

JOB DESCRIPTION

Title: Facilitator

Job Description: EA / Facilitator will be responsible for delivery of formal, employment services to participants through workshop facilitation and one-to-one coaching. This position guides participants through these services and activities using a holistic model with a focus on participants in the process of transitioning into the labour market.

Primary Responsibilities:

One-on-One Employment Counselling/Coaching:

- Provide action-oriented, solution-focused employment counselling to address barriers to (re)entry into the labour market.
- Assess needs and address appropriate next-steps plan with participant.
- Assist participants in employment related issues such as career/job transition, self-esteem, confidence building, communications skills, decision making, problem solving, and stress management.
- Assess appropriateness of participant goals with labour/business market opportunities.
- Lead participant to self awareness through administration and interpretation of assessment tools.
- Draw the correlation between the participant's transferable skills and labour market opportunities.
- Assist in the development of a greater awareness of employability skills required in the changing workplace.
- Maintain in-house case management files and participant service statistics. Ensure accurate data collection and reporting that tracks participant progress and outcomes.
- Coach participants to successful transition into career transition using effective tools and techniques

Facilitation:

- Conduct effective workshops/sessions that form the basis of program activities and content.
- Assist in the development and adaptation of curriculum, schedule and program development for an adult learning environment with clear learning objectives and organized documentation.
- Facilitate workshops in a manner conducive to participant motivation.
- Record and report on attendance for all sessions with supporting documents according to procedures.
- Build the continuity of participant learning throughout the career transitioning process.

Intake/Follow-up:

- Conduct intake assessment/referral interviews for all potential participants within speed of service guidelines and meeting program expectations.
- Administer the Employment Readiness Scale with participants and review results.
- In consultation with the participant select appropriate program activities, enroll and complete contract agreement.
- Complete referral form with appropriate information including start and end dates of intervention
- Refer non-accepted referrals back to the case manager or other community resources with appropriate documentation, in consultation with management.
- Conduct follow up including one-on-one sessions to review participants' progress and offer additional support as needed.
- Complete notes for the participant files.
- Track participant progress and report as per MCSCS procedures.

Liaison w/Project Staff:

- Liaise with management and administration staff to update activity schedule
- Liaise with administration staff for daily operations and project activities
- Liaise with management regarding project and participant progress

Marketing:

- Market and conduct information/orientation sessions and one-on-one interviews for all potential participants to meet program expectations.
- Assist in marketing program to prospective participants, referral agencies and employers.

Job Development / Work Placement Monitoring:

- Work closely with participant to assist in reaching successful project outcomes
- Monitor work experience placements through site visits, host feedback interviews and evaluations, and participant follow-up.
- Coach participant through employability skills issues that might arise in the work experience.

Employer Liaison:

- Provide participants with the opportunity to connect to the employer by coordinating employer panel and guest speaker sessions
- Coordinate on-site job fairs which include, but not limited to: contacting and scheduling employers, creating and distributing marketing materials, managing the event, following up with employers on recruitment/event successes.
- Liaise with employers to source employment opportunities, including wage subsidy/work experience agreements, for participants and to secure information on recruitment and hiring practices
- Share labour market trends with team: business closures, business openings, major hires

Training Liaison (if applicable)

- Assist the participant to find training options that meet their needs
- Schedule on and off-site training sessions
- Monitor participant progress through, and completion of, the training sessions as per their action plan
- Compile and keep current a contact list of training providers and training services within the community

Secondary Responsibilities:

Resources:

- Source job postings and employment opportunities relative to “local jobs”.
- Obtain information relevant to program, labour market information and relevant training opportunities, and post in appropriate locations.
- Ensure the facility is presentable, professional and tidy for the general public.
- Provide accurate and relevant support to resource lab participants by advising and supporting participants in their program documents, resumes, cover letters, interviewing skills, resource and company research and employment related issues in a variety of formats according to participant’s request: On-site, electronic, or help-line service.
- Organize and maintain resource shelves.
- Ensure efficient operation of computer stations, fax machines & photocopier.
- Refer participants to employment resource centre, other service providers, or social programs as appropriate.
- Meet and greet participants
- Provide orientation to participants in the use of computers, equipment and resources in either a group or individual basis.
- Monitor participants in the work they are doing on the computers, fax and photocopier, and phone.
- Market the program and MCSCS at external events as requested.
- Compile and submit assigned reporting, as requested.

General Responsibilities:

- Abide by the policies of MCSCS as they exist or are developed.
- Familiarize self with the scope and content of programs and services provided by the Society.
- Maintain ethics and professionalism in delivery of service and in dealing with all participants of MCSCS, staff and community.
- Work collaboratively and proactively with centre staff to maximize centre's effectiveness.
- Maintain a good working knowledge of community resources and services especially within the local Fraser Valley area.
- Remain flexible and adapt to change.
- Provide constructive feedback to management about program content and systems.
- Maintain participant confidentiality and documentation in accordance with privacy laws.
- Attend staff meetings.
- Complete any other duties as requested by management.

Qualifications:

- Demonstrated experience with Career Decision-Making and Job Search principles and techniques
- Career Development Practitioner Certification and proven years of experience in facilitation in both one-on-one and workshop environments
- Demonstrated experience in administering and interpreting a variety of assessments used in career transition programs (including but not limited to ERS, PSI, COPSsystem)
- Good working knowledge of Labour Market Information especially within the local Fraser Valley area

- High level of computer skills to include: MS Office Suite, internet research and troubleshooting
- Proven experience in delivering high quality customer service in a high volume environment
- Good research skills – both electronically and other
- Effective advising, motivational and positive reinforcement skills
- Exceptional interpersonal skills
- Ability to work in an informal or classroom environment supporting participants according to their needs.

Submit cover letter and resume to:

Pia Ritch
Director of Operations and Human Resources
pritch@missioncsc.org