



Internal Employment Opportunity

Employment Skills Facilitator 2

Employment & Language Services

WorkBC – On Call (Various Locations)

Why you should apply with us:

At [MOSAIC](#), we take pride in having a supportive, diverse, and inclusive workplace where employees can trust that their ideas and contributions are valued. We were recognized in the [2019 List of Best Workplaces™ in Canada \(100-999 employees\)](#) by the Great Place to Work® Institute. With over 40 years of experience, we're one of the largest settlement organizations in Canada engaging 350 staff and more than 600 volunteers. Our employees benefit from incorporating many diverse perspectives, taking part in training and career growth opportunities. Come join a vibrant organization and make a difference in someone's life today!

Join our team!

We're seeking a self-motivated individual with excellent communication skills to develop and guide the curriculum that will assist clients in learning the necessary skills to obtain and maintain employment. This position will work out of the various locations.

The Employment Skills Facilitator 2 develops and delivers classroom instruction to WorkBC clients that results in improved employability and successful job attachment outcomes. This position evaluates processes, curriculum, and teaching methodologies and translates findings into actions that improve client success and contractual outcomes.

POSITION:

Employment Skills Facilitator 2

DEPARTMENT:

Employment & Language Services

ABOUT THE POSITION:

As the Employment Skills Facilitator 2, you will develop and deliver classroom instruction to WorkBC clients that will result in improved employability and successful job attachment outcomes. This position evaluates processes, curriculum, and teaching methodologies and translates findings into actions that improve client success and contractual outcomes.

KEY RESPONSIBILITIES:

- Understand the WorkBC program service policies and contractual obligations, and understand the role a facilitator plays in achieving program goals (i.e. KPMs and contractual outcomes)
- Maintain knowledge of the unique needs of program participants and related activities/services
- Collect and maintain labour market information and information on labour market trends

- Evaluate the process which determines how case-managed clients are referred to classroom instruction; regularly assist the coordinator/manager in refining the process
- Support the team with program policy interpretation and develop strategy/process to improve contractual outcomes and achieve client success
- Coach facilitators in effective classroom management and handling challenging client situations
- Develop and deliver classroom instruction according to principles of Adult Education to improve learners' employability
- Evaluate curriculum and teaching methodologies; regularly update classroom instruction delivery to improve client outcome
- Develop and revise curriculum according to client learning needs based on input from Case Manager, Centre Managers and Funder requirements
- Design monthly workshop schedule including workshop description, eligibility requirements and sign up procedures
- Document client activities in the client database
- Play the role of subject matter expert (SME) in Job Search, Career Exploration and Life Skills topics
- Oversee maintenance and inventory of all equipment and supplies related to work shop delivery
- Support the WorkBC Employment Services manager/coordinator in onboarding new staff members
- Assist in resolving client complaints and managing aggressive client behaviours

MINIMUM QUALIFICATIONS:

- Post-secondary degree, certificate or diploma in a relevant field (i.e. career or employment development, vocational rehabilitation, , adult education, or human resource management)
- Certified Career Development Practitioner (CCDP) designation
- Experience in delivering group based Job Search, Career Exploration and Life Skills work skills programs workshops within the WorkBC framework
- Knowledge of the WorkBC Integrated Case Management (ICM) tool
- Strong Microsoft Word and Power Point competency
- Excellent English writing, listening and oral communication skills
- Current and satisfactory Criminal Record Check required

DESIRED SKILLS AND QUALIFICATIONS:

- Able to translate evaluation findings to refine processes, curriculum, and teaching methodologies
- Personality Dimensions Certified
- Able to build rapport with clients
- Excellent interpersonal, cross-cultural, and written communication skills
- Ability to adapt teaching materials to meet the needs of clients
- Able to connect an understanding of the WorkBC program model with strategies and processes that improve client success and program outcomes
- Experience in facilitating group-based learning for adult learners
- Proficiency in Microsoft Office suite, publishing software, databases, and the ability to operate standard office equipment

BONUS SKILLS/CERTIFICATIONS:

- Essential Skills Practitioner Certified

HOURS:

Full-time (35 hours per week)

STARTING PAY:

Competitive salary based on experience and qualifications

We offer a competitive benefits package with contracts of at least one year in length, offering a minimum of 17.5 hours of work per week.

HOW TO APPLY:

Please apply via email. In the subject line of your email, please type:

“Your Name – Employment Skills Facilitator 2, various locations”

Please submit a cover letter and resume in PDF/Word format.

Address your cover letter to:

Hiring Team – Employment Programs

5575 Boundary Road

Vancouver, BC V5R 2P9

Email both the cover letter and resume to employmentprograms@mosaicbc.org

We thank all applicants for their interest. However, only applicants considered for an interview will be contacted.

DEADLINE TO APPLY:

Ongoing

POSTING DATE:

April 13, 2022



MOSAIC is committed to promoting equal employment opportunities for all members of the community