset.

## **Critical Success Factors**

- Creative in working with clients to enhance labour market attachment.
- Strong interpersonal skills and capable of working with specialized populations.
- 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.

## **Reporting Structure**

- This individual will report jointly to the Executive Director, Howe Sound Women's Centre Society and Program Manager, Back In Motion Rehab Inc.