

### Job Posting

#### **Quality Assurance Coordinator – WorkBC Employment Services Program** **Working primarily from our Westshore office, 30.0 hours per week, Monday to Thursday**

##### **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 Quality Assurance 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 WorkBC Employment Services policy and Ministry systems process, as they relate to overall data integrity and client services delivery. Ensure all service delivery channels are utilized in their roles: Centres; Outreach; and WorkBC Virtual.

##### **Main Focus:**

- As part of the management team, identify and support all program goals and deliverables for the their department
- Direct staff supervision of the data/administration team, leading quality assurance/ICM/data policy interpretation support and 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.
- Identify, track and support all contract targets and deliverables (KPM's, Follow-up, Policy, etc.)
- Monitor all operational activities to ensure data integrity & documentation within funder guidelines
- Provide a monthly report on all WorkBC Employment Services program activity for the Board and external funders
- Provide all WorkBC Employment Services program oversight (monitoring & reporting)
- Provide contract oversight (ESC deliverables) as part of WorkBC Employment Services coordination team
- 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 and the Service Awareness & Marketing Plan
- Work with the Director of Programs and Director of Finance to confirm all client projections, analysis, targets, outcomes and milestone associated with each funding agreement
- Work with the Director of Programs to ensure specialized service initiatives are implemented for all client inclusion groups

##### **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 supervisory role within an employment services centre setting focusing on quality assurance, data management and/or records keeping/file management
- proficient in relevant operational software required to perform duties (ICM, MS Office Suite, Active Agenda) and relevant industry related post-secondary certificate or diploma.
- preference will be given to applicants with relevant and industry related post-secondary degree

- 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.***