

Job Posting

Essential Skills Workshop Facilitator – WorkBC Employment Services Program

Working from our Sooke & Westshore offices, 8.0 – 10.0 hours per week, Tuesday to Friday, variable 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 Essential Skills Workshop Facilitator works as a member of the labour market information team under the direct supervision of the Community Relations/LMI Coordinator. Team members ensure all service delivery channels are utilized in their roles: Centres; Outreach; and WorkBC Virtual. The Essential Skills Workshop Facilitator must ensure that all clients will have access to high quality services, for which Ministry Policy will be applied, in the same way, regardless of where and how services are accessed.

Main Focus:

- Be Internal Subject Matter Expert on WorkBC Employment Services policy and Ministry systems process as it relates to essential skills workshop facilitation
 - Conducts facilitation of core employability soft skills; all satisfaction surveys and client follow-up for additional workshops in applicable workshops series
 - Coordinate all Essential Skills workshops and produce monthly calendar of opportunities for clients
 - Deliver workshops, based on client needs, in consultation with agency Case Managers/counselling support sub-contractors
 - Provide all essential skills workshop facilitation based on labour market data, emerging needs, employer trends as determined in consultation with the Community Relations/LMI Coordinator
 - Survey needs of clients on an ongoing basis and ensure all essential skills components include a relevant list of community agencies for ongoing client support
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Credentials and Requirements:

- minimum two (2) years demonstrated 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;
 - demonstrated experience delivering basic life skills and essential work skills programs; or relevant industry related post-secondary certificate or diploma.
 - Preference will be given to applicants with relevant and industry related post-secondary degree and/or Provincial Instructors certificate or diploma.
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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.***