



JOB DESCRIPTION

Title: Facilitator/Coordinator – Employment Program
(Pending Funding)

Job Description: 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 clients in the process of transitioning into the labour market. This position reports to National Director Employment Programs.

Primary Responsibilities:

Facilitation:

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

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 action plans with participants.
- Assist clients in labour market attachment related issues such as career/business plan transition, self-esteem, confidence building, communications skills, decision making, problem solving, and stress management.
- Assess appropriateness of client goals with labour/business market opportunities.
- Lead client to self awareness through interpretation of assessment tools.
- Draw the correlation between the client's transferable skills and labour market opportunities.
- Assist in the development of awareness of employability skills in changing workplace including participation within the Gig economy.
- Maintain in-house case management files and client service statistics.

Intake/Follow-up:

- Conduct intake assessment/referral interviews for all potential participants.
- Conduct follow up including one-on-one sessions to review clients' progress and offer additional support as needed.
- Track client progress and report as per MCSCS procedures.



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, agencies and employers.

Employer Liaison:

- Provide clients with the opportunity to connect to employer by coordinating employer panel and industry guest speaker sessions and coordinate on-site job fairs.
- Liaise with employers to source employment opportunities for clients and to secure information on recruitment and hiring practices.
- Share labour market trends with team: business closures, business openings, major hires.

General Responsibilities:

- Abide by the policies of MCSCS as they exist or are developed.
- Familiarize self with scope and content of programs and services provided by Society.
- Maintain ethics and professionalism in delivery of service and in dealing with all clients and staff.
- Work collaboratively and proactively.
- Maintain a good working knowledge of community resources and services.
- Remain flexible and adapt to change.
- Provide constructive feedback to management about program content and systems.
- Maintain client confidentiality and documentation in accordance with privacy laws.
- Attend staff meetings.

Qualifications:

- Demonstrated experience with Career Decision-Making and Job Search principles.
- 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 assessment.
- Good working knowledge of Labour Market Information.
- High level of computer skills to include: MS Office Suite, internet research and troubleshooting, Zoom.
- Proven experience in delivering high quality service in a high-volume environment.
- Good research skills – both electronically and other.
- Exceptional interpersonal skills and effective advising, motivational and positive reinforcement skills
- Ability to work in an informal or classroom environment supporting clients according to their needs

Submit cover letter and resume to:

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