

POSTING



RESEARCH PROJECT FACILITATOR Permanent Full Time (35 hours per week)

WorkBC Employment Services

Multiple Locations (Whalley, Guildford, Newton)

The Research Project Facilitator is responsible for assisting WorkBC job seekers to gain essential skills in order to make progress in their journey to sustained employment. Facilitator will work closely with WorkBC Management Teams and WorkBC Case Managers to recruit and assess eligible participants; collaborate with Project research partners meet project objectives and outcomes.

The Facilitator will coordinate all aspects of an Essential Skills Research Training Project, provide a positive, professional learning environment that fosters a client centered approach and assists in the achievement of goals specified by Options Community Services (OCS).

KEY DUTIES AND RESPONSIBILITIES

- Collaborate with Project Partners to meet project objectives and outcomes as outlined in Contract Agreement; coordinate Project (group and one-on-one) activities that adhere to set schedules/timelines
- Participate in train-the-trainer sessions facilitated by Project Partners that inform Project delivery
- Administer skills assessment tools as well as manage logistics of both in-person and online delivery of essential skills training in accordance to Project curriculum and guidelines
- Work closely with WorkBC Management teams to promote Project; and with WorkBC Case Managers to recruit and assess eligible clients in order to meet Project targets
- Liaise with WorkBC Case Managers regarding client progress on an ongoing basis; ensure that relevant information is included in client Action Plan and entered in ICM database
- Facilitate train-the-trainer sessions for WorkBC Facilitators to better understand and better utilize essential skills training in their respective training curriculum
- Participate in Project conference calls with Project Partners as required (troubleshooting and/or sharing of information, insights, lessons learned)
- Complete Project reports as required, including recruitment activities and update participant enrolment targets quarterly
- Manage Project related administrative tasks as well as submit monthly invoices for enrolment and completion fees to Project Partner
- Participate in assigned meetings for the purpose of sharing information, coordinating service development and delivery and/or organizational development
- Work collaboratively as a member of the OCS WorkBC team to achieve performance

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: 09/16/2020

OCS Posting #:A21641

measures and overall WorkBC Program outcomes

QUALIFICATIONS

Education, Training, and Experience:

- Career Development Practitioner Certificate from an accredited college or equivalent combination of education and experience within the employment field
- Good understanding of Essential Skills and experience delivering Essential Skills training; soft skills and hard skills curriculum delivery
- Familiarity with skills assessment tools and invigilation procedures
- Well-developed group and one-to-one facilitation skills - knowledgeable of small group dynamics and adult education
- Proficient in use of technology and familiarity with Zoom, Microsoft Teams, OneDrive, LinkedIn Learning, etc.; advanced Microsoft Office knowledge/experience
- Proven experience in designing and developing both group and one-on-one facilitation and training sessions via in-person classroom and virtual settings

Job Skills and Abilities:

- Good project management and coordination skills
- Proficiency in facilitation of both in-person and online skills training
- Comfortable working in a performance based work environment with strong emphasis on sustained employment outcomes.
- 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 clients feel respected, heard and supported.
- Strong interpersonal skills and confidence in dealing with difficult clients
- Experience in motivating and supporting clients 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 in relating to a diverse clientele and sincere appreciation for a multi-cultural 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.

CLOSING DATE: Resumes will be reviewed starting September 23rd 2020 but the posting will remain open until filled and will close without notice.

PLEASE APPLY TO: Jagjit Gill, Senior Manager
Options Community Services Society

Email: jagjitg@options.bc.ca

No phone calls please.

Please include a cover letter clearly indicating the posting number [#A21641] and outlining your qualifications and related experience for the position.