

We're Hiring!



FACILITATOR AND SKILLS COACH

Posting Requisition	<i>A22086</i>	Program	<i>Amplify & WorkBC Employment Services</i>
Job Type	<i>Permanent, Full-time</i>	Location	<i>Surrey, BC</i>
Hours of work	<i>35 hours per week</i>	Closing Date	<i>Open Until Filled</i>

Options Community Services is a non-profit registered charity providing social services primarily in Surrey, Delta, White Rock and Langley. We believe in helping people help themselves. We believe in collaborating with individuals, businesses, community groups and government to create focused, effective and responsive resources for the community.

The Facilitator/Skills Coach will work closely with WorkBC Staff to market and recruit participants for the program, as well as provide Essential Skills assessments, training, coaching and skills enhancement services either through face to face or online contact. The Facilitator/Skills Coach is also responsible for assisting job seekers in a pro-active job search for achieving sustained employment outcomes by utilizing all three service delivery channels – Outreach, Virtual and WorkBC Centres.

ACCOUNTABILITIES

- Support the ongoing development, delivery and co-ordination of Essential Skills and the Amplify Research Project
- 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 Essential Skills and Soft 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
- Assess clients for eligibility, identify Skills deficits, develop individualized learning plans, evaluate learners at regular intervals and adjust individual learning plans to accommodate individual needs
- Organize, develop and deliver job search workshops and skills enhancement training utilizing a variety of digital technologies and assess learner's skills and abilities for online learning
- Facilitate one to one coaching and group learning activities, including reviewing, marking and providing feedback for participant work
- Work closely with WorkBC Employment Counsellors to promote the project and recruit program participants
- Liaise with WorkBC Employment Counsellors regarding client progress on an ongoing basis; ensure that relevant information is included in client Action Plan and entered in ICM database
- 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
- 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
- Perform other duties as assigned

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QUALIFICATIONS

Education, Training, and Experience:

- Career Development Practitioner Certificate from an accredited college or equivalent combination of education, training 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 and experience of small group dynamics and adult education/learning.
- Proficient in use of technology including Zoom, navigation of online breakout rooms, Microsoft Teams, OneDrive, LinkedIn Learning, etc.; advanced Microsoft Office skills.
- Proven experience in designing, developing and delivering both group and one-on-one facilitation and training sessions via in-person classroom and virtual settings.

Skills and Abilities:

- Excellent problem solving, interpersonal, written and oral communication skills
- Proficiency in facilitation of both in-person and online skills training and developing one to one coaching for individualized learning plans
- Knowledge of Moodle and Zoom technologies to facilitate webinars and synchronous and asynchronous virtual services
- Able to create and write reports, business correspondence and presentations
- 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.
- Experience in motivating and supporting clients in job search activities.
- Organized, efficient and comfortable working in a performance-based work environment with strong emphasis on sustained employment outcomes.
- Proficient in creating and formatting resumes utilizing current industry standards.
- Able to organize and carry out duties with independence and professionalism.
- Capable in relating to a diverse clientele with multiple barriers and sincere appreciation for a multi-cultural environment.
- Strong ethics around confidentiality and the ability to identify sensitive issues and effectively document confidential student records
- 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 Suite and navigating the Internet

SPECIAL REQUIREMENTS

- Successful candidates will be required to provide a current and satisfactory Criminal Reference Check / Vulnerable Sector search preceding their start date.

**An eligibility list may be maintained for up to six months. Eligible applicants may be offered a casual position.*

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PLEASE APPLY TO:

Jagjit Gill, Program Manager

Options Community Services Society

Email: jagjit.gill@options.bc.ca

Please include a cover letter clearly indicating the posting number [posting #22086] and outlining your qualifications and related experience for the position.