

SUMMARY

Job Posting: Employment Skills Facilitator

Kiwassa Neighbourhood House, a multi-service community agency working in East Vancouver, is seeking an Employment Skills Facilitator to work with clients facing multiple barriers to employment. The successful candidate will work as part of the Northeast Vancouver WorkBC Program, in partnership with MOSAIC.

OVERALL: You love working with people to connect their strengths and skills with opportunities to find knowledge, confidence, and networks that support their ability to find and retain employment. As an Employment Skills Facilitator, you are primarily responsible for developing and delivering effective classroom instruction to WorkBC multi-barriered clients, resulting in improved employability and successful job attachment outcomes. You have strong communication skills, enjoy helping people learn, and working as part of a team.

DUTIES: Employment Skills Facilitator
1. Develops and delivers effective classroom instruction to improve adult learners' employability.
2. Utilizes a variety of interesting and effective teaching methodologies, and regularly develops and updates curricula.
3. Understands the WorkBC program service policies and contractual obligations, and understands the role of a Facilitator play in achieving the program goals (i.e. KPMs and contractual outcomes).
4. Maintains and monitors client progress to successful job attachment outcome by building a strong rapport with clients and documenting client activities in the program database.
5. Maintains an excellent working knowledge of local labour market trends, community resources, the needs of job seekers and employers, and other stakeholders
6. Attends and takes an active role in participating in program, departmental and all-staff meetings; including team meetings and case conferences.
7. Provides back-up for Employment Resource Specialist in providing Client Intake, Clients Needs Assessment Services and the operation of the WorkBC Resource Room; undertakes other duties as requested by the supervisor.
8. Evaluates curriculum and teaching methodologies and regularly updates classroom instruction delivery in order to improve successful client outcome
9. Evaluates the process that determines how case managed clients are referred to classroom instruction; assist coordinator/manager in refining the process regularly
10. Supports the team with program policy interpretation as well as develop strategy/process in improving contractual outcomes and achieving client success.
11. Plays the role of Subject Matter Expert (SME) in serving multi-barriered clients.
12. Supports WorkBC Employment Services Centre manager/coordinator in onboarding new staff members.
13. Assists in resolving client complaint and managing aggressive client behaviors.
14. Takes on the Acting Coordinator/Manager role when needed.

QUALIFICATIONS

<p>Minimum Qualifications described in WorkBC Employment Services Agreement Section 17.1.2 to 17.1.8</p>	<p>A post-secondary certificate, degree or diploma in a relevant field (e.g. career or employment development, vocational rehabilitation, social work, psychology, sociology, human services, counselling, education or human resources management) or demonstrated experience in:</p> <ul style="list-style-type: none"> • Conducting and interpreting Client needs assessments, • Coaching and mentoring Clients • Working with individuals with complex barriers and a broad range of cultural backgrounds • Building partnerships with community agencies, employers and other stakeholders • Providing customer service and resolving issues both in person and in an virtual service delivery system • Delivering basic life skills / essential work skills program • Current and satisfactory Criminal Record Check.
<p>Additional Qualifications:</p>	<ul style="list-style-type: none"> • Adapting teaching materials to meet the needs of clients • Facilitating group-based learning for adult learners • Strong interpersonal, cross-cultural communication skills. Possessing patience, tact, flexibility and ability to build rapport with clients. • Working knowledge of the WorkBC Integrated Case Management tool • Good working knowledge of existing programs and services, community resources, and local labour market conditions. • Familiar with standard office equipment and skilled in the use of word processing software, the Internet, and e-mail. • CCDP designation (Certified Career Development Practitioner) or in process of being certified. Other relevant certification includes: TESOL, Essential Skills, and curriculum development. • Additional years of experience facilitating group-based workshops within the WorkBC framework or experience succeeding in a fee-for-service program environment.

This is a full-time position. The salary range is \$43,000-\$48,000 plus an excellent health, benefits and vacation package.

Please email a CV and cover letter by March 4, 2019.

To: careers@kiwassa.ca

Re: Employment Skills Facilitator