

### Job Posting

#### **Director of Programs – All WorkLink Employment & Services Programs** Working primarily from our Westshore office, 37.5 hours per week, Monday to Friday

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#### **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 Programs:**

WorkLink currently delivers 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. In addition, WorkLink delivers the following two programs: Federal funded START, Skills Link program to assist eligible youth 15 to 30 years of age in career direction and job search techniques. The Provincially funded Framework Program with the Ministry of Jobs, Tourism & Skills Training to assist eligible, aged 15 years and older, unemployed and non-EI clients in career direction and job search techniques.

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#### **About the Position:**

The Director of Programs, in consultation with the Executive Director, leads and supports the WorkLink management team to provide oversight, risk management and quality control to all agency contracted service deliverables. The Director of Programs is the "Internal Subject Matter Expert" on external funding body policy and systems process as it relates to each program delivery model.

#### **Main Focus:**

- As part of the management team, identify and support all program goals and deliverables for each department
  - Direct staff supervision of all agency Coordinators and key staff as identified in the WorkLink Organization Chart
  - Ensure all interventions, programs and services identified in each contract's service delivery model are implemented and supported
  - Ensure staff deliver all services as outlined in the agency employer outreach, service awareness and marketing plans
  - Identify a designated staff member for the Sooke office/facilities oversight and day to day operations
  - Lead and track all contract policy/service delivery interpretation and reporting requirements as main contact person for each respective funding representative
  - Provide a monthly report on contracted employment services activity for the Board and external funders
  - Provide backup to the Executive Director, during peak service periods, absences and vacations, including signing authority
  - Provide operations and contract oversight for all team members, lead, supervise and train all Coordinators in their roles
  - Supervise 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
  - Work with program area coordinators to ensure specialized service initiatives are implemented for all client inclusion groups
  - Work with the Director of Finance and Quality Assurance Coordinator to confirm all client projections, analysis, targets, outcomes and milestone associated with each funding agreement
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#### **Credentials and Requirements:**

- 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 background
  - minimum of two (2) years experience in a senior management role within an employment services/community social services centre setting focusing on proposal writing, team development, capacity building and/or risk management
  - proficient in completing detailed research projects, making recommendations and/or making community presentations
  - relevant industry related post-secondary certificate or diploma
  - preference will be given to applicants with relevant and industry related post-secondary degree
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- Cover letter and resume may be submitted to [pdoukakis@worklink.bc.ca](mailto:pdoukakis@worklink.bc.ca) no later than **Friday, February 15<sup>th</sup> 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.***