

Job Posting

Community Relations/Labour Market Information Coordinator – WorkBC Employment Services Program Working primarily from our Westshore office, 32.0 hours per week, Monday to Thursday, with varied schedule

About WorkLink:

WorkLink has been providing government sponsored employment services to the residents of the Westshore since 1978. In 2008, our services expanded to include the communities of Sooke and surrounding areas including Jordan River and Port Renfrew. We are also pleased to provide aboriginal outreach services to the First Nations Communities of Beecher Bay, T'Souke and Pacheedaht. Our non-profit organization, governed by a volunteer Board of Directors chosen from leaders in the community, is funded through a variety of federal and provincial government initiatives.

About the Program:

The WorkBC Employment Services Contract, provides services as part of the WorkBC Employment Services program and includes service awareness and marketing activities, as well as service delivery to Clients located in all communities in BC either in-person, via outreach or virtually. The purpose of the WorkBC Employment Services program is to provide employment and labour market services and supports to individuals, employers and communities to achieve the following outcomes: Clients become more independent through sustainable employment; and to contribute to an inclusive and progressive economy by helping employers and communities develop a strong work force.

About the Position:

The Community Relations/LMI Coordinator works collaboratively as a member of the WorkLink management team to provide oversight, risk management and quality control related to all WorkBC Employment Services contract deliverables. The Quality Assurance Coordinator is the "Internal Subject Matter Expert" on external funder policy and systems process as it relates to community engagement and client services delivery. Ensure all service delivery channels are utilized in their roles: Centres; Outreach; and WorkBC Virtual.

Main Focus:

- Approve all advertising, marketing, and promotional initiatives, in conjunction with the Marketing Specialist, following funder graphic standards/guidelines
- As part of the management team, identify and support all program goals and deliverables for the their department
- As the external agency representative to business community and external stakeholders, participate in local government, business association task forces, committees, advisory boards and working groups related to economic development, labour market, community demographics, large scale development, etc. (applies to all WorkLink employment services contracts)
- Assist employers facing large-scale layoffs and/or project/work start-ups with access to services and cohort workshop training
- Ensure the following service delivery channels are supported: Centres - Sooke & Westshore offices; Outreach - Services at locations other than the WorkBC Centre (including Port Renfrew and Aboriginal communities of Beecher Bay, T'Souke and Pacheedaht; and WorkBC Virtual - Services delivered by any means that is not in person.
- Increase employer service delivery awareness by delivering WorkBC Centre tours
- Lead all labour market information collection, confirmation and dissemination to internal and external stakeholders
- Provide a monthly report on all community relations activity for the Board and external funders
- Provide contract oversight (ESC deliverables) as part of WorkBC Employment Services marketing and labour market teams
- Supervise marketing, events, training and wage subsidy specialist staff, and provide staff performance evaluations for team members on a semi-annual basis, contributing to the overall performance/development plan of the staff and agency
- Support the Director of Programs in the delivery of all services as outlined in the agency Employer outreach Plan
- Work after business hours and weekends to participate in/represent WorkLink in community events
- Work with the Director of Programs to ensure specialized service initiatives are implemented for all client inclusion groups

Credentials and Requirements:

- minimum of two (2) years experience in a supervisory role within an employment services/community social services centre setting focusing on community relations, stakeholder engagement, completing detailed research projects
 - minimum two (2) years experience in marketing and/or communications, preferably in an employment support setting; familiarity with local and regional employers; employer or emerging community needs; employer relations or a post-secondary certificate in marketing or communications
 - minimum two (2) years experience in providing customer service and resolving issues both in person and in a virtual service delivery environment; and working with individuals with complex barriers and a broad range of cultural backgrounds
 - preference will be given to applicants with Degrees directly related to marketing or communications
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- Cover letter and resume may be submitted to pdoukakis@worklink.bc.ca no later than **Friday, February 15th at 4:30pm.**
 - Only those with a minimum of two (2) years of direct experience will be shortlisted for consideration.
 - This position is open to all interested applicants and requires a vulnerable sector criminal record check.

***WorkLink values the diversity of the people it hires and serves... we foster a workplace where individual differences are recognized and respected, while utilizing each person's talents and strengths.
The more inclusive we are, the better our work will be.***