

# POSTING

## Project Facilitator

### Permanent Full Time (35 hours per week)

### Immigrant Services

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Project Facilitator is responsible for developing and delivering employment and employability skills training to program participants. Project Facilitator works closely with **Project Based Labour Market Training (PBLMT)** project team to meet funding deliverables and outcomes as set by funder, maintaining consistent records and tracking data to report out on participants to both funder and Options Community Services.

#### KEY DUTIES AND RESPONSIBILITIES

- Organize, develop and facilitate group-based skills training that caters to multilingual job seekers: occupational skills (including active listening, social perceptiveness and services orientation); essential skills (including oral communication, working with others and thinking; life skills (self-awareness, self-direction and self-care); and employment skills (including job search and job application techniques, resume and cover letter preparation, interview skills, job maintenance skills)
- Host guest speakers and content experts; create group-based learning schedules and track attendance and progress of participants.
- Work one-on-one with participants to support and strengthen self-marketing approaches including targeted resumes, cover letters, interviews, and networking.
- Meet performance measurement targets, service/intervention level targets and outcome targets.
- Participate in team-building and share information for program development in case conferences and staff meetings.
- Build strong connections within the community for the purpose of promoting programs and participants.
- Adhere to Policies and Standards as established in OCS Policy and Program Manuals, OCS Health & Safety Guidelines, OCS Job Description(s), written Memos/Directives, funder expectations and COA standards.
- Work as a member of the project team, maintain and develop community networks and perform other duties as assigned.

## QUALIFICATIONS

### Education, Training, and Experience

- B.A. or relevant combination of education and experience in the delivery of employment related training and skills development
- Career Development Practitioner Certificate from an accredited college or equivalent combination of education and experience within the employment field
- Job Club Leadership and Personality Dimensions training is an asset
- Well-developed group and one-to-one facilitation skills - knowledgeable of small group dynamics
- Advanced Microsoft Office knowledge/experience
- Highly developed resume writing/editing skills with excellent knowledge of current resume trends
- Proven experience in designing and developing workshops for job seekers via classroom and virtual settings

### Job Skills and Abilities:

- Experience working with multilingual/multicultural job seekers
- Able to identify sensitive issues and maintain confidentiality
- Must be sensitive to and respectful of cultural and lifestyle diversity
- Excellent knowledge of Labour Market trends, employment and non-employment related services in the community
- Exceptional communication and listening skills to ensure participants feel respected, heard and supported
- Strong interpersonal skills and confidence in dealing with difficult participants
- Experience in motivating and supporting participants in job search activities
- Proficient in creating and formatting targeted resumes utilizing current industry standards
- Able to organize and carry out duties with independence and professionalism
- Capable of relating to a diverse clientele and sincere appreciation for a multicultural environment
- Strong ethics around confidentiality and the ability to identify sensitive issues
- Organized and comfortable working in a multi-tasked, fast-paced environment
- Flexible and committed to working in a team to achieve sustainable outcomes and targets - 'can do', 'will do' attitude.
- Strong computer skills; highly experienced in MS Office and navigating the internet
- Second language is an asset

\* An eligibility list will be maintained for up to 6 months.

**NOTE: Applicants not selected for an interview will not necessarily be notified.**  
Options Community Services Society is an equal opportunity employer  
committed to hiring a diverse workforce.

Posted: August 28, 2020

OCS Posting #A21621

**CLOSING DATE:** Resumes will be reviewed starting September 4, 2020 but the posting will remain open until filled and will close without notice.

**PLEASE APPLY TO:** Jenny Lam, Senior Manager, Immigrant Services  
Options Community Services Society  
13520 - 78<sup>th</sup> Avenue  
Surrey, B.C. V3W 8J6

Email: [jenny.lam@options.bc.ca](mailto:jenny.lam@options.bc.ca)

No phone calls please.

Please include a cover letter clearly indicating the posting number [posting #A21621] and outlining your qualifications and related experience for the position.